



Public Sector System Procurement Support

ESTABLISHED
2016

REFERRALS

100
%
WORD OF
MOUTH

SECTOR
EXPERIENCE

200+
YEARS
COMBINED

CERTIFIED

CE+
CYBER
ESSENTIALS



CONTENTS

PART A: SERVICE-SPECIFIC

- [A1 Service Summary](#)
- [A2 Features](#)
- [A3 Benefits](#)
- [A4 Platform Expertise](#)
- [A5 Case Study](#)

PART B: COMPANY STANDARDS

- [B1 About BetterGov](#)
- [B2 Delivery Approach](#)
- [B3 Service Management](#)
- [B4 Security & Compliance](#)
- [B5 AI & Automation](#)
- [B6 Service Levels](#)
- [B7 Onboarding & Exit](#)
- [B8 Customer Responsibilities](#)
- [B9 Technical Requirements](#)
- [B10 Training](#)
- [B11 Social Value](#)
- [B12 Reporting & KPIs](#)
- [B13 Pricing](#)
- [B14 Ordering & Invoicing](#)
- [B15 Business Continuity](#)
- [B16 Data Protection](#)
- [B17 Accessibility](#)
- [B18 Contact Us](#)

PART A SERVICE-SPECIFIC INFORMATION

A1 SERVICE SUMMARY

Service Name

Public Sector System Procurement Support

Service Description

We help councils buy systems properly. Not the procurement theatre of generic consultants writing specifications they don't understand, but genuine expertise from people who've implemented every major social care, education, and housing platform. We know what questions to ask suppliers because we've configured their systems. We know which promises are realistic because we've delivered implementations. We understand routes to market intimately - G-Cloud, DOS, DPS, open tender, framework call-offs. We advise on the right approach for your circumstances, not the easiest one for us.

When DHSC needed a national specification for adult social care systems, they asked us to co-author it. We led workshops with 61 local authorities and facilitated demonstrations from all 8 major suppliers. When Crown Commercial Service needed to understand the £32.1B adult social care market, we conducted the analysis. When Warwickshire needed a Cabinet paper for their CRISP transformation, we delivered the business case that secured approval. G-Cloud, Digital Outcomes, Dynamic Purchasing Systems, open tender - we know the routes to market and guide you to the right one for your procurement.

From options appraisals (Enfield SEND: 49 pages, 5-year TCO, 4 platforms compared) to requirements capture (Neath Port Talbot: 1,772+ requirements documented) to tender evaluation and contract award, we make procurement decisions evidence-based rather than sales-driven. Because buying the wrong system costs years to fix, not months.

G-Cloud Classification

CATEGORY	DETAIL
G-Cloud Lot	Lot 3: Cloud Support
Service Category	Sector-Specific: Social Care (F-208-000-000)
Framework Reference	RM1557.15

Scope Boundaries

This service includes:

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Procurement Strategy & Options Appraisal: Market analysis, options evaluation, business case development, Total Cost of Ownership modelling, vendor landscape assessment

Requirements Development: Functional and non-functional specification, user requirements workshops, MoSCoW prioritisation, evaluation criteria design

Tender Support: ITT documentation, evaluation framework design, supplier clarification management, scoring and moderation, contract negotiation support

Common workstreams include:

- Social Care case management system procurement
- Education management system procurement
- Housing system procurement
- ERP and corporate system procurement
- Finance system procurement

Market Intelligence: Vendor capability assessment, reference site visits, product demonstrations, market sounding exercises

This service does not include bespoke software development, ongoing managed service operations, or 24/7 production support unless explicitly agreed in the call-off contract.

