Options Appraisal
Service Definition Document

G-Cloud 15
Lot 3 Cloud Support

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Options Appraisal

Introduction

Civiteq supports public sector organisations to make confident, evidence-based decisions on digital, service and ERP investment. We specialise in digital and service transformation and ERP for the public sector, providing independent advice that supports value-for-money decisions and withstands scrutiny from senior governance bodies.

Our Options Appraisal service helps organisations identify, assess and compare viable options before committing to major investment. We provide structured, impartial analysis aligned to HM Treasury Green Book guidance, so decisions are strategically aligned, affordable, deliverable and supported by robust evidence.

What we do

Civiteq provides end-to-end options appraisal and business case support for digital transformation, service transformation and ERP programmes. We help organisations develop a clear understanding of available options, assess them objectively and progress confidently through internal and external assurance.

Organisations typically engage this service when they need to:

- Decide whether and how to invest in new digital, service or ERP solutions
- Compare multiple solution or sourcing options objectively
- Develop Strategic, Outline or Full Business Cases
- Meet HM Treasury Green Book and Five Case Model requirements
- Secure approval from investment boards, senior leaders or external assurance bodies

Our Options Appraisal services typically include:

- **Discovery and current-state assessment**
  Reviewing the existing service, system or estate, including user experience, costs, contracts and commercial arrangements.
- **Strategic drivers, vision and benefits definition**
  Clarifying strategic objectives, defining success criteria and identifying high-level benefits to guide option development.
- **Requirements and decision criteria definition**
  Establishing clear requirements and evaluation criteria, including desirability, feasibility and viability.
- **Options development and appraisal**
  Developing a shortlist of viable options and assessing them using structured qualitative and quantitative analysis, including financial modelling.

- **Business case development**
  Producing Strategic, Outline or Full Business Cases aligned to the Five Case Model, proportionate to the scale and risk of the investment.

- **Market engagement and sourcing strategy**
  Shaping routes to market, supporting soft market engagement where appropriate and preparing for procurement.

- **Governance and approval support**
  Supporting internal governance, investment boards and decision-makers to understand options, assumptions and recommendations.

- **Roadmap and next steps**
  Producing a clear roadmap and action plan to support transition into procurement and delivery.

- **AI and automation**
  Advising on the responsible use of automation and AI, including data readiness, governance and assurance requirements.

This service is vendor-neutral and can be delivered independently or alongside other Civiteq G-Cloud services, including Procure & Prepare, Transformation and ERP services.

How we do it

Civiteq brings clarity, structure and assurance to complex investment decisions through a collaborative, evidence-led approach.

We provide:

- **Independent, impartial advice** – vendor-neutral assessment of options based on evidence rather than assumptions.

- **Green Book and Five Case expertise** – translating technical, operational and financial detail into decision-ready business cases.

- **Rapid understanding of complex environments** – focusing analysis on real-world constraints, dependencies and risks.

- **Robust analysis and clear recommendations** – combining qualitative insight with quantitative financial modelling.

- **Strong stakeholder engagement** – working collaboratively for options that reflect organisational priorities and service realities.

- **Assurance-ready documentation** – producing clear, concise outputs suitable for internal and external scrutiny.

Our approach is proportionate and scalable, ranging from light-touch options reviews to full Strategic, Outline or Full Business Cases.

Outcomes you can expect

Buyers using Civiteq's Options Appraisal service can expect:

- **Confident, defensible investment decisions**
  Clear, evidence-based recommendations aligned to strategic objectives and value-for-money principles.
- **Improved strategic alignment**
  Options that are demonstrably aligned to organisational priorities, service needs and ways of working.
- **Reduced delivery and commercial risk**
  Early identification of risks, constraints and dependencies before committing to procurement or delivery.
- **Robust financial understanding**
  Transparent financial models that clarify costs, benefits and affordability across options.
- **Assurance-ready business cases**
  Documentation that meets Green Book and Five Case Model requirements and stands up to governance and external review.
- **Clear path to delivery**
  A practical roadmap that supports transition from decision-making into procurement and implementation.

Timescales

Timescales vary depending on scope, complexity and procurement approach. As a guide, a typical medium-complexity options appraisal may include:

- **Discovery and definition (3–6 weeks)**
  Understanding the current state, strategic drivers, requirements and constraints.
- **Market engagement and evaluation (6–10 weeks)**
  Soft market engagement, option validation and comparative assessment where appropriate.
- **Business case development and approvals (3–6 weeks)**
  Development of Strategic or Outline Business Case and support through governance.
- **Transition to delivery (2–3 weeks)**
  Finalising recommendations, roadmap and handover into procurement or delivery.

Parallel working is often used to reduce elapsed time where feasible.

Resources

Options Appraisal engagements are delivered by multi-disciplinary teams, scaled to the scope and complexity of the decision.

Typical roles may include:

- **Delivery Lead** – Oversees delivery, governance, stakeholder engagement and quality assurance.
- **Business Analyst** – Leads discovery, requirements definition, options analysis and narrative development.
- **Solution Architect** – Assesses solution options, architecture, integrations and technical risks.
- **Financial Modeller** – Develops baseline costs, option financial models and affordability analysis.
- **Commercial Lead** – Provides procurement and commercial insight, contract assessment and route-to-market advice.
- **Change Lead (where required)** – Supports benefits definition, strategic alignment and readiness considerations.

Roles and effort are tailored to the engagement, with rates as per the published rate card.

Civiteq Trading Limited
86-90 Paul Street
London, EC2A 4NE

civiteq.co.uk
hello@civiteq.co.uk

Company registration number: 09571840

VAT number: GB214513642