

Special Counsel improves RFP and procurement process for esteemed pediatric treatment center

Opportunity & Business Challenge

Our client's Legal and Materials Management departments were bogged down by an inefficient and overly complicated RFP-issuing and vendor selection process. Specifically, the client indicated that the RFP template is non-functional, the RFP threshold policy is obsolete, and the request process is unorganized. As a result of these shortcomings, RFPs were issued using the wrong template/information, many unnecessary RFPs for immaterial goods/services were being issued and their internal process for obtaining a request to issue an RFP was ambiguous resulting in an issuance of requests without legal review.

Our Solution

By working closely with the Legal and Materials Management departments, Special Counsel recognized immediate efficiencies that could be implemented to enhance the process itself and documents used in the process.

Special Counsel proposed revisions to the client's request templates and, following an initial intake assessment of their existing policy and workflow processes, proposed new policy standards and an improved request workflow. The workflow solutions involved an intake form that centralized

all requests for RFPs for tracking and oversight and incorporated screening questions based on the proposed policies.

Benefit/Return on Investment

Nearly immediately, our client realized the benefits of the improved RFP and procurement process. Client organization employees, from administrators to doctors and surgeons, were removed from the RFP process and could focus on core responsibilities by empowering the Materials Management department to manage the procurement process. Procurement of goods and services that posed moderate levels of risk to the client organization require competitive bidding, while immaterial goods and services are no longer included in the formal competitive bidding process. Overall, time and cost savings were initially sought and ultimately realized as a result of contracting with Special Counsel.

Key Metrics / Fast Facts

Client Industry: Healthcare and Medical Research

Duration of Project: 5 months; ongoing

Contract Review Turnaround Time: 50-70% efficiency and time savings in the procurement process



Special Counsel is the leading full-service provider of legal solutions. To learn more about technology assisted review, contact your local Special Counsel location today. specialcounsel.com