



Intake & Orchestration SERVICE DEFINITION DOCUMENT

G-Cloud 15

Foreword

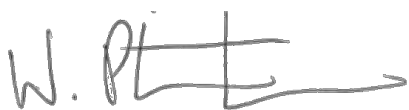
Cimple was created by people who have spent their careers working inside UK public sector procurement. We understand first-hand the pressures procurement teams face, including increasing regulatory responsibility, tighter budgets, growing scrutiny, and the need to support buying activity happening right across organisations. Whether in large central teams or distributed service environments, procurement is expected to deliver more control, more transparency, and better value, often with limited time and resources.

We founded Cimple with a clear purpose to build a modern procurement platform shaped around the real, day-to-day experiences of public sector buyers. Our focus has always been the end user. You. The people responsible for running compliant processes, managing contracts, and ensuring public money is spent well. Every design decision made is with the guiding principle: the system should help people do the right thing easily and intuitively while reducing unnecessary administrative burden. Cimple should enhance what you do every day. Not hinder it.

At the same time, we recognise that better outcomes for buyers are closely linked to better experiences for suppliers. When suppliers can engage more easily and consistently, competition improves, innovation reaches services faster, and organisations achieve stronger value for money. Cimple is therefore designed to work for both sides of the market, helping to find solutions for both buyers and suppliers simultaneously.

Cimple continues to evolve in partnership with our customers. The care we put into the platform is matched by the care we put into the service around it, because delivering better procurement outcomes is not just about technology, but about ongoing support, collaboration, and continuous improvement.

Wyndham



Founder & CEO

cimple.

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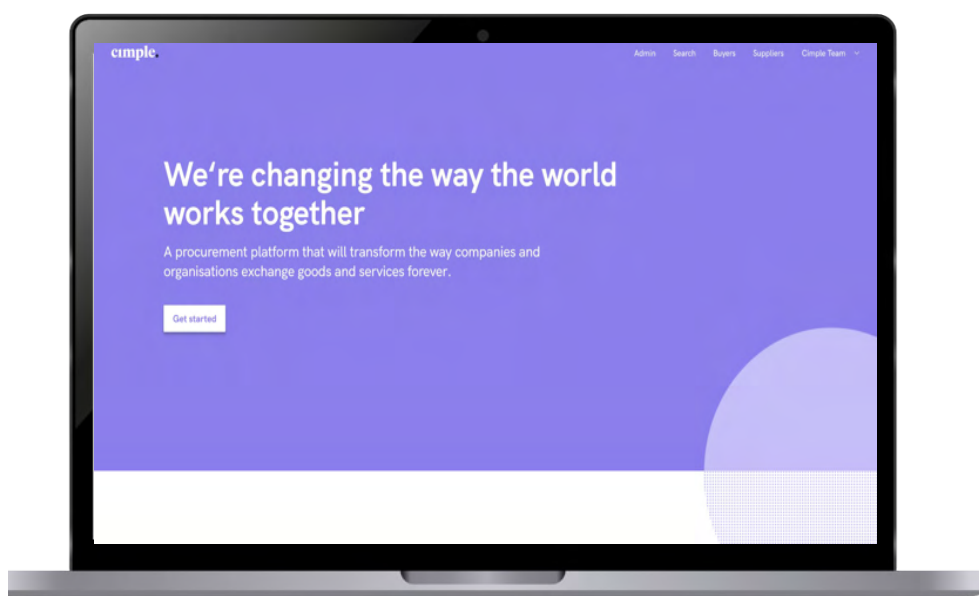
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Introduction to Cimple

Cimple is a UK-based digital procurement platform that supports public sector organisations to deliver compliant, transparent, and efficient procurement across the Source-to-Contract lifecycle. The platform brings structure and consistency to processes that are often managed through fragmented systems, email, and manual workarounds, helping organisations strengthen governance while reducing administrative effort. Built by people with extensive experience in regulated procurement environments, Cimple emphasises usability for the wide range of staff now involved in buying activity. As procurement responsibility increasingly spans departments and roles, the platform supports both procurement professionals and non-specialist users to follow the correct processes with confidence, improving compliance, audit readiness, and control.

Cimple is already in use across the UK public sector, supporting Local Authorities, Universities, Academy Trusts, NHS organisations, and Public Buying Organisations. Customers manage live procurements and contracts through the platform while widening supplier participation, particularly improving engagement with SMEs, helping to enhance competition and deliver better value for money outcomes. The service is delivered with comprehensive wrap-around support, allowing organisations to be onboarded quickly and begin running procurements within 24 hours. Cimple also hosts central frameworks on behalf of buying organisations, providing consistent and accessible routes to market, while supplier registration can be completed in under a minute, reducing barriers to participation.

This Service Definition sets out how Cimple is delivered through G-Cloud 15, including service scope, delivery model, security and resilience controls, implementation approach, and ongoing support arrangements. It is intended to give Contracting Authorities a clear understanding of how the service operates and how it can be adopted with confidence within public procurement regulations and governance frameworks.



Intake & Orchestration

Cimple’s Intake & Orchestration capability provides a structured front door into procurement and commercial activity, allowing organisations to capture, triage, and govern requests before they enter formal sourcing or contracting workflows. Requests are submitted through configurable forms, enriched with organisation-specific questions, and routed through defined approval workflows.

Core Capabilities

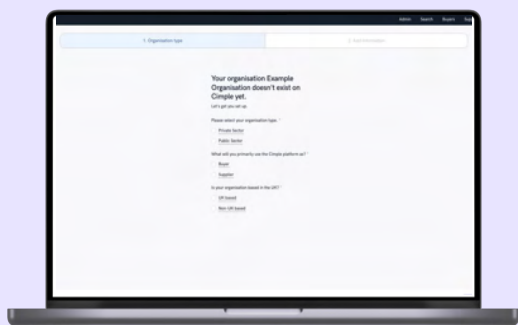
- Central dashboard showing pending, approved, and completed requests
- Configurable request intake forms with conditional questions
- Role-based approval workflows, including sequential and parallel approvals
- Delegated approvals in form of Teams to support leave and absence
- Real-time visibility of request status and approval progress
- Automated notifications and reminders for pending approvals
- Ability to route approved requests into sourcing or contract workflows
- API support for downstream orchestration into sourcing and contract systems

Key Benefits

Clear Governance	Ensure requests are reviewed and approved before procurement activity begins.	
Improved collaboration	Enable procurement, finance, legal, and services to work in one flow of approvals.	
Automated Triaging	Automating how requests are received and then triaged through approvals and into procurement/purchasing.	
Reduced Bottlenecks	Use visibility, reminders, and parallel approvals to prevent delays	
API & Integration	Move approved requests directly into sourcing workflows into Cimple or to other systems via APIs	

Key Enablers Delivered Through the Cimple Platform

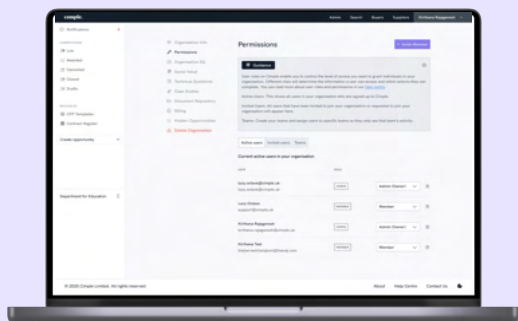
Onboarding



For Public Sector organisations, onboarding is a fast and seamless process. We undertake domain name checks on a user creating an organisation and can work with you to manage your onboarding process free of charge!
Immediate onboarding and verification for your organisation.

- Verification email check
- Quick processes - under 2 minutes to complete onboarding

Organisation Management and Teams:

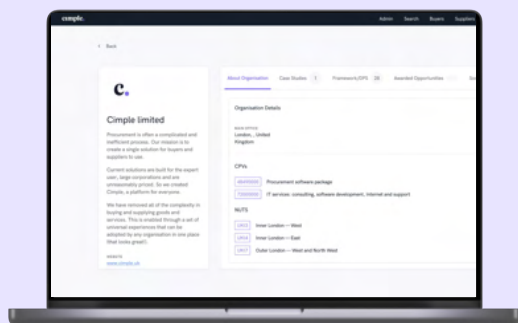


Cimple enables customers to manage users, roles, and permissions at an organisational level.

- **Admin:** Full access across the platform
- **Member:** Full procurement access excluding admin settings
- **Evaluator:** Assigned to evaluation tasks only
- **View-Only:** Read-only access for oversight

Cimple enables organisations to create Teams within a single buyer organisation. Users can be assigned to one or more teams. Where teams are in use, users only see and receive notifications for activity relevant to their team.

Organisation Profiles



Search across the Cimple platform to see 2000+ organisation profiles of the suppliers signed up to Cimple.

Understand the service offering of an organisation and more from their profile.

View supplier:

- Case studies
- Company info
- Awarded competitions
- Awarded Frameworks/Dynamic Markets

Key Enablers Delivered Through the Cimple Platform

Supplier Onboarding and Verification

One of Cimple's standout features is the simplicity of its supplier onboarding process, designed to reduce friction while maintaining data quality and assurance.

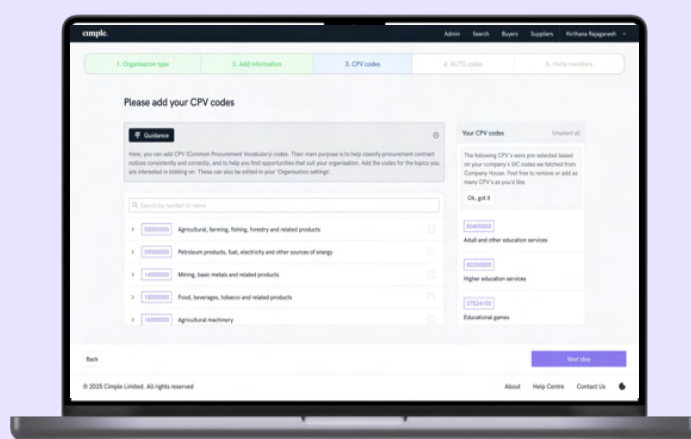
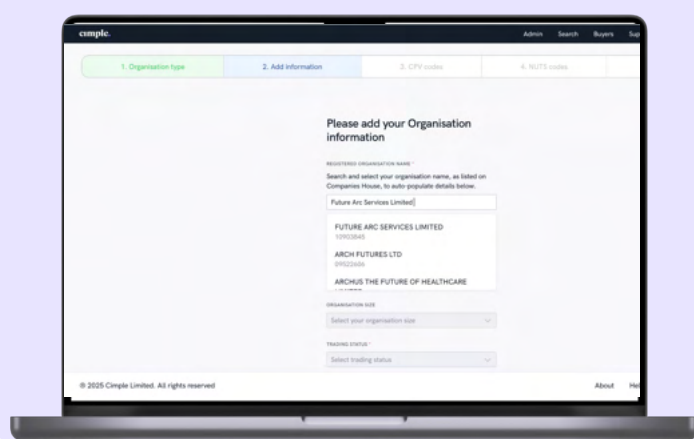
Suppliers complete a short, intuitive setup process that begins with three core questions:

- Organisation type
- Intended platform use
- Operational regions

From there, onboarding is automated. **Cimple integrates with Companies House data** to retrieve the supplier's registered organisation details, including Companies House number, which are used to auto-populate the supplier profile with verified information. This helps reduce duplicate supplier records and supports accurate supplier identification.