A2 FEATURES

Key capabilities that differentiate this service:

National Specification Authors We co-authored the DHSC/LGA ASC:CMS Foundational Specification - the national standard for Adult Social Care Case Management Systems. We don't just know procurement, we helped define what good looks like. 61 Local Authorities engaged, 150+ stakeholders consulted, 8 suppliers involved. When you need a specification that vendors can actually deliver against, ask the people who wrote the national one.	Evidence-Based Options Appraisal Options appraisal grounded in implementation reality. We've configured every major platform - Mosaic, Liquidlogic, Synergy, ContrOCC, and others. We know which vendor promises are realistic because we've delivered (or rescued) implementations. Total Cost of Ownership models that include the hidden costs others miss.	Requirements That Work Requirements specifications that mean something to suppliers and evaluators. Functional, non-functional, integration, data migration - structured for evaluation and deliverable in practice. Not theoretical wish lists but practical specifications informed by 30+ implementations.
Deep Market Intelligence We know the social care, education, and housing system market inside out. Vendor capabilities, roadmaps, pricing models, implementation track records. Independent advice - we don't resell software, so our recommendations are genuinely neutral.	Cross-Sector Expertise Social care, education, housing - we've supported procurements across local government. Synergy and Capita One for education, Mosaic and Liquidlogic for social care, Croydon housing system procurement. The breadth to advise on portfolio decisions.	End-to-End Tender Support From business case through contract signature. ITT documentation, evaluation frameworks, supplier clarifications, scoring moderation, contract negotiation. We've sat on both sides of the table - we know what good submissions look like and what questions to ask. And we often stick around for the implementation - so we can't afford to get the procurement wrong.

A3

BENEFITS

61
EFFICIENCY

Unique market position - we co-authored the national specification that defines what good social care systems look like. Procurement advice grounded in implementation reality.

7+ YEARS
SAVINGS

Kent: 7 years and still extending. Waltham Forest: 7 years continuous partnership. Lancashire: 39 months. Long relationships built on delivery, not promises.

100%
SATISFACTION

All our work comes through referral and reputation. We don't cold call, we don't bid competitively against incumbents. Councils find us because other councils recommend us.

A4

PLATFORM EXPERTISE

PLATFORM

EXPERTISE
LEVEL EXPERIENCE

Social Care Systems	Expert	Mosaic, Liquidlogic, and others - plus the ecosystem around them: citizen portals, provider portals, finance modules, emonitoring, corporate finance integrations, AI and automation. We've implemented the full stack, not just the core system.
Education Systems	Expert	Synergy, Capita One, ONE Education. Portsmouth, North Northamptonshire, Torbay. Procurement support informed by implementation experience.
Housing & Corporate Systems	Expert	Croydon housing procurement, Flintshire housing (in progress). Cross-sector expertise for portfolio-level procurement decisions.

A5

CASE
STUDY

CLIENT SUCCESS

DHSC

Challenge: No national standard existed for adult social care case management systems. 152 local authorities each making independent procurement decisions with no common framework to evaluate suppliers against. Central government needed a specification that would raise the bar across the sector while remaining practical and deliverable.

Solution: Co-authored the ASC:CMS Foundational Specification with DHSC and LGA. Led requirements workshops with 61 local authorities. Facilitated demonstrations from all 8 major suppliers. Drew on our implementation experience across every major platform to ensure the specification was ambitious but achievable - not a theoretical wish list but a practical standard vendors could deliver against.

Outcome: National specification published and adopted as the sector standard (<https://ascait.khub.net/foundational-specification>). Referenced in NHS integration guidance. Established the benchmark against which social care systems are now evaluated. When councils ask 'what should our system do?', the answer is the specification we helped write.

CLIENT SUCCESS

Enfield

Challenge: London Borough needed evidence-based SEND system options appraisal. Multiple platforms to evaluate. Required 5-year TCO to support investment decision. Elected members wanted clear recommendation with supporting evidence, not consultant hedging.

Solution: 3-month options appraisal. 4 platforms evaluated against 50+ validated requirements. 5-year total cost of ownership modelled for each option including implementation, licensing, support, and likely upgrades. Risk assessment and clear recommendation.

Outcome: 49-page options appraisal delivered. Clear recommendation with supporting evidence. 5-year TCO enabling confident investment decision. Subsequently led to implementation engagement and scoping phase.

CLIENT SUCCESS

Neath Port Talbot Council

Challenge: Welsh council needed to replace legacy social care system. Comprehensive requirements capture needed across Adults and Children's services. Full ITT documentation required for formal procurement under Data and Application Solutions framework. Complex evaluation process with multiple bidders.

