



Service Definition Document



Requirements Definition,
Specification & Vendor
Selection Support

Service Overview

Fluid's Requirements Definition, Specification & Vendor Selection Support service helps public sector organisations define what they need from a new digital or technology solution and run a structured, buyer-centred process to evaluate options and select the most appropriate supplier.

This service is typically used where an organisation is preparing for a cloud-based or software-as-a-service investment decision and requires independent support to clarify requirements, assess available solutions, and

ensure procurement decisions are evidence-based, transparent and aligned to organisational objectives. Fluid provides structured specification and option appraisal support across a wide range of systems, including enterprise resource planning (ERP), customer relationship management (CRM), HR platforms, finance systems, case management solutions and data platforms. The service remains solution-agnostic and independent, reducing procurement risk and increasing confidence that chosen solutions are fit-for-purpose and deliver value for money.

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Service Scope (What's Included)

Fluid will provide a structured assessment covering:

- Discovery and confirmation of buyer objectives, priorities and constraints
- Requirements gathering with key operational, service and technical stakeholders
- Development of clear functional and non-functional requirements
- Specification support to inform procurement activity and supplier engagement
- Market and solution options appraisal aligned to buyer needs
- Support for structured vendor evaluation, scoring and comparison
- Facilitation of supplier demonstrations and buyer evaluation workshops
- Identification of implementation considerations, risks and dependencies
- Recommendation support and documentation to inform buyer decision-making
- Development of an onward roadmap for mobilisation and delivery planning

This service can support both early-stage option exploration and formal procurement preparation across multiple system types and technology domains.

Out of Scope

(What's Not Included)

This service does not include:

- Acting as the procurement authority or replacing buyer commercial responsibilities
- Direct procurement or contracting with suppliers on behalf of the buyer
- Prime delivery of implementation programmes or systems integration
- Vendor-specific sales representation or solution promotion
- Bespoke software development or technical build activity

Fluid's role is to provide independent, buyer-centric advisory and evaluation support.

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Deliverables & Outputs

Typical deliverables include:

- **Requirements and Specification Pack** (functional and non-functional)
- **Option Appraisal and Evaluation Framework**
- **Supplier Longlist / Shortlist Support Documentation**
- **Structured Scoring and Comparison Outputs**
- **Demonstration and Workshop Findings Summary**
- **Risk, Dependency and Implementation Considerations Log**
- **Buyer Recommendation and Decision Support Report**
- **Mobilisation and Next-Step Roadmap** for implementation planning

Deliverables are typically provided as a presentation-style pack (PowerPoint), with streamlined Word formats available where required.

Delivery Approach

Fluid delivers this service through a structured and transparent approach:



Fluid can work alongside buyer commercial teams and delivery partners, maintaining an independent and solution-agnostic advisory role.

Roles & Responsibilities

Fluid Responsibilities

- Lead requirements, specification and evaluation activity
- Provide independent, evidence-based option appraisal
- Facilitate structured evaluation and scoring processes
- Produce procurement-ready documentation and recommendations
- Ensure buyer priorities and service outcomes remain central throughout

Buyer Responsibilities

- Provide access to stakeholders and operational service owners
- Confirm strategic objectives, constraints and procurement route
- Lead formal commercial and contracting decisions
- Participate in evaluation workshops and supplier scoring
- Review and approve final recommendations

Assumptions & Dependencies

This service assumes:

- Availability of appropriate stakeholders to define requirements
- Buyer clarity on procurement timelines, governance and decision-making
- Access to existing documentation, service data and operational context
- Buyer participation in demonstrations, evaluations and scoring
- Timely feedback to maintain procurement momentum

The depth of vendor engagement will vary depending on buyer requirements and procurement stage.

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Outcomes & Benefits

By completing this service, buyers achieve:

- Clear, structured requirements aligned to operational and strategic needs
- Reduced procurement and delivery risk through specification clarity
- Independent evaluation of solution options and supplier fit
- Improved value-for-money through transparent comparison and scoring
- Better implementation readiness through early identification of dependencies
- Stronger confidence in supplier selection and mobilisation planning



Commercial Model (High Level)

This service is typically delivered over **3–12 weeks**, depending on the complexity of requirements, number of stakeholders, and the scale of vendor evaluation required.

Pricing is generally offered on a fixed-scope or time-and-materials basis, with transparent day-rate structures aligned to the required expertise.

Security & Compliance (Light Touch)

Fluid applies appropriate confidentiality and information governance controls throughout delivery.

Engagements are delivered in line with buyer security requirements, ensuring sensitive commercial, operational and supplier information is handled appropriately.