Once registered, suppliers can:

- Configure CPV codes for the goods and services they offer
- Select the NUTS regions in which they operate
- Access their supplier dashboard immediately



Key Enablers Delivered Through the Cimple Platform

Manage Suppliers and Communications

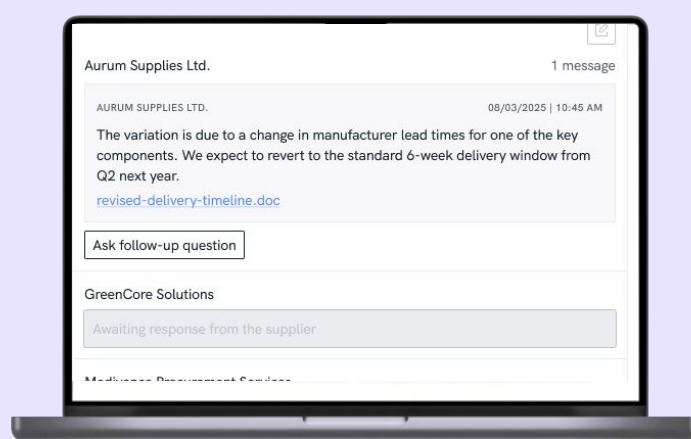
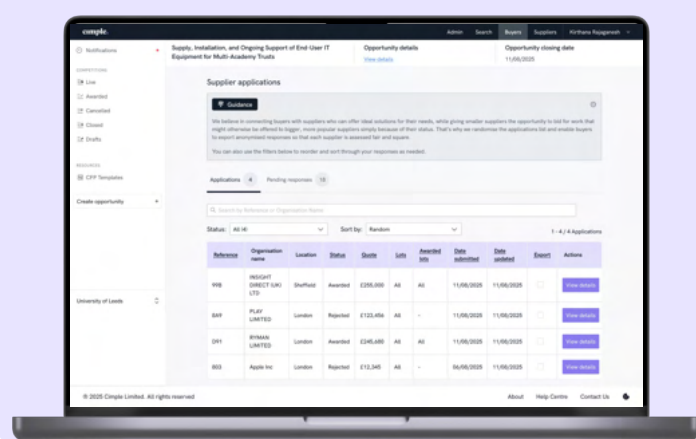
Cimple enables buyers to manage supplier participation across the procurement lifecycle, including the ability to:

- **Shortlist, award, and reject suppliers** within procurements
- **Post and respond to clarification questions** directly within the platform, with the option to publish responses privately or to all participating suppliers. This also includes post tender clarifications to send individual suppliers for further information to their responses.
- **Invite new suppliers to bid**, either from the existing Cimple supplier directory or by entering supplier contact details
- **Automatically notify suppliers** of relevant opportunities through email and in-platform alerts, including tailored notifications based on supplier category and region

Suppliers receive clear visibility of opportunities via their dashboard, ensuring timely engagement.

Communication is managed through secure in-platform messaging between buyers and suppliers throughout the procurement lifecycle. This enables structured communication linked directly to an opportunity, Dynamic Market, framework, or a contract.

Buyers and suppliers can exchange messages, clarification responses, and follow-up queries without relying on email.



eProcurement System

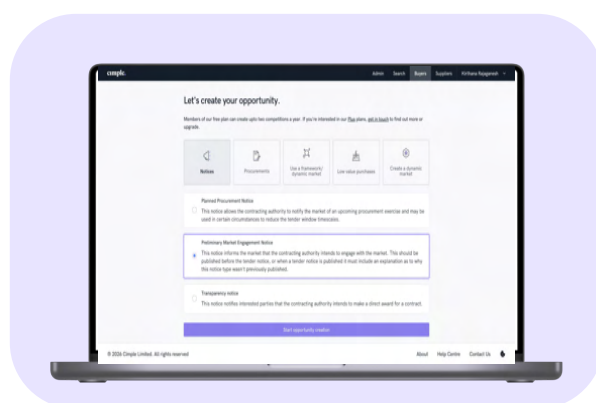
Cimple supports the full procurement lifecycle, from opportunity creation to contract award, providing a seamless, intuitive experience for both buyers and suppliers. The platform enables a range of procurement types including Open, Restricted, Below Threshold, Direct Award, and Quick Quote, in line with PCR 2015 and PA 2023 processes.

Pre-Procurement

Cimple provides dedicated support for pre-market engagement, allowing buyers to publish:

- Preliminary Market Engagement (PME) notices
- Planned Procurement Notices (PPN)
- Transparency Notices

These can be used to notify the supplier market of future opportunities, invite early engagement, and communicate supplier events such as webinars, discovery days, or soft market testing.

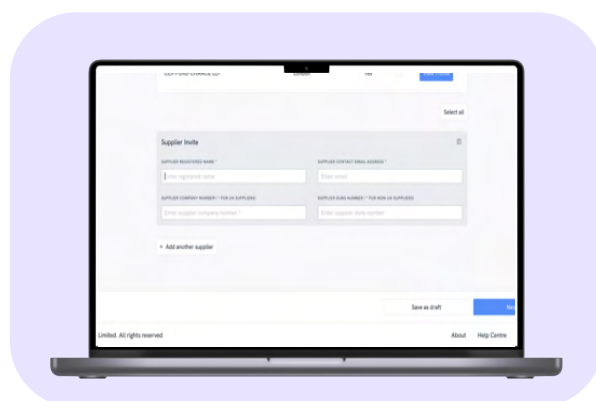


Below-Threshold Activity

For below threshold procurements, Cimple enables buyers to issue **Quick Quotes** or **Direct Awards** with or without using a framework or Dynamic Market. Buyers can set out specific questions for the supplier to respond to, or, just request a price response.

Key features include:

- **Supplier selection:** Buyers can choose a minimum of three suppliers to request quotes from
- **Flexible invitation:** For suppliers not yet onboarded to Cimple, users can manually enter a company name and email address to send an automated invitation and quote request
- **Quick supplier onboarding:** Cimple's supplier onboarding process allows new suppliers to register and complete setup in under a minute via a shared invitation link



eProcurement System

Competitive Flexible Procedure

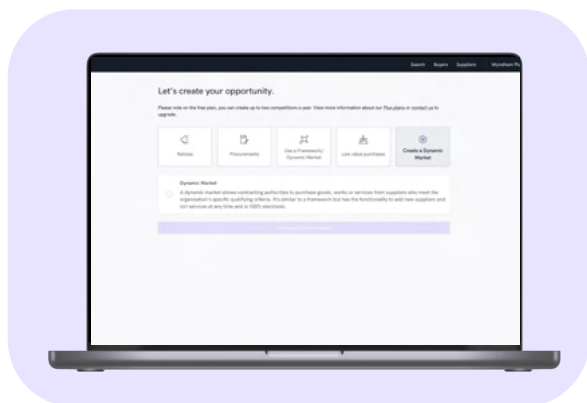
Cimple provides an advanced solution in the market to support the Competitive Flexible Procedure under PA23. Contracting authorities can create their own bespoke workflows to reflect different procurement strategies or categories, which can then be saved as templates. These workflows include custom stages, and timelines enabling repeatable, scalable best practice. Once set up these templates can then be used by team members to run live procurements.

This means the customers can set base CFP workflows to cover different types of procurements with either different stages, or, different specific activities. Customers can currently:

- **Set custom stages:** This could include a Participation Stage, Award Stage and as many different Tender stages the buyer wants.
- **Set custom events:** This could include SQ, Non-Disclosure Agreement, Expression of Interest, ITT (Technical, Commercial, Social), Site Visit, Product Demonstration, Negotiation Stage, Audit, Best and Final Offer (BAFO). We are reviewing these events and are adding to these to provide even more option/opportunity for buyers.

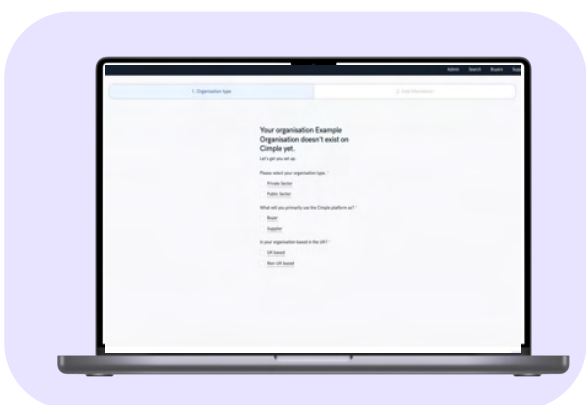
eProcurement System

Create a Dynamic Market



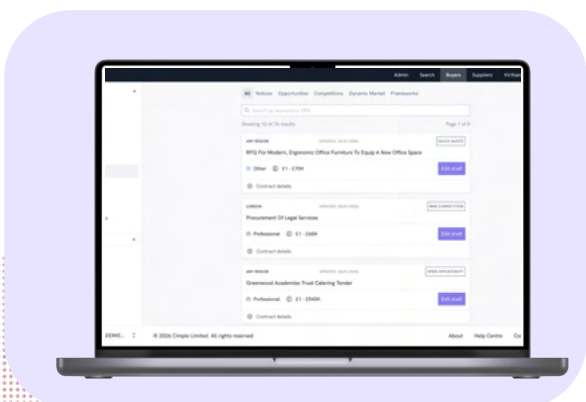
- Create and publish your Dynamic Market
- Add custom filters to your Dynamic Market to help shortlist suppliers when creating call-off competitions
- Add bespoke qualification standards for suppliers to respond to

Supplier Onboarding



- Your suppliers can onboard to Cimple for free
- Our integration with Companies House means organisations can onboard in less than a minute!
- Both UK based and non-UK based suppliers can sign up to Cimple

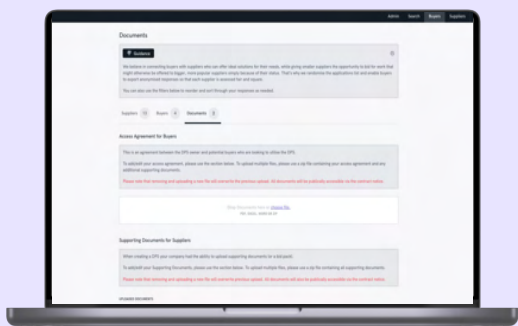
Manage Suppliers



- Award and reject suppliers onto the Dynamic Market
- Allow suppliers to re-apply to the Dynamic Market if unsuccessful
- Provide suppliers with feedback directly through Cimple
- Post answers to clarification questions directly to the suppliers

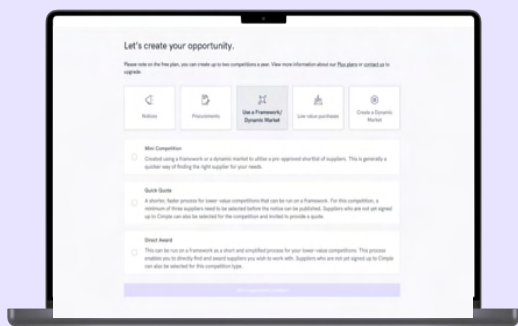
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Manage Buyer Access