Solution: End-to-end procurement support. Discovery phase to understand current state and future needs. 1,772 requirements documented and prioritised across Adults, Children's, and corporate functions. Full ITT pack developed including requirements specification, pricing response document, method statements, and evaluation framework. Supplier evaluation and scoring moderation support.

Outcome: 1,772 requirements documented and validated. Complete ITT documentation released to market. Structured evaluation framework enabling objective supplier comparison. Council equipped to make evidence-based platform decision.

PART B COMPANY-WIDE STANDARDS

B1 ABOUT BETTERGOV

Better Group Limited trading as BetterGov is a specialist consultancy supporting UK public sector digital transformation since 2016.

“
We build capability, not dependency
”

— BetterGov

BetterGov works alongside internal teams to build capability and reduce dependency, ensuring services can be sustained after engagement completion. We measure success by what organisations can do independently, not by how long they need us.

How our values inform our delivery



Why BetterGov?

- **Public Sector Specialists** Deep expertise in Local and Central Government
- **100% UK-Based** All delivery staff UK-based with security clearances
- **Outcome-Focused** Success measured by results, not activities
- **Standards Aligned** GDS, DSS, DSSW, Technology Code of Practice

Our Services

- Digital Transformation
- Cloud Services
- Programme & Project Management
- Systems Implementation

- Technology Consulting
- Capability Building
- Service Design
- User Research

B2

DELIVERY
APPROACH

■ Operating Model

■ Delivery Mode

- Agile delivery (Scrum/Kanban)
- PRINCE2 Project Management
- ITIL-aligned service management
- Transparent milestone tracking

- Remote-first with secure tools
- On-site for critical workshops
- Hybrid as required

Risk Management

We actively identify common failure modes in cloud support engagements - unclear scope, data access delays, dependency risk, stakeholder availability - and address them through early scoping checkpoints and formal risk ownership. Problems are surfaced early, not discovered late.

Tooling & Frameworks

CATEGORY	DETAILS
Project Management	Azure DevOps, Jira, Confluence, Our own tools
Collaboration	Microsoft Teams, SharePoint, Miro, Power BI, Our own tools
Methodologies	Agile, PRINCE2, ITIL

Security clearances: BPSS standard on all staff. SC and DV available on request. Associates and subcontractors are vetted to the same security and quality standards as permanent staff.

B3 SERVICE MANAGEMENT

Every engagement has a dedicated Engagement Lead and Director oversight.

■ Governance

- Clear roles and accountability
- Proactive risk management
- Formal change control

■ Reporting

- Weekly/fortnightly status
- Governance meetings
- Lessons learned reviews

We maintain a live risk register with named owners. Escalation triggers are defined at engagement start, not discovered during crisis.

Escalation Matrix

LEVEL	OWNER	RESPONSE
First	Project Manager	Resolve within agreed timelines
Second	Account Director	Intervention within 24 hours
Executive	Director	Immediate action on critical issues

B4 SECURITY & COMPLIANCE

CE+ CYBER ESSENTIALS	ICO REGISTERED	ISO 9001/27001 Aligned	UK DATA CENTRES
■ Data Residency All customer data stored exclusively in UK-based data centres.		■ UK GDPR Full compliance with technical and organisational measures.	
B5	AI & AUTOMATION		

AI and automation are used only to support analysis and operational efficiency. All decisions, recommendations, and outputs are reviewed and owned by named consultants. There are no autonomous actions.

**Intelligent Analytics**

AI-powered dashboards support insight generation - human analysts interpret and validate findings

**Process Automation**

RPA reduces manual effort by up to 60% - all automation is auditable and reversible

**AI Strategy**

Advisory services for responsible AI adoption aligned with government frameworks - governance first, capability second

Our AI Principles

AI is optional - never required for service delivery

Human-led decision making on all outputs

Governance and explainability before deployment

No autonomous actions without explicit approval

B6**SERVICE LEVELS****■ Response Targets**

SERVICE	TARGET
Enquiry	4 working hours
Proposal	5 working days
Mobilisation	10 working days
Critical escalation	4 hours

Maximum quarterly credit cap: 15% of fees.

