

Options Appraisals, Business Case Development and Procurement Support for Digital Solutions

Introduction

This document provides an overview of the services offered by FuturOrg Consultancy through our Options appraisals, Business case development and procurement support for digital solutions service. While this document outlines the core services on offer the specific definition and terms of service will be determined on a contract basis and tailored to meet the unique requirements of each client.

Service description

FuturOrg provides vendor- and platform-agnostic support to help organisations define the right digital solution for their strategic goals, develop evidence-based options appraisals, build robust business cases using the HM Treasury Five Case Model, and procure solutions with confidence. We help buyers move from ‘what should we do?’ to ‘what should we invest in and how do we deliver it?’ with clear decisions, measurable benefits and delivery-ready plans.

We are independent and do not resell software or receive supplier commission. Recommendations are based on evidence, fit to outcomes and value for money.

Common challenges we address

- Unclear requirements and weak alignment to strategy and outcomes
- Too many technology choices and inconsistent decision criteria
- Business cases that do not stand up to governance scrutiny
- Affordability constraints and unclear whole-life costs
- Stakeholder misalignment and unmanaged dependencies
- Procurement activity that is slow, high-risk, or produces poor-fit solutions

Typical solution areas supported

- Websites and digital channels (including customer access and assisted digital considerations)
- AI tools and AI-enabled capabilities (use cases, governance alignment and adoption considerations)
- CRM and case management platforms (including service/process alignment and integration considerations)
- ERP platforms (including finance/HR/core back-office processes, data migration and integration considerations)

Scope features

The service can be delivered end-to-end or as individual modules, depending on buyer need.

1) Discovery and problem definition

- Confirm strategic goals, outcomes and success measures



- Review current state (process, technology, data, operating model) and constraints
- Identify user needs and pain points (where relevant)
- Define benefits themes, risks, dependencies and assumptions

2) Requirements and evaluation framework

- Define functional and non-functional requirements (including accessibility, usability and service performance where relevant)
- Define integration and data considerations in line with buyer context
- Design an outcomes-led evaluation framework and scoring model