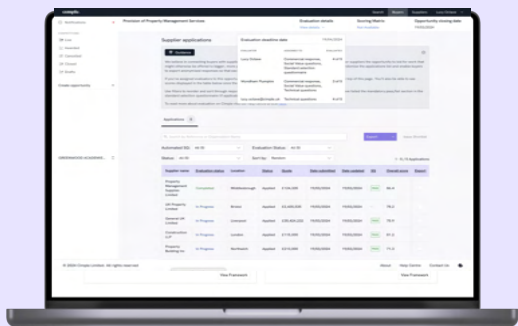
- Upload your Access Agreement for buyers looking to use your Dynamic Market
- Set the applicable organisations who can utilise the Dynamic Market
- Accept or reject other public sector buyers as is necessary
- Provide buyers with feedback on their outcome

Run Competitions



- Create and publish the call-off procurements directly on Cimple
- Run further competitions, direct award or quick quotes through Cimple
- Run low-value purchases through the dynamic markets

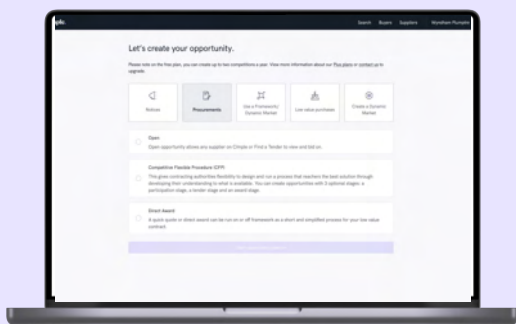
In-platform Evaluation



- Assign evaluators to each competition
- Add a scoring breakdown to each question
- Automated pass/fail of the PSQ
- Automated calculating of the overall scoring for each supplier

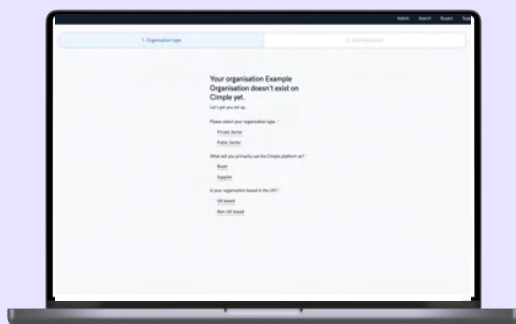
eProcurement System

Framework Hosting and Access



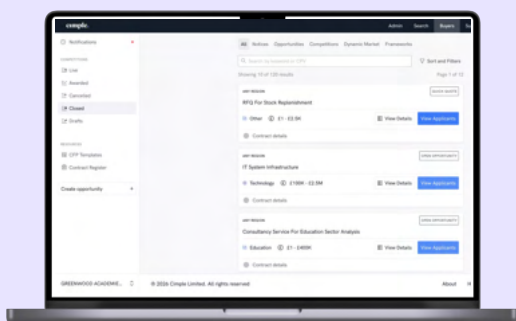
- Run a procurement through Cimple to create your framework
- Or we can upload your already established framework to Cimple, ready for immediate use in call-off competitions

Supplier Onboarding



- Your suppliers can onboard to Cimple for free
- Our integration with Companies House means organisations can onboard in less than a minute!
- Both UK based and non-UK based suppliers can sign up to Cimple

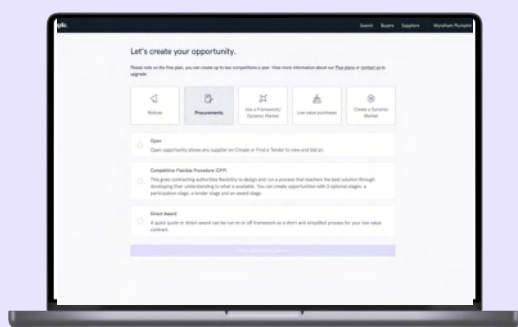
Manage Suppliers



- Shortlist, award and reject suppliers for procurements
- Post answers to clarification questions directly to the suppliers
- Invite new suppliers to Cimple to bid on your procurements

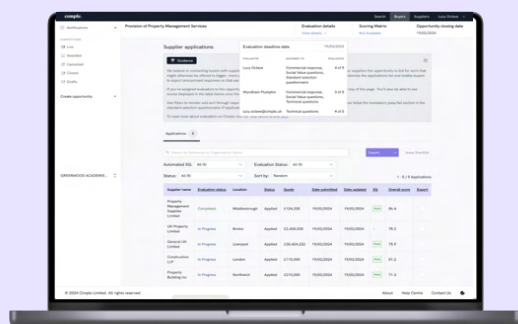
eProcurement System

Run Procurements



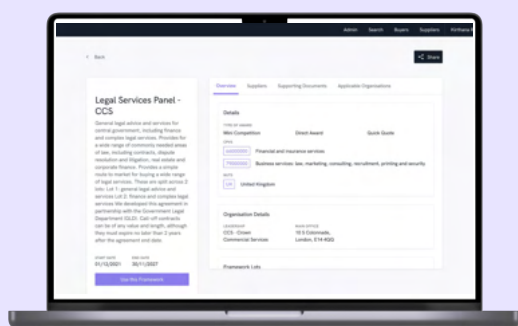
- Create and publish the call-off procurements directly on Cimple
- Run further competitions, direct award or quick quotes through Cimple
- Run low-value purchases through the frameworks

In-Platform Evaluation



- Assign evaluators to each competition
- Add a scoring breakdown to each question
- Automated pass/fail of the SQ
- Automated calculating of the overall scoring for each supplier
- Choose to exclude evaluator's evaluations (if necessary)

Central Framework Access



- Cimple hosts Central Frameworks owned by organisations such as Crown Commercial Service, YPO, NHS SBS, and others
- Buyers can search the Cimple to find an appropriate framework
- Buyers can then choose the competition type based on the framework rules to run their call-off process
- If a framework is not available on the platform, this can be requested to our team who will then work on it to get it uploaded for use

eProcurement System

In-Platform Evaluation

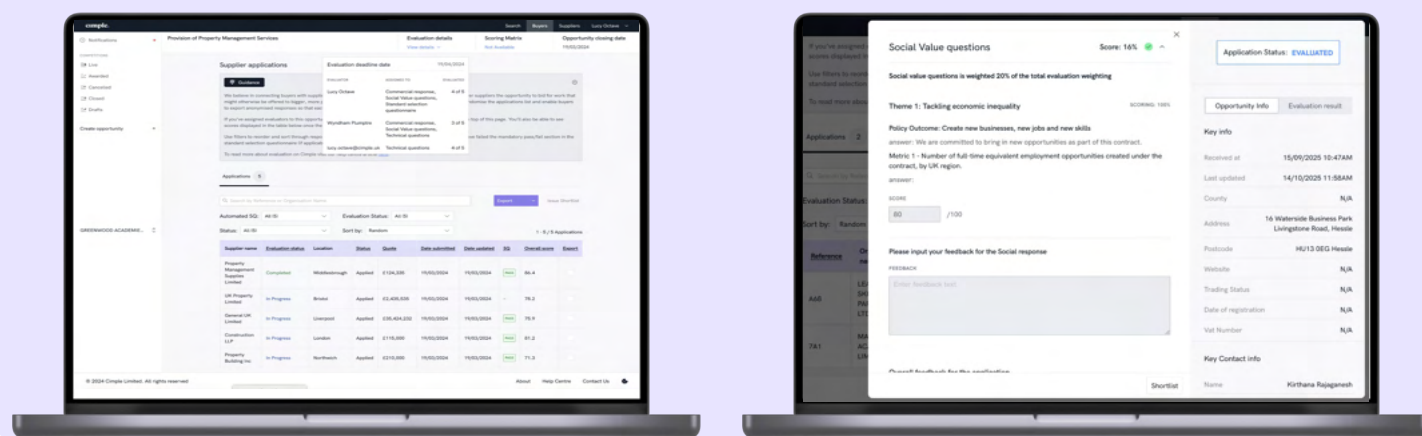
Cimple's enhanced in-platform evaluation functionality supports secure, and collaborative evaluation workflows across all procurement activity within the platform.

- Cimple allows buyers to define evaluation criteria and apply weightings at both section and individual question level during the opportunity creation stage. Buyers can set:
 - Pass/Fail criteria
 - Scored questions with numeric weighting (e.g. 40% technical, 30% commercial, 30% social value)
 - Percentage-based scoring for specific responses (scored out of 100, then automatically weighted)
 - Point-based scoring models (for example 0-5 or 0-10)
 - Buyers can also configure and attach scoring matrices setting out how responses should be assessed against defined criteria.

Evaluators can be assigned to specific sections of the ITT and provided with scoring-enabled or read-only access, depending on their role. Admin, Member, and Evaluator roles can all participate in evaluation activities within their permitted scope.

Evaluators score submissions independently within the platform. Cimple supports structured moderation and consensus scoring, enabling buyers to review individual scores, capture evaluator comments and feedback, and agree final moderated scores in a controlled way. All scoring is automatically calculated, providing a clear and auditable view of total scores and highlighting the winning supplier.

Evaluations can be completed fully online within Cimple or exported for offline review where required.



eProcurement System

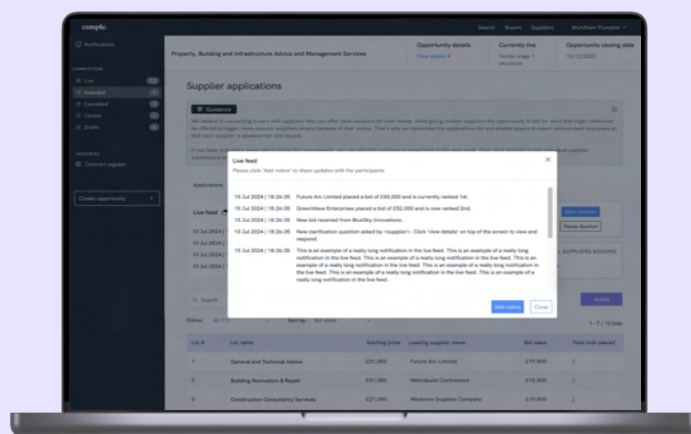
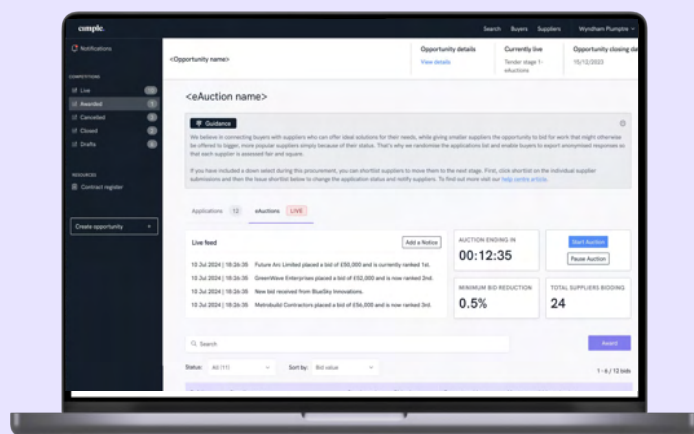
eAuctions

Cimple supports configurable eAuction functionality as part of the wider sourcing process. Buyers can run different eAuction formats, including Reverse and Japanese auctions, with the ability to structure auctions into multiple lots and invite suppliers to specific lots only.

