



Let us help you manage your benefits cost and risk.

Vendor Management

The use of external vendors for compliance, consulting, and administration services is increasingly being viewed as a strategic tool that organizations can employ to improve earnings, enhance service, mitigate risk, and concentrate on core competencies. Virtually all business functions, including HR, are being outsourced. However, recent surveys indicate that almost 25% of contracts fail in the first two years, and nearly 50% fail in the first five years. The lack of an effective vendor selection process is a prime contributor to outsourcing failures.

Most organizations concentrate heavily on benefits realization from outsourcing, while often overlooking the fact that one of the most challenging issues facing them is the selection of suitable vendor(s) that best satisfy business objectives, service delivery, infrastructure, and financial guidelines.

Establishing a sourcing and vendor selection strategy involves examining core competencies and determining whether an organization requires a vendor for competitive advantage where it cannot manage a service or function internally. While cost may be a driver in your final decision, other considerations include:

- ❖ Technology
- ❖ Scalability
- ❖ Functionality
- ❖ Service and support
- ❖ Vendor culture
- ❖ Release quality and stability
- ❖ Past credentials

Bartlett O'Neill Consulting is uniquely positioned to help you make better, faster, and more cost-effective decisions regarding vendor evaluation, selection, and negotiation. We provide both industry and subject matter expertise and best-practices guidance through all phases of the process – from conducting an internal needs assessment, to evaluating vendor offerings, to negotiating, to ensuring a successful implementation or conversion.

Our Approach

SOURCING SOLUTION STRATEGY

- Understand the organization's issues, needs, scope and success criteria
 - ❖ Key drivers for possible change
 - ❖ List of targeted objectives
 - ❖ Organizational efforts to date
- Discover the root cause of the system or process failure
 - ❖ Review benefit plan and system documentation
 - ❖ Review administrative process
 - ❖ Review current vendor contract, if applicable
- Identify the available options for the organization
 - ❖ Temporary or "workaround" vs. long-term solutions
 - ❖ Explore potential impacts for each option
- Select the desired solution based on objectives / success criteria



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SEARCH AND SELECTION

- ❖ Identify potential candidates to receive the RFP or RFI
- ❖ Prepare and distribute the RFP or RFI
- ❖ Evaluate vendor responses using a framework addressing key criteria as established by the organization during the strategy phase
- ❖ Develop performance measures and service-level baselines
- ❖ Facilitate vendor visits
- ❖ Assist in selection of vendor

IMPLEMENTATION ASSISTANCE

- Initial Review
 - ❖ Define critical success factors and barriers to implementation
 - ❖ Ensure understanding of organizational impact
 - ❖ Gather information for planning process
- Assessment & Planning
 - ❖ Risk assessment
 - ❖ Resource assessment
 - ❖ Create project plan
 - ❖ Determine project administration
- Systems & Data
 - ❖ Review of system and plan requirements
 - ❖ Systems testing
 - ❖ Data mapping
 - ❖ Project management
- Quality Control
 - ❖ Status reporting
 - ❖ Develop quality checkpoints
 - ❖ Verify deliverables
 - ❖ Maintain project plan
- Wrap-up
 - ❖ Present and review control process deliverables
 - ❖ Solicit feedback