



**Procure and Prepare
Service Definition Document**

**G-Cloud 15
Lot 3 Cloud Support**

Procure and Prepare

Introduction

Civiteq supports public sector organisations to procure and prepare for successful ERP and digital transformation programmes.

Our Procure and Prepare service establishes the foundations for implementation by providing clarity of requirements, strong governance, organisational readiness and compliant procurement. We help organisations move confidently from strategy and business case into delivery.

What we do

Civiteq provides structured advisory support across programme mobilisation, procurement and implementation readiness. We bring together discovery, commercial, technical and change disciplines so organisations are fully prepared before committing to implementation.

Organisations typically engage this service when they need to:

- Prepare for ERP or best-of-breed system procurement
- Select software and implementation partners through compliant public sector routes
- Establish governance, controls and delivery readiness ahead of implementation
- Reduce delivery risk before committing to major transformation spend

Our Procure and Prepare services include:

- **Programme mobilisation and governance**
Establishing delivery structures, decision-making forums, roles, responsibilities and reporting to support controlled, auditable delivery.
- **Target Operating Model (TOM) and service design**
Defining future operating principles and service models to inform requirements, procurement decisions and implementation planning.
- **Business and functional readiness**
Reviewing processes, policies and requirements for alignment with organisational objectives and future ways of working.
- **Change and early benefits preparation**
Preparing organisations for delivery through early change planning, communications, readiness assessment and benefits framing.
- **Data readiness and migration planning**
Assessing data quality and defining approaches to cleansing, migration and alignment with cloud or SaaS solutions.
- **Technical readiness and architecture assessment**
Reviewing integrations, security, infrastructure and technical constraints for compatibility with the future technology landscape.

- **Procurement strategy and sourcing support**
Defining routes to market, supporting market engagement and aligning procurement activity with public sector commercial policy.
- **Procurement documentation and evaluation**
Producing requirements, evaluation criteria and scoring frameworks, and supporting transparent supplier evaluation and selection.
- **Implementation mobilisation planning**
Preparing mobilisation plans, onboarding approaches and governance handover to enable a “right-first-time” start to delivery.

This service can be delivered independently or alongside other Civiteq G-Cloud services.

How we do it

Civiteq applies a structured, public-sector-proven delivery approach that balances governance, compliance and practical delivery support.

1. **Mobilise and govern** – Establish governance, roles, reporting and controls.
2. **Discover and define requirements** – Confirm outcomes, constraints and evidence-based requirements.
3. **Procurement strategy and market engagement** – Define route to market and engage suppliers compliantly.
4. **Evaluate and select** – Support transparent, auditable evaluation and decision-making.
5. **Prepare for delivery** – Confirm readiness across people, data, technology and suppliers.
6. **Transition to implementation** – Produce mobilisation packs and implementation start-up plans.

This phased approach results in alignment between procurement decisions, organisational readiness and implementation plans.

Outcomes you can expect

Buyers using Civiteq’s Procure and Prepare service can expect:

- **Clear, compliant and defensible procurement decisions**
Structured requirements and transparent evaluation frameworks support auditable decision-making aligned to public sector governance.
- **Reduced delivery risk before implementation begins**
Early identification of constraints and dependencies allows risks to be addressed before major investment.

- **Strong governance and control from the outset**
Clear roles, decision-making forums and reporting provide leadership confidence and oversight.
- **Improved organisational alignment and stakeholder confidence**
Integrated discovery, procurement and readiness activity builds shared understanding and commitment.
- **A realistic, ready-to-mobilise implementation plan**
Mobilisation plans are grounded in evidence from readiness and procurement activity, reducing ambiguity at programme start.
- **Strong foundations for value and benefits realisation**
Early benefits framing supports ongoing tracking and accountability during delivery.

Timescales

Procure and Prepare engagements typically run for **6–9 months**, depending on scope and procurement route.

Indicative phases include:

- **Mobilisation (2–4 weeks)** – Establishing governance, onboarding resources and agreeing scope and priorities.
- **Discovery and requirements (6–10 weeks)** – Understanding current processes, data and technology and defining outcomes and requirements.
- **Procurement and evaluation (12–20 weeks)** – Market engagement, procurement documentation, evaluation and supplier selection.
- **Readiness and implementation mobilisation (4–8 weeks)** – Confirming readiness and aligning internal teams and suppliers for delivery.

Dependencies typically include access to subject matter experts, timely governance decisions and availability of relevant documentation.

Resources

Procure and Prepare engagements are delivered by multi-disciplinary teams with public sector procurement and transformation experience.

Typical roles may include:

- **Programme Lead / Delivery Manager** – Accountable for governance, stakeholder management and overall delivery.
- **Procurement and Commercial Specialist** – Leads sourcing strategy, procurement documentation and compliance.
- **Business Analyst / Requirements Lead** – Defines business, functional and non-functional requirements.

- **Data and Technical Readiness Lead** – Assesses data quality, migration readiness and technical constraints.
- **Business Change and Communications Lead** – Supports readiness, communications and early benefits planning.
- **Functional Subject Matter Experts** – Provide domain insight to inform requirements and future-state design.

Roles and effort are scaled to match programme complexity and procurement route.

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