Auctions can be set-up using price-only or combined price and non-price criteria, with score weightings applied to calculate overall rankings. Buyers can define auction parameters such as opening and closing times, minimum bid increments, and extension rules. These settings can be adjusted prior to launch to reflect the procurement requirements. All these are then open for changes before and during the eAuction.

Suppliers receive automated notifications throughout the auction lifecycle, including start, end, and progress updates.

Across the whole system, audit trail for all user activity will be provided which will be applicable for the e-auctions too. Once the e-auction has been completed, buyers can access reports covering auction outcomes and supplier bidding behaviour.



Contract Register and Contract Management

Cimple's Contract Register supports contracting authorities to manage their existing PCR15 contracts, as well as their new PA23 contracts. The register is fully integrated with the Central Digital Platform (CDP), allowing customers to automate the publication of required transparency notices, including UK7: Contract details notices, UK10: Contract change notices, and UK11: Contract termination notices.

Contracts can be:

- Bulk upload via CSV import, or
- Added individually where required

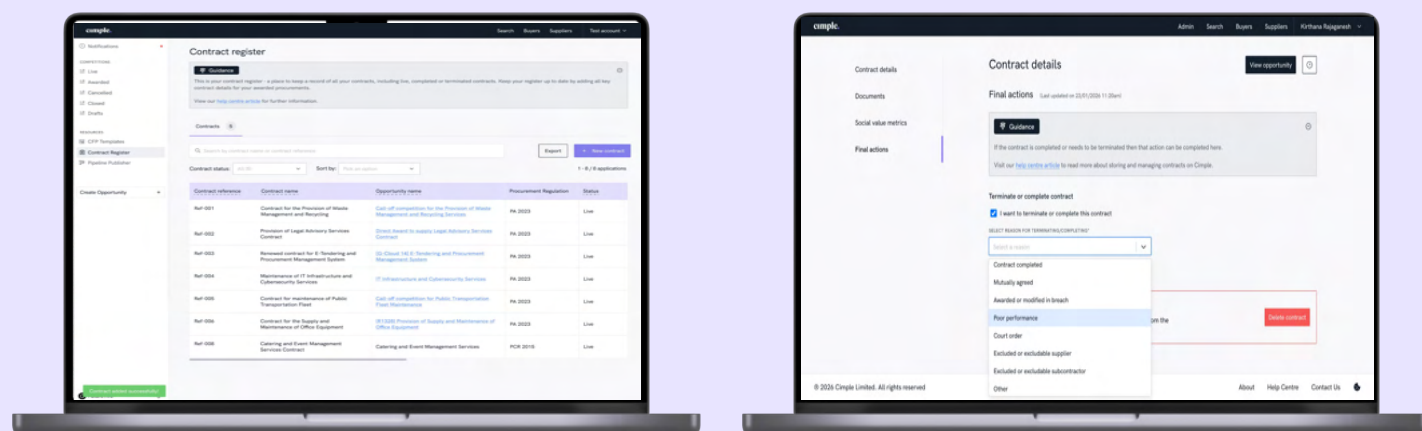
For procurements run within Cimple, award information from the sourcing module is automatically made available when creating the corresponding contract record in the Contract Register, reducing duplication and manual handovers, with the flexibility to allow edits. Contracts awarded outside the platform can also be uploaded to maintain a complete and accurate view of all contractual arrangements.

Each contract record can be enriched with key information, including:

- Contract value and duration
- Supplier details, including cost code and purchase order number
- Contract manager and owning department
- Associated frameworks and applicable fees
- Applicable procurement regulations

The system supports the management of key contract lifecycle events such as extensions, amendments, and terminations. Users are automatically sent alerts and reminders at multiple intervals ahead of contract expiry, helping teams plan renewal decisions, re-procurement activity, or contract exit in a timely and coordinated way.

All actions are logged, providing a clear audit trail for governance and reporting.



Contract Register and Contract Management

Cimple includes integrated Social Value tracking to support post-award contract management and transparency. Social value commitments can be set at contract level and tracked throughout delivery.

Social Value Tracking and Social Value Register

This functionality is extended with a dedicated Social Value Register, providing a consolidated view of all social value commitments across the organisation.

The Social Value Register enables customers to:

- View and manage all social value records in a single, centralised register
- Apply team-based permissions so teams only see their own social value commitments
- Provide management and administrators with oversight across all social value activity
- Configure automated alerts and notifications for overdue or outstanding social value actions
- Download and export social value records for reporting and assurance purposes

Social value performance can be tracked using measurable metrics defined at contract setup, such as local employment, environmental outcomes, or training delivery. Status indicators (e.g. On Track, Caution, At Risk, Completed) help teams identify and manage delivery risks proactively.

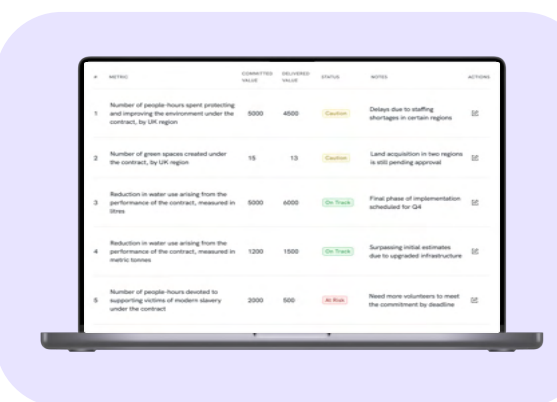
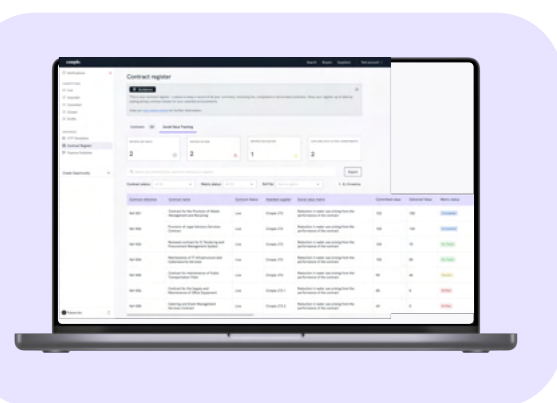
Contract Management and KPI tracking

Contract Management includes structured Key Performance Indicator (KPI) management, enabling authorities to measure, monitor, and manage supplier performance throughout the contract lifecycle.

This will allow users to:

- Define and add custom KPIs at contract level
- Track KPI progress over time against agreed targets
- Maintain a clear performance history to support governance, supplier reviews, and contract decisions

This will also support the publication of KPI-related transparency and performance notices.

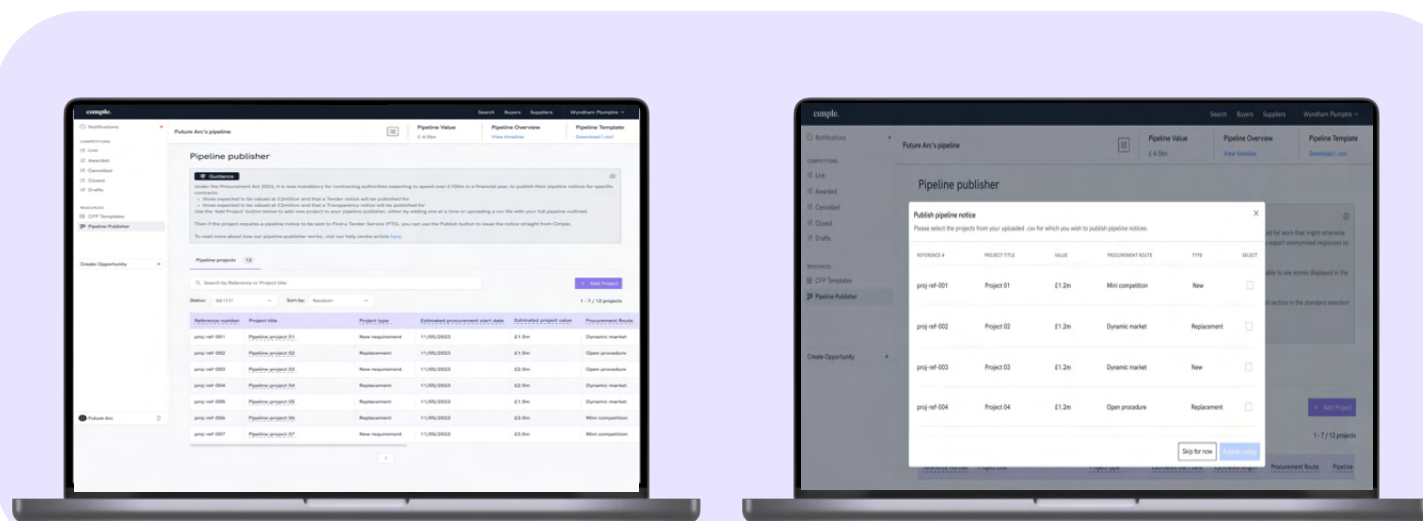


Pipeline creation and Management

The pipeline module allows buyers to capture all potential and anticipated procurement activity for their organisation, creating a central “nose-to-tail” view of upcoming projects. Buyers can add projects into the pipeline at any time, linking them to specific financial years, estimated contract start dates, and anticipated contract values. Each record can also identify the procurement route to be used and note whether the requirement is entirely new or a replacement for an existing contract.

Once a project is in the pipeline, buyers can trigger the publication of the UK1: Pipeline notice directly to the Central Digital Platform (CDP), giving the market early visibility of forthcoming opportunities. The system can also generate alerts when it is time to publish the corresponding procurement notice, ensuring key deadlines are not missed.

A visual timeline view, will give procurement teams and leadership a clear representation of all pipeline projects, segmented by route and status, allowing them to interrogate the data, and run searches to support strategic decision-making.



Integration with the Central Digital Platform

Cimple is fully integrated with the Central Digital Platform (CDP) to support transparency, compliance, and automation across the procurement lifecycle. The platform enables contracting authorities to create and publish procurement notices directly from Cimple.

Cimple supports the creation and publication of procurement notices across the full end-to-end lifecycle with our integrations to the Central Digital Platform.

The platform supports the following standardised UK notices:

- **UK1** Pipeline Notice,
- **UK2** Preliminary Market Engagement Notice
- **UK3** Planned Procurement Notice
- **UK4** Tender Notice
- **UK5** Transparency Notice
- **UK6** Contract Award Notice
- **UK7** Contract Details Notice
- **UK9** Contract Performance Notice
- **UK10** Contract Change Notice
- **UK11** Contract Termination Notice
- **UK12** Procurement Termination Notice
- **UK13** Dynamic Market Intention Notice
- **UK14** Dynamic Market Establishment Notice
- **UK15** Dynamic Market Modification Notice
- **UK16** Dynamic Market Cessation Notice

Each buying organisation can securely connect Cimple to its own Find a Tender Service (FTS) account. An FTS API key can be added within the organisation settings area, allowing notices created in Cimple to be published directly to the CDP. Clear guidance is provided within the platform to support setup and ongoing management of this integration.