Service levels are monitored by the Engagement Lead and reviewed as part of regular governance, with trends and corrective actions shared transparently. We track what matters, not what's easy to measure.

■ Service Credits

PRIORITY	RESPONSE	CREDIT
P1 Critical	4 hours	5%
P2 High	8 hours	3%
P3 Medium	24 hours	2%
P4 Low	48 hours	1%

Support Tiers

TIER	AVAILABILITY	INCLUDES
Standard	Mon-Fri 09:00-17:30	Email, phone support
Extended	Mon-Fri 07:00-21:00	+ Priority escalation
24/7	24 hours, 7 days	+ Critical incident response

B7**ONBOARDING & EXIT****■ Mobilisation**

- Kick-off and scoping
- Access provisioning
- Risk and compliance checks
- Team familiarisation

■ Exit & Handover

- Deliverable sign-off
- Knowledge transfer
- Data export
- Deletion confirmation

Exit planning begins at engagement start. Knowledge transfer is structured to avoid single points of failure. Default retention: 90 days post-closure for audit purposes, then secure deletion. Trial service available: one-day consultancy sessions for prospective customers to evaluate our approach before commitment.

B8**CUSTOMER RESPONSIBILITIES**

- Timely system and data access
- Documentation and approvals
- Data ownership, GDPR, and IP (Customer retains ownership of all deliverables unless otherwise agreed)

- Named decision-maker
- Prompt query responses
- Third-party coordination

B9**TECHNICAL
REQUIREMENTS**■ **Prerequisites**

- Stable internet connection
- Modern browser (Chrome, Edge, Firefox)
- MFA capability

■ **Constraints**

- Third-party dependencies
- Scheduled maintenance windows
- Bandwidth for large data transfers

B10**TRAINING & KNOWLEDGE
TRANSFER**■ **Included**

- Onboarding sessions
- User documentation
- Handover knowledge transfer

■ **Optional Add-Ons**

- Advanced workshops
- Change management support
- Continuous learning programmes

B11**SOCIAL
VALUE****Our Commitments**

- **Net Zero 2035** Carbon reduction plan aligned with government targets
- **Living Wage** Accredited Real Living Wage employer
- **TOMs Framework** Social value measured and reported transparently
- **SME/VCSE Priority** Local and diverse supply chain engagement

B12**REPORTING & KPIS**■ **Monthly**

- Milestone progress
- Risk and issue status
- Resource utilisation

■ **Quarterly**

- Project health assessment
- Benefits realisation
- Lessons learned

Reporting outputs are designed to support internal governance, audit, and assurance requirements. Reports can be shared directly with finance, procurement, and oversight teams without modification.

B13**PRICING****Time & Materials**

SFIA-aligned day rates

Fixed Price

Milestone-based payments

Outcome-Based

Performance-linked fees

Detailed SFIA rate card provided as separate PPG upload.

B14**ORDERING & INVOICING**

Orders placed via Public Procurement Gateway (PPG) using Contract Award Service.

TERM	DETAIL
Billing	Monthly in arrears or milestone-based
Payment Terms	30 days (Public Sector Payment Policy)
Payment Method	BACS transfer

All invoices include detailed breakdowns by deliverable and resource, suitable for finance review and audit trail requirements.

B15 BUSINESS CONTINUITY

MEASURE	TARGET
Recovery Point Objective (RPO)	Up to 24 hours
Recovery Time Objective (RTO)	24-48 hours for critical services
DR Testing	Annual minimum (ISO 22301 aligned)

B16 DATA PROTECTION

Full compliance with UK GDPR and Data Protection Act 2018.

■ Technical Controls

- Encryption in transit and at rest
- Access controls and audit logs
- Regular security assessments

■ Governance

- Designated Data Protection Officer
- ICO registration maintained
- Breach notification procedures

B17

ACCESSIBILITY

WCAG 2.1 AA
Fully compliant

WCAG 2.2
Patterns adopted in all new deliverables

Formats
HTML, PDF, large print, Easy Read

B18

CONTACT US

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Digitally Driven, Socially Empowered

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