

BID REVIEW / TATE & LYLE

PRESENTED BY MATT FORBES & MARC WELLS



REED & MACKAY



OVERVIEW

R&M PARTNERSHIP WITH T&L

- Serviced 32 T&L countries across 16 partners
- 10mil USD global travel spend - 80% of spend concentrated in the US and UK
- Managed and consolidated account for 3 years following first ever global travel RFP

T&L GLOBAL RFP ISSUED IN MAY 2017

- **Single TMC desire** - T&L wanted one global TMC to take programme to next level
- **External Consultant** - based in the US to give guidance and run process
- **Global Working Group** - scored process with proportional weighting given to each region
- **Focus on capability** - RFP was capability focused rather than pricing driven

REASONS FOR LOSS

REASON	DETAIL
1. Integration of R&M	<ul style="list-style-type: none">- R&M didn't feel like a single TMC- Felt the fallout from the US with Frosch so were not convinced with partnership model
2. Data quality concerns	<ul style="list-style-type: none">- T&L experienced problems with partner data and were not reassured these would be resolved
3. Local service in some countries	<ul style="list-style-type: none">- Service from some partners was not consistent- Feedback only shared during presentation
4. Lack of plan for change	<ul style="list-style-type: none">- Other TMCs proposed additional services e.g. advanced analytics, implant, emulation
5. Lack of integrated global platforms	<ul style="list-style-type: none">- Other than R&M UK/US, lack of single global platforms e.g. profiles, mid-office, portal

THE POSITIVES

REASON	DETAIL
1. Service delivery in some countries	<ul style="list-style-type: none">- Responsiveness from operational teams- Personal approach
2. Reporting dashboard	<ul style="list-style-type: none">- R&M consolidated data and designed a bespoke dashboard for T&L Exec team
3. Management response	<ul style="list-style-type: none">- Quick and decisive once issues have been raised

KEY LESSONS



BID REVIEW

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