To support supplier verification and reduce duplication, Cimple aligns supplier onboarding and bidding workflows with the CDP requirements under the Procurement Act 2023.

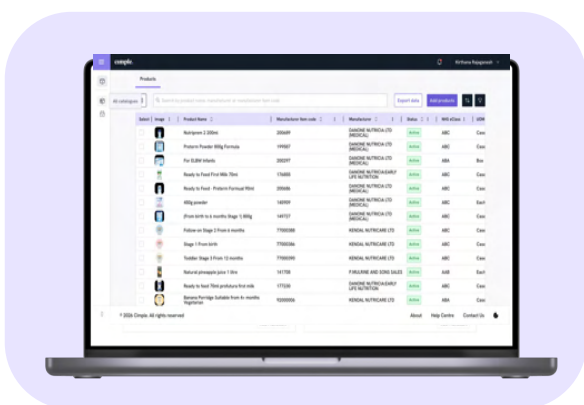
When a supplier applies for an opportunity, they are prompted to provide their verified CDP information. This can be done by uploading the official CDP ZIP file, with suppliers confirming that the information is unmodified and accurate. Once submitted, the data is used to populate supplier details within the application workflow, reducing manual input and improving data quality.

Further enhancements will allow suppliers to use a CDP share code instead of uploading a ZIP file, simplifying the process and enabling Cimple to automatically retrieve verified supplier information from the CDP.

Catalogue & Order Management

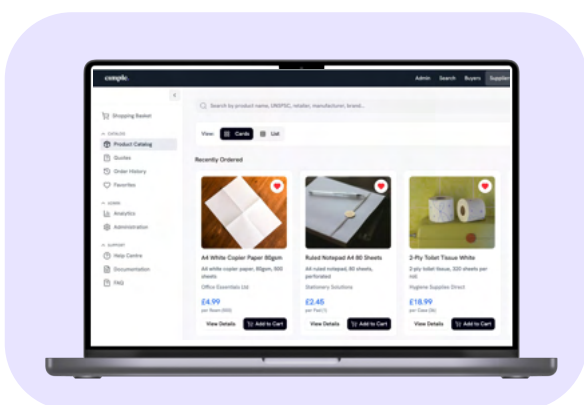
Centralised marketplace and catalogues for below-threshold procurement. Capture requests from multiple channels, automate approvals and data updates, improve supplier engagement, visibility, and ensure compliance with organisational policies.

Catalogue Creation & Management



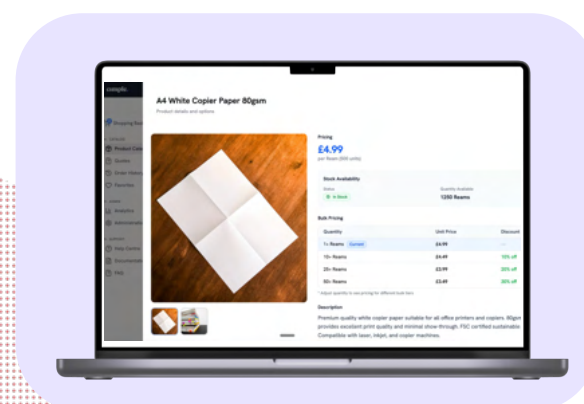
- Customers can upload their existing catalogues, or obtain new ones from suppliers.
- Catalogues are then manageable including pricing updates.
- Product amendments, additions, deletions, suspensions etc are all handled and submitted by the supplier for approval.

Curatable & Searchable Marketplace



- Customers can curate the products in their marketplace.
- The marketplace is then searchable via a range of key data points with the ability to see recently ordered and favorited items.
- Filters provide another application to help users search for the products they are after.
- Each product then has a detail product information page.

Check-out/Order Creation

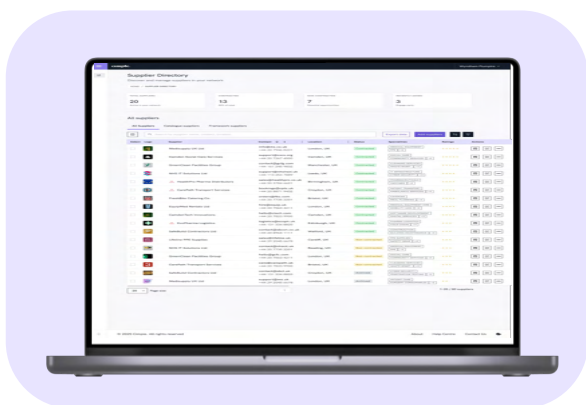


- Customers can then easily view pricing, bulk discounts and then add products to their basket.
- This includes setting delivery options and delivery instructions.
- Customers can pay via a variety of methods incl. finance system punchout, debit/procurement card and BACS/Payment on Account.
- Order statuses can be reviewed and deliveries tracked.

Supplier Management and Supplier Relationship Management

Cimple provides an integrated Supplier Management capability that enables public sector buyers to create, maintain, and actively manage a centralised supplier database across the procurement lifecycle.

Supplier Directory and Classification



Customers can create or upload a supplier database into Cimple, including:

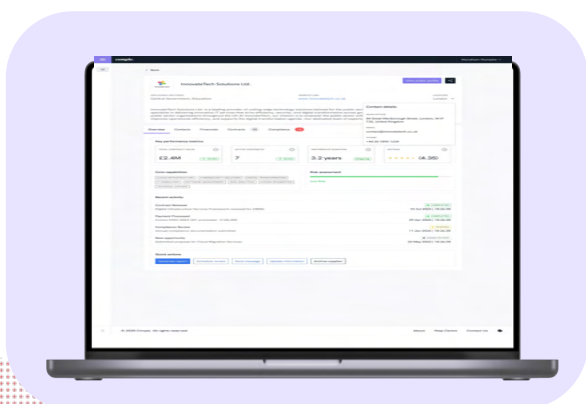
- All registered suppliers
- Framework suppliers
- Contracted and non-contracted suppliers
- Catalogue suppliers

Suppliers can be viewed and filtered by key statuses such as:

- Active or archived
- Expiring or recently added
- Framework or contract association
- Category

This provides a single, up-to-date view of the supplier landscape across the organisation.

Supplier Profiles



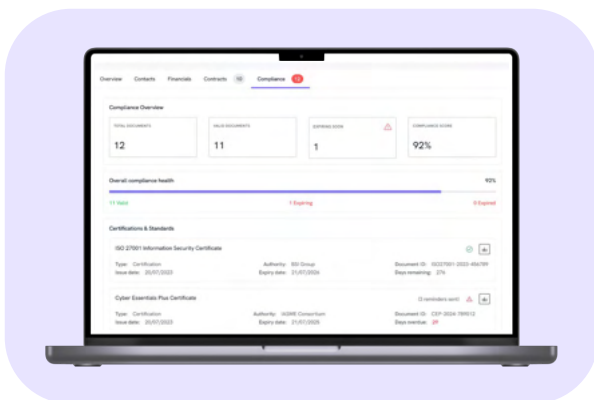
Each supplier has a dedicated profile containing:

- Core company information and capabilities
- Key points of contact
- Contract periods and partnership duration
- Supplier risks and performance indicators

Supplier profiles provide visibility across sourcing, contract management, and downstream activities, supporting more informed decision making.

Supplier Management and Supplier Relationship Management

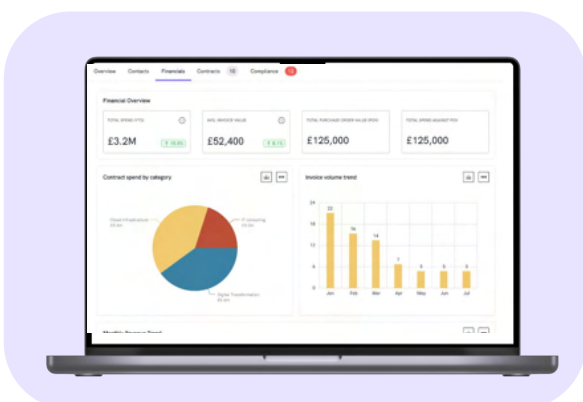
Compliance and Risk Monitoring



Cimple supports ongoing supplier compliance management, including:

- Insurance, accreditation, and certification tracking
- Automated event flags for expired or lapsed documents
- Compliance health indicators and action reminders

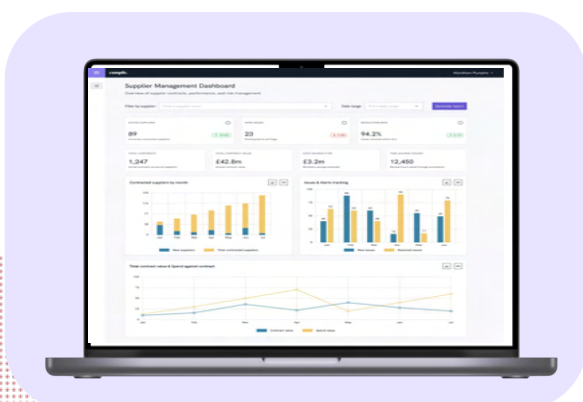
Performance and Financial Insights



Supplier profiles include analytics and reporting capabilities such as:

- Total spend and spend over time
- Average invoice value
- Purchase order and contract value summaries
- Overview of supplier financial health assessments

Supplier Engagement and Management



From within the platform, users can:

- Generate reports
- Communicate directly with suppliers
- Request or update supplier information
- Archive suppliers when no longer required

Pre-Procurement Project Governance & Approvals

Cimple's pre-procurement governance functionality supports public sector organisations to manage early-stage procurement activity in a structured way. The platform ensures that procurement projects are properly scoped, approved, and governed before going to market, while remaining flexible enough to reflect each organisation's internal rules and thresholds.

Governance Set-Up and Workflows

Buyers can configure governance workflows at an organisational level, allowing approval routes to be defined based on factors such as spend value, procurement type, or risk profile. This includes the ability to:

- Create governance workflows linked to spend thresholds (for example, under £37k, £37k-£100k, or higher values)
- Define specific approval stages such as approval to proceed, approval to issue, and approval to award
- Assign individual users or whole teams to each approval step
- Set mandatory information and documentation requirements at each stage

Project-Based Governance

Each procurement requirement is managed as a project within Cimple. Buyers can set up a project, assign teams, and input the information needed to define how that project will move through the governance process. Projects can progress through clearly defined phases, including:

- Set-up
- Launch
- Award
- Manage
- Vary or renew

This project-based approach provides a clear structure and allows governance activity to be tracked alongside sourcing, contracting, and ongoing contract management.

