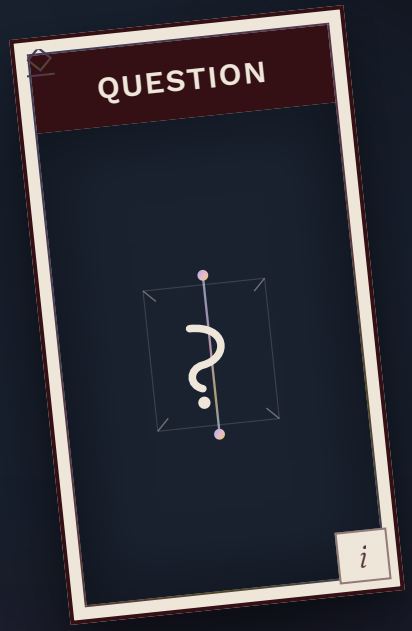
WLDKARD

CASE STUDY

ITAD procurement and decision support

Turning requirements into clearer questions, comparable evidence and a decision that could defend itself.



THE APPARENT BRIEF

Turn a complex set of ITAD requirements into a clearer procurement and vendor-evaluation process.

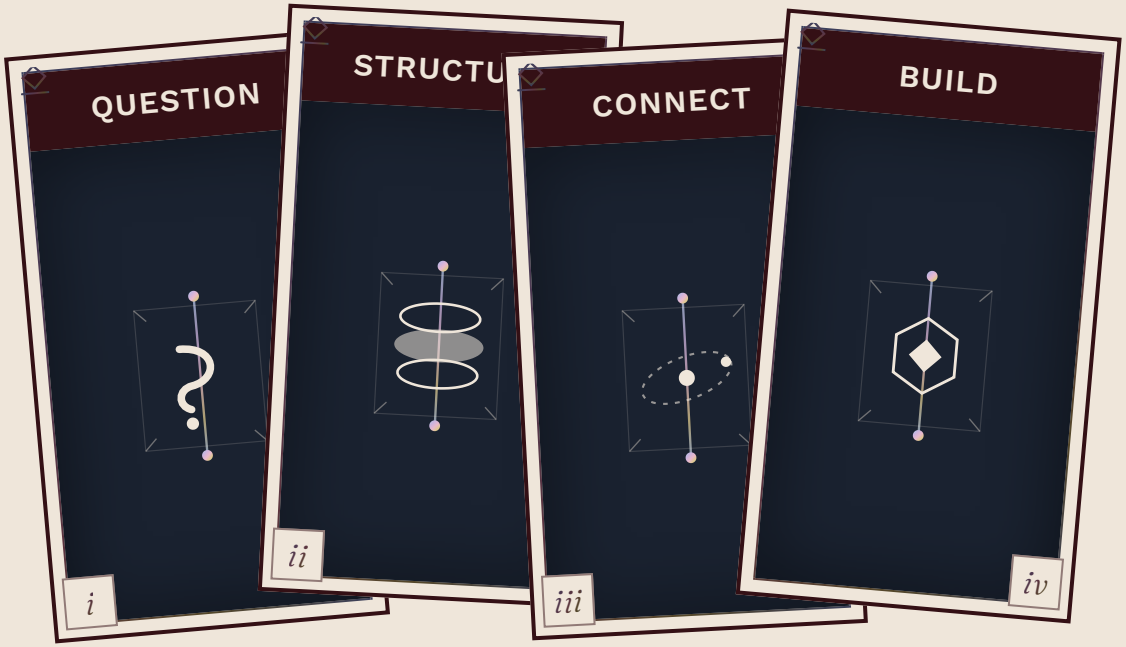
WHAT WAS ACTUALLY AT STAKE

The work wasn’t just producing an RFP.

The decision system underneath it needed to do five things:

— *i*	Make requirements explicit
— *ii*	Make vendor answers comparable
— *iii*	Make evidence visible, not just claimed
— *iv*	Make tradeoffs easier to weigh
— *v*	Make the final decision easier to defend

THE MOVES

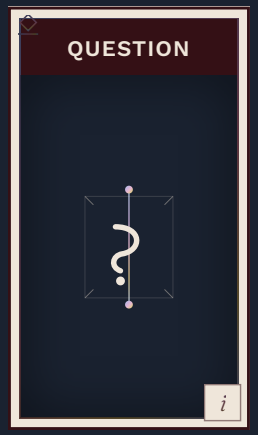


ITAD procurement and decision support

QUESTION

Requirements become questions capable of producing useful evidence.

A requirement only helps a decision once it can be asked as a question a vendor can answer, and answered in a way that can be checked.



Sanitization requirements, by media type

Operational requirements

Evidence and documentation expectations

Vendor response structure

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STRUCTURE + CONNECT

Requirements, questions, evidence and comparison, connected into one decision architecture.



Each requirement carries through to a specific question, the question to the evidence that answers it, the evidence into a comparison across vendors — and only then to a decision.

BUILD

A family of deliverables the buyer could keep using after the engagement ended.

— *Buyer & procurement guidance*

A plain-language guide to what to ask for and why, before a requirement ever reaches a vendor.

— *A structured RFP template*

Requirements organized so every vendor answers the same question, in a form that can be compared.

— *An evaluation & scoring framework*

A consistent way to weigh tradeoffs across vendors, so the reasoning behind a decision is visible.



THE CONSEQUENCE

Vendor evidence becomes easier to compare. The eventual decision becomes easier to explain — and to defend.

Bring me the messy version.

Narrative strategy for businesses that know more than their customer can currently see.

Start a conversation