Outcomes and Benefits

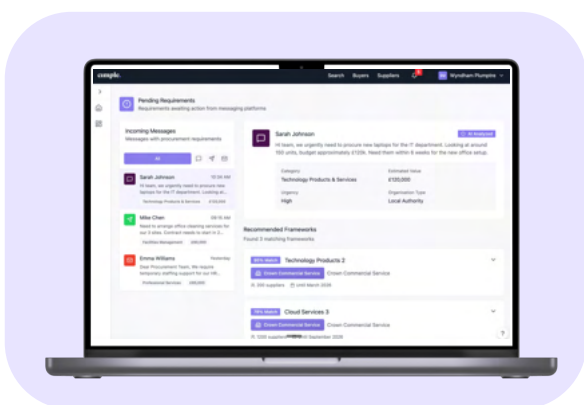
Cimple's pre-procurement governance capability helps organisations to:

- Speed up approval and sign-off processes
- Reduce manual intervention and duplicated documentation
- Improve the quality and consistency of information provided at early stages
- Maintain a clear audit trail for every procurement project
- Strengthen governance, oversight, and reporting across the procurement lifecycle

Requirements Intake & Orchestration

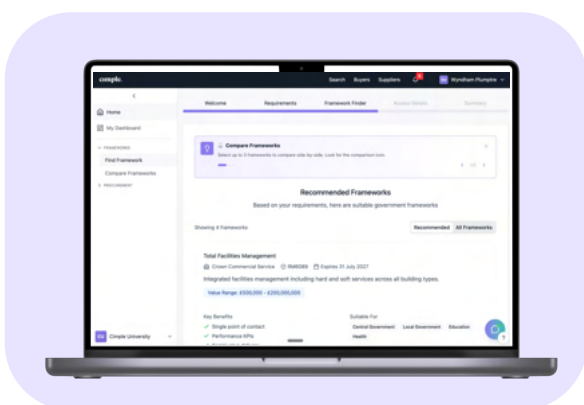
Cimple's Request Intake module provides a structured way for organisations to capture, assess, and approve procurement requests before they enter the formal sourcing process. The module allows users across the organisation to submit procurement requests.

Intake Capabilities



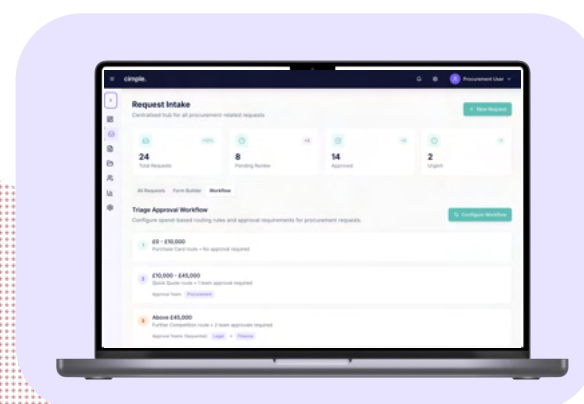
- Cimple can be configured to ingest unstructured data from a variety of sources (intake) covering feeds such as forms, email, Slack, Jira etc
- Our intelligence solution then reads and ingests that data into Cimple so that it can be triaged.

Structure Triaging



- Triaging can then be undertaken automatically either through Customer specific configurations or our intelligent triaging solution.
- Cimple recommends the appropriate route for the user to take based on its understanding of the requirements with this being able to be into approvals and/or start procurement activities.

Curatable Workflows & Approvals



- Customers can take control of their triaging through defining the key workflows to be supported by the Intake solution.
- This can then be overlaid with customisable approvals including user and team level approval steps.

Enhanced Capabilities

Integrations

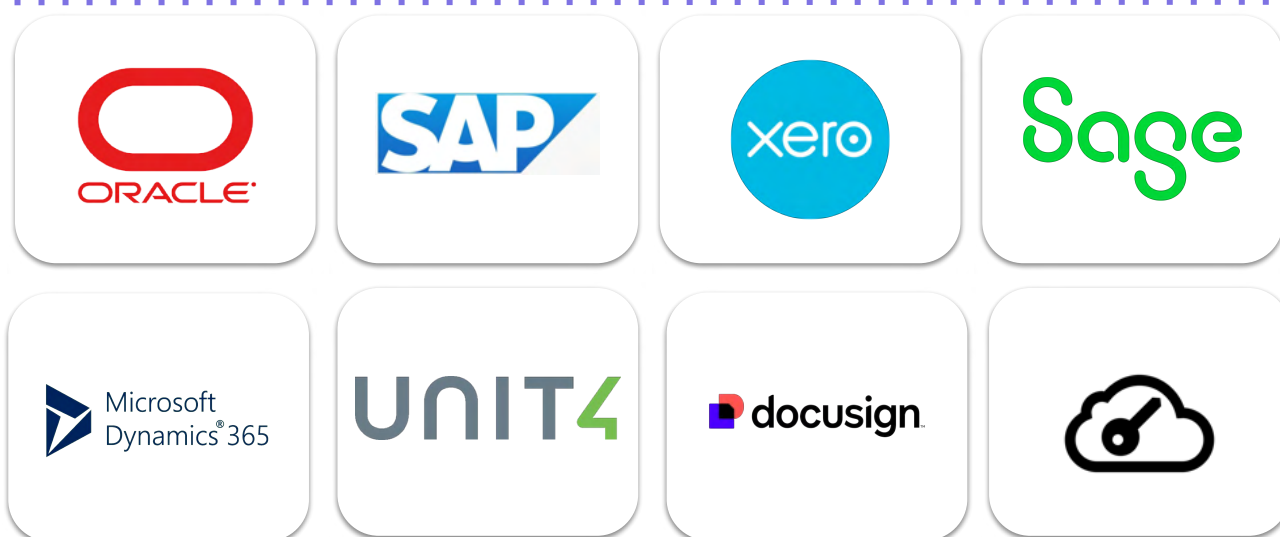
We have the ability to integrate with a range of solutions and services that may be required by Customers. The platform supports a range of secure, scalable integration methods that enable Customers to connect Cimple with finance systems, identity providers, document management tools, and wider corporate platforms.

Integrations can be delivered directly by Cimple or in collaboration with Customer technical teams, depending on local IT standards and governance requirements.

We have the ability to integrate with a range of solutions and services that may be required by Customers. This covers:

- APIs for direct integrations e.g via Rest or GraphQL
- Event based integrations that will cover webhooks e.g. via SNS
- Middleware or wider Orchestration e.g. via Lambda
- Data sharing for bulk data exchange e.g. via S3

Some of the Integrations we support are



For customers who choose not to use Cimple's Contract Register, we can integrate with an existing contract management system to automatically push awarded contract data. Similarly, modules such as Requirements Intake and Orchestration can be integrated with existing sourcing or e-tendering solutions to support end-to-end workflows across multiple systems.

Integration approaches and scope are agreed on a case-by-case basis. For further information on integration options, technical requirements, and associated costs, please contact team@cimple.uk

Enhanced Capabilities

Reporting and Analytics

Cimple provides embedded reporting and analytics across the platform to support operational management, governance, and statutory reporting.

Reporting is available across sourcing, supplier management, contract management, enabling users to:

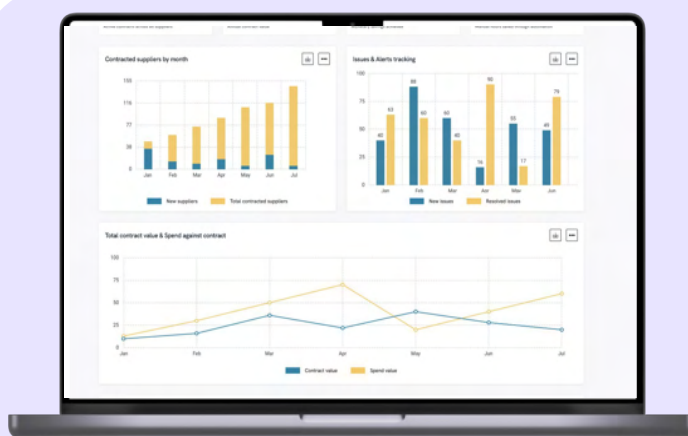
- Monitor procurement activity and performance
- Evidence value for money and social outcomes
- % of SMEs winning work and more!

Key reporting capabilities include:

- **Procurement activity reporting**, including live and completed opportunities, routes to market, timelines, framework usage, and outcomes
- **Supplier and spend reporting**, including spend by supplier, category, SME participation
- **Contract reporting**, including active contracts, upcoming expiries, extensions, and amendments
- **Social Value reporting**, enabling aggregation of commitments and delivery across contracts and departments

Reports can be:

- Viewed in-platform via dashboards
- Exported for offline analysis
- Optional integration with BI systems



Enhanced Capabilities

AI Enablement - Introduction

Cimple's AI-enablement of procurement builds on our experience with Innovate UK-funded innovation projects, applying advanced R&D learnings to public sector procurement. AI streamlines approvals, improves tender curation, enhances supplier engagement, and provides actionable insights, all while maintaining full transparency, auditability, and compliance with PCR 2015 and the Procurement Act 2023.

Our Growing AI Capabilities

Cimple integrates AI across its procurement solutions to enhance efficiency, decision-making, and user experience without compromising compliance or transparency. Our AI capabilities are designed to support public sector buyers at every stage of the procurement lifecycle, from intake through sourcing, contracting, and order-to-pay.

Our AI solutions deployment and in development help to:

- **Streamline workflows:** Automating routine approvals, routing, and data updates reduces administrative effort and accelerates processes.
- **Improve accuracy:** AI checks improve tender evaluation scoring, catalogue selection, and order accuracy, reducing errors and ensuring compliance with PCR 2015 and the Procurement Act 2023.
- **Enhance supplier engagement:** AI-driven notifications and recommendations support timely supplier communication and responsive collaboration.
- **Support informed decision-making:** Predictive insights, dashboards, and reporting provide visibility into spend, tail spend, and procurement outcomes, helping buyers make evidence-based decisions.
- **Adapt to user needs:** AI assists novice and experienced users alike, providing contextual guidance and intelligent suggestions to simplify complex procurement tasks.

Cimple's AI is embedded within structured workflows, ensuring that every automated or recommended action is traceable, auditable, and aligned with public sector regulations. This approach balances innovation with compliance, making procurement faster, more transparent, and impactful while reducing administrative burden and enhancing supplier relationships.

Managing Risk, Security and the Responsible/Ethical use of AI

While AI offers efficiency and insight, we recognise the risks around accuracy, bias, and data security. Cimple ensures all AI functionality operates within secure, encrypted environments, with strict access controls. We prioritise responsible and ethical AI, embedding transparency, human oversight, and compliance with public sector regulations to safeguard users, suppliers, and organisational trust.

Service Operations, Hosting and Security

Support Service Summary

We have different ways of supporting our customers through any issues associated with platform use, technical issues or other queries. Ultimately, we are here to help you have the best experience you possibly can with Cimple.

You can raise issues or queries through:



Our Help Centre

Diagnose the issue and raise a ticket with our customer success team.

Location: Cimple Website
Hours: 24/7

Recommended Escalation



Your Account Manager

Speak directly with your dedicated Account Manager

Location: Cimple Website
Hours: 9 AM - 5 PM



By Email

Email our customer success team directly

Email: hello@cimple.uk
Hours: 9 AM - 5 PM



By Raising a Ticket

Have our team investigate right away by raising a ticket

Location: Cimple Website
Hours: 9 AM - 5 PM

Service Operations, Hosting and Security

Service level Agreements

We work to specific SLAs that are set out in the table above. Our current performance across all levels is:

- 100% first response being met in 1 hour
- 92% of target resolution being achieved within 24 Hours.

All response times take into account normal business hours, from when the incident is first registered with a Cimple team member and also work under the assumption that the customer is available for information to resolve the issue.

Level	1st Response	Target Resolution	Definition
1	1 hour	8 hours	• Service is unavailable to a significant group of users • Account Managers will be informed of all Level 1 Incidents directly affecting their Customers
2	4 hours	24 hours	• Business critical functionality unavailable with only a limited temporary workaround available • Service is significantly suboptimal for the majority of users • Critical Urgency + Critical or Important Impact
3	8 hours	48 hours	• Components of the functionality not fully working compared to its outlined specification. • Impact on Customers is minimal with a suitable temporary workaround provided • Majority of platform can still be used by users
4	24 hours	No Target	• Customer query or new feature development • Already known by the Cimple Team

Cimple provides a self-serve [Help Centre](#) as the first point of support for users with queries or issues. The Help Centre is accessible directly from within the platform and is available 24/7, offering clear, step-by-step guidance, and FAQ across all core features for both buying and supplying organisations. Where an issue cannot be resolved through self-service, users can escalate directly from the Help Centre to raise a support ticket with the Cimple team, ensuring queries are routed quickly and efficiently into our support process.

Service Operations, Hosting and Security

Training and Knowledge Transfer



Comprehensive Training

Cimple creates detailed training assets for effective understanding of the platform.



Flexible Delivery

We will deliver engaging training virtually or F2F in appropriate formats for groups, or detailed workshop training as needed.



Train-the-Trainer Programme

Key users of the procurement teams receive enhanced training to cascade knowledge internally. Includes training packs, manuals, and product update briefings.

Training Delivery and Approach

01

Core User Training

Onboarding, key functionality of the modules/services, and setting up teams. This phase ensures key users gain full confidence in using Cimple's core modules and managing their system configuration with full control.

02

Wider User Training

Broader system users who use Cimple day-to-day. Training ensures a consistent understanding of Cimple's workflows, from Source to Pay.

03

Role-Based Learning

Tailored training paths aligned to user responsibilities. This can be broken down by module (e.g., sourcing, contract management or Request in-take) or workflow (e.g., Competitive Flexible Procedure, managing a supplier directory) to ensure users have deep, role-relevant knowledge.

Service Operations, Hosting and Security

Testing

Cimple applies a structured and repeatable testing approach across all platform modules and services, ensuring reliability, and functional correctness throughout the full Source-to-Pay lifecycle.

Unit Testing

To validate individual components and services to ensure they function correctly in isolation. This confirms core logic and technical configuration across all modules.

End-to-End Testing

To validate complete user journeys across the platform, covering all stages of the source-to-pay lifecycle. This includes creation, submission, evaluation, award, contract creation and management, ordering, and post-award activity across all the modules.

Negative Testing

To confirm error handling and validation.

User Acceptance Testing (UAT)

This is conducted with nominated customer key users to confirm the platform meets operational requirements and is ready for live use.

Service Operations, Hosting and Security

Data Protection, Privacy and Information Governance

At the centre of Cimple's service delivery is a practical commitment to data security and privacy. We take the protection of customer and user data seriously and have embedded security controls throughout the design, operation, and ongoing management of our platform. Cimple is certified to **ISO/IEC 27001 and Cyber Essentials and Cyber Essentials Plus**, providing assurance that our organisational, technical, and operational controls meet recognised standards. In addition, our most recent **penetration test was completed in August 2025 by a CREST-certified provider**. The findings confirmed the effectiveness of our controls, and the full report can be made available on request. These certifications apply across the entire Cimple platform and provide assurance that recognised information security controls are in place and actively maintained.

This assurance is supported by robust internal information governance policies that oversee secure storage, controlled access, retention, and disposal of data in line with regulatory obligations and recognised best practice. Our internal policies and procedures cover all aspects of data security, including access management, data handling, and audit controls. These policies are regularly reviewed and supported by Data Protection Impact Assessments (DPIAs) to ensure continued compliance with evolving legislation and operational requirements.

- [Privacy Policy](#) - defines our lawful basis for data processing, data minimisation practices, and data subject rights.
- [Record Retention Policy](#) - specifies record categories and timeframes for storage, in line with GDPR and UK regulatory obligations.
- [Buyer Terms and Conditions](#) - which define responsibilities, data ownership, confidentiality, and acceptable use of the platform and can be used alongside the framework terms and conditions.
- [Accessibility Statement](#) - outlines our commitment to inclusive design and compliance with recognised accessibility standards. It explains how accessibility is considered throughout product development and how users can raise accessibility-related queries or request reasonable adjustments.

Service Operations, Hosting and Security

How Cimple is hosted

Cimple is hosted through AWS nearshore (i.e. in the UK & Ireland).

Our approach to Resilience:

For our approach to resilience of our solution we follow both the [AWS IT Resilience in Hosted Cloud](#) the [NCSC Security Design Principles](#).

Our approach to Disaster Recovery:

For our Disaster Recovery plan for our hosting provider we follow the [AWS Disaster Recovery Plan](#).

Our approach to Business Continuity Procedures:

Our Business Continuity Procedure approach is supported by the [AWS Business Continuity Plan](#).

Our approach to Backups & Retentions:

We follow the provisions of [AWS Backup & Retentions](#).

Our approach to Restore Times:

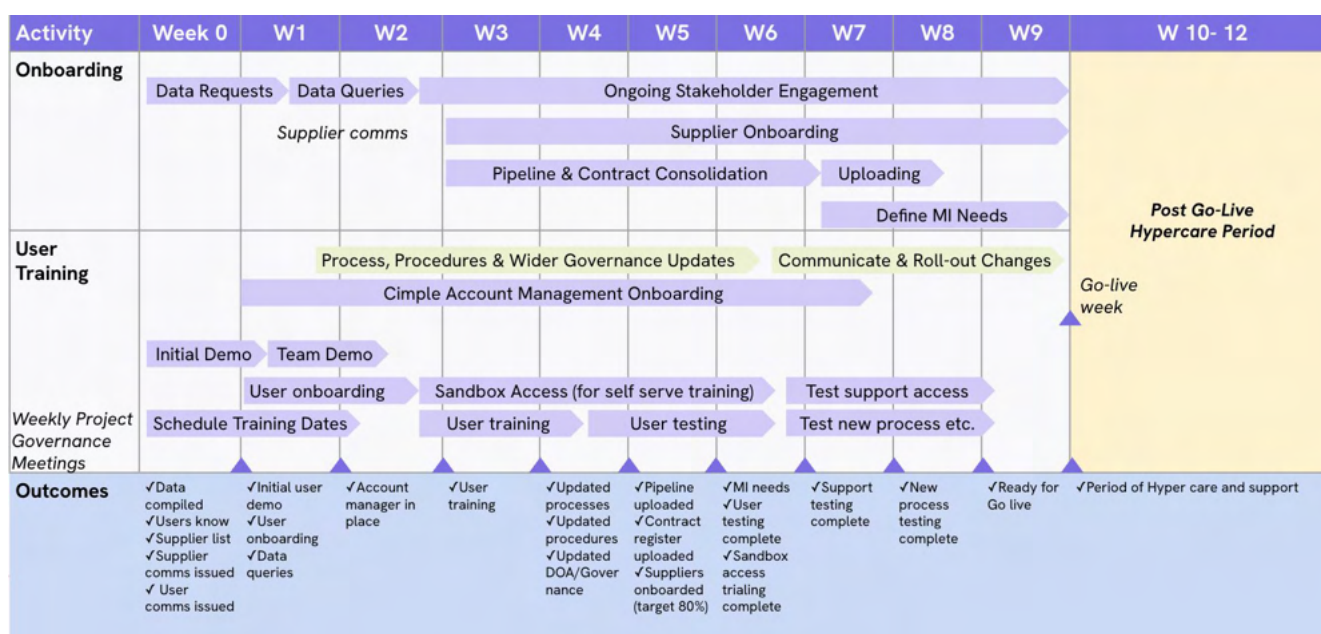
Our restore times for hosted information are covered by the [AWS Relational Database Restoration Times](#) and [AWS Glacier for Archives](#) that can be expedited.

Our approach to Release Strategy:

For our hosting will follow the variety of [AWS Deployment Strategies](#) of which the scope will be dependent on the release.

Our Standing Implementation Model

Implementation plan



Cimple provides a structured implementation approach to support a smooth transition from onboarding through to business-as-usual (BAU) operation. The implementation is delivered using project management practices alongside iterative configuration and testing, ensuring the service is configured to agreed requirements before go-live.

A standard implementation typically takes approximately 12 weeks, where no complex integrations are required. During this period, the service is configured, relevant data is migrated where applicable, and user training and onboarding are completed. Implementation is delivered collaboratively with customer teams, with regular checkpoints to confirm progress, address issues, and validate configuration decisions.

A typical 12-week implementation includes the following phases:

- **Mobilisation (Weeks 1-2):** Project kick-off, requirements discovery, implementation planning, and configuration design.
- **Implementation (Weeks 3-8):** System configuration, data migration (where applicable), and functional testing.
- **Training and Go-Live (Weeks 9-12):** User acceptance testing (UAT), role-based training, go-live support, and transition into BAU support.

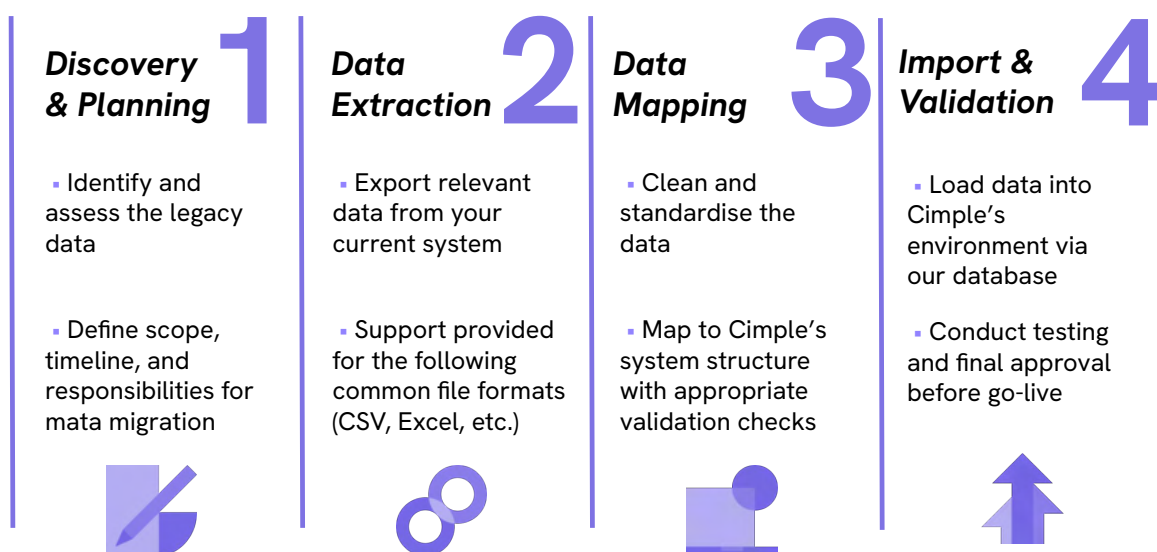
At the end of implementation, the service is fully operational in line with the agreed scope and ready for ongoing support.

Our Standing Implementation Model

Data Migration

Where data migration is required, Cimple follows a structured and controlled approach to ensure customer data is transferred accurately and securely into the platform. Data migration is planned and delivered in collaboration with the customer to minimise disruption and ensure data integrity.

Cimple uses a **four-step data migration process**, covering data validation, mapping, migration, and verification. Legacy data is reviewed, cleaned where required, and mapped to Cimple's data model prior to migration. The migration method is agreed during implementation and may include secure mechanisms such as **SFTP**, depending on customer requirements and data volume.



Off-Boarding and Exit Management

End of Contract Exit Management

In the event that a customer decides not to extend the contract, Cimple will safely return all platform related data to the customer. To make sure this is done thoroughly and securely Cimple will use the methods below:

- **Communication and Planning:** We will work with the customer to discuss the data handover process with all parties to establish clear understanding of what data will be handed over and in what format.
- **Secure Data Transfer:** We will use secure file transfer protocols or encryption technologies to protect sensitive data.
- **Data Mapping:** We will provide the customer with a data map or schema that details the structure and content of the data being handed over.
- **Data Validation:** Before handing over the data, Cimple performs a thorough data validation process to ensure all data is accurate, complete, and consistent.
- **Documentation:** Cimple will provide the customer with detailed documentation that outlines the data handover process and includes any relevant information about the data such as data formats, data sources, and data quality.

Some of the key datasets that would be returned/transferred securely to the customer include;

- Supplier records and all associated information
- Buyer records and all associated information
- Contracts and all associated information
- Transactions and all associated information
- System and audit logs associated with the contract
- Other user records and information



APPENDIX

G-Cloud 15

eProcurement / eTendering Solution

Cimple’s eProcurement/eTendering service provides public sector organisations with a fully compliant, end-to-end digital solution for running procurement activity under both the Procurement Act 2023 and PCR 2015 where relevant. The platform supports buyers from early market engagement through to contract award, ensuring transparency, auditability, and consistency across all procurement activity.

Core Capabilities

- End-to-end electronic tendering for above and below threshold procurements
- Support for compliant procedures under the Procurement Act 2023 and PCR 2015 where relevant
- Run Competitive Flexible Procedure (with configurable stages and events)
- Supplier onboarding and bid submission through a fully digital process
- Team creation with team-based access and approval visibility controls
- Structured evaluation workflows, supporting both in-platform and offline evaluation
- Automated contract notices pushed to Find a Tender
- Ability to run further competitions from frameworks and Dynamic Markets

Key Benefits

Save me time	We have built a user-led platform to improve the experience for our buyers and suppliers.	
Keeps me Compliant	Automated notices pushed to Find a Tender to keep your organisation compliant.	
Supplier Accessibility	Provides a consistent, digital experience for suppliers, improving engagement and easy access to participation	
Supports SME Growth	In 2025, around 80% of organisations in our database fall into the SME category	
Improves collaboration	We have built a platform to support collaboration between procurement teams, evaluators, administrators giving team level access and oversight	

Contract Register & Contract Management

Cimple’s Contract Register and Contract Management capability provides a single, structured environment for managing contracts throughout their lifecycle. It supports both legacy contracts awarded under PCR 2015 and new contracts awarded under the Procurement Act 2023. The register enables contracting authorities to capture, maintain, and govern all contractual information in one place, with automated publication of required transparency notices to the Central Digital Platform.

Core Capabilities

- Central register for legacy PCR 2015 and Procurement Act 2023 contracts
- Automated publication of notices to Find a Tender
- Bulk contract upload via CSV and individual contract creation where required
- Automatic population of contract records from awarded sourcing events run within Cimple
- Management of contract values, durations, suppliers, departments and cost codes
- Ability to track social value and KPI performance at a contract level
- Automatic reminder notifications for contract expiry
- Full audit trail capturing contract updates, approvals and published notices

Key Benefits

Single Source of Truth	Maintain a single, trusted view of all contracts across the organisation	
Keeps me Compliant	Automated notices pushed to Find a Tender to keep your organisation compliant	
Audit Trails	Improve governance through structured records and clear audit trails	
Social value tracker	Strengthen social value delivery with visibility and performance monitoring	
Performance Monitoring	Prepare for future KPI reporting and performance transparency requirements	

Frameworks & Dynamic Markets Hosting

Cimple enables contracting authorities to create, manage, and utilise Frameworks and Dynamic Markets in a single platform. Authorities can either run a procurement through Cimple to establish a new framework or dynamic market, or upload existing arrangements, including those established under PCR 2015, for immediate operational use. Once live, frameworks and dynamic markets can be used to run further competitions, and low-value purchases.

Core Capabilities

- Create new frameworks or dynamic markets directly through Cimple
- Upload and manage existing frameworks or DPSs established under PCR 2015
- Free, fast supplier onboarding with Companies House integration
- Bespoke qualification questions and standards for suppliers
- Run Call-offs and low-value purchases through frameworks and dynamic markets
- Dynamic Market filtering to shortlist relevant suppliers
- Access Agreement management for Dynamic Markets
- Analytics covering supplier engagement, and outcomes

Key Benefits

Flexible Procurement Routes	Support frameworks, dynamic markets, call-offs, and low-value purchasing in one place	
Keeps me Compliant	Automated notices pushed to Find a Tender to keep your organisation compliant.	
Stronger Governance & Control	Maintain visibility and control over supplier access and buyer usage	
Supplier Experience	Enable quick onboarding. Support re-application for unsuccessful suppliers on a Dynamic Market. Provide clear feedback, transparent processes, and simple engagement	
Insights & Reports	Track savings, social value, SME participation, supplier activity and Buyer Access	

Source-to-Contract

Cimple’s Source-to-Contract capability supports contracting authorities through the full pre-award lifecycle, from early pipeline management and market engagement through to compliant sourcing, evaluation, award, and contract creation. The platform supports a wide range of procurement processes through to contract award, all compliant with the Procurement Act 2023.

Core Capabilities

- Pipeline planning and visibility for upcoming procurement activity
- End-to-end sourcing workflows from opportunity creation to contract award
- Support for PCR 2015 and Procurement Act 2023 procedures
- Competitive Flexible Procedure templates for reusable procurement structures
- Framework and Dynamic Market creation and management
- Structured evaluation, scoring, moderation, and approvals
- Automated publication of required notices to the Central Digital Platform / Find a Tender
- Seamless handover from sourcing to contract creation

Key Benefits

Source-to-Contract Journey	Automates the flowing of award data directly into contract management with the ability to manually add a new contract	
Keeps me Compliant	Automated notices pushed to Find a Tender to keep your organisation compliant.	
Save me money	Buyers on Cimple see a 10% average commercial savings with their procurements run on our platform.	
User Experience	Intuitive workflows and clean interfaces reduce training needs and user error	
Supplier Accessibility	Provides a consistent, digital experience for suppliers, improving engagement and easy access to participation	

Low Value Purchasing & Order Management

Cimple provides solutions to deliver low value purchasing. This covers both structure procurements, e.g. below threshold open procedures, as well as low value ecommerce type purchasing. We offer centralised marketplace and catalogues enabling users to capture requests from multiple channels, automate approvals and data updates, improve supplier engagement, visibility, and ensure compliance with organisational policies.

Core Capabilities

- Structured workflows with approvals, audit trails, and transparency notices.
- Centralised marketplace for efficient low-value procurement.
- Product and service catalogues for compliance and supplier integration.
- Multi-channel request capture from forms, email, Slack, or Jira.
- Automated approvals and workflow management for efficiency and governance.
- Supplier engagement tools to improve participation and responsiveness.
- Spend visibility dashboards for monitoring low-value and tail spend.
- AI guidance and automation to improve order accuracy and efficiency.

Key Benefits

Streamlined workflows	Structured approvals, automated routing, and governance reduce manual effort, accelerate processing, and improve efficiency across departments.	
Compliance and Transparency	Ensures adherence to PCR 2015, Procurement Act 2023, and organisational policies. Automated notices and audit trails maintain accountability and public sector transparency.	
Supplier Engagement and Collaboration	Supplier portals, notifications, and messaging improve participation, responsiveness, and competition for low-value procurement. Strengthens supplier relationships and market reach.	
Standardised Marketplace & Catalogue Management	Centralised catalogues and marketplace reduce errors, improve consistency, and ensure compliant low-value purchasing. Simplifies product/service selection and ordering.	
Visibility & Reporting	Dashboards, reporting, and AI guidance provide spend insights, enhance order accuracy, and support informed decision-making and operational efficiency.	

Order-to-Pay & Tail Spend Management

Cimble enables the management of low-value and tail spend from order-to-payment covering the full procure-to-pay lifecycle. Catalogue-guided purchasing, automated approvals, AI workflows, supplier engagement, increased compliance, efficiency, and organisational spend visibility.

Core Capabilities

- Manage orders from creation to payment efficiently.
- Control low-value and tail spend centrally.
- Catalogue-guided purchasing ensures compliance and standardisation.
- Automate approvals, workflows, and payment authorisation.
- Integrate with finance systems for end-to-end capabilities.
- Track spend with dashboards and reporting tools.
- Supplier engagement portals enhance responsiveness and collaboration.
- AI guidance improves accuracy, reduces errors, and speeds processing.

Key Benefits

Streamlined workflows	Automated approvals, workflows, and payment processes reduce manual effort and accelerate procurement efficiency.	
Control and Compliance	Centralised management ensures low-value purchases follow policies and remain compliant with regulations.	
Supplier Engagement and Collaboration	Portals and notifications enhance participation, responsiveness, and supplier relationships for all purchases.	
Financial Integration & Spend Visibility	Connects procurement to finance systems and dashboards, improving reporting, auditability, and decision-making.	
AI Guidance & Accuracy	AI-driven recommendations reduce errors, improve purchase accuracy, and optimise operational efficiency.	

Source-to-Pay

The full version of Cimple provides a consistent, connected, end-to-end procurement experience. This covers each phase in the process through a modular approach supporting sourcing, tendering, contract award, and order-to-pay. AI-enhanced workflows, automation, and supplier engagement improve efficiency, transparency, and compliance across the full procurement lifecycle.

Core Capabilities

- Manage full procurement lifecycle end-to-end efficiently.
- Integrate sourcing, tendering, contract award, and payments.
- AI-enhanced workflows improve decision-making and efficiency.
- Automate approvals, evaluations, and purchase-to-pay processes.
- Track spend, orders, and contracts centrally with dashboards.
- Support frameworks, DPS, and Dynamic Markets.
- Enhance supplier engagement through portals and notifications.
- Ensure compliance and auditability with structured workflows.

Key Benefits

End-to-End Procurement Efficiency	Streamlined workflows across sourcing, contracting, and payments, reduces manual effort and save time.	
Compliance and Auditability	Structured processes, statutory notices, and reporting ensure adherence to PCR 2015, Procurement Act 2023, and organisational policies.	
Supplier Engagement and Collaboration	Portals, notifications, and AI guidance enhance participation, responsiveness, and market competition.	
Financial Integration & Spend Visibility	Dashboards and finance system integration provide insight into spend, tail spend, and reporting accuracy.	
AI Guidance & Accuracy	AI-driven evaluation, purchase, and reporting recommendations improve accuracy, efficiency, and governance.	

Our values.



Beautiful Simplicity

Making the complex beautifully simple.



Trust

Create trust through authenticity and transparency.



Change Things

Care for our users and help change things for the better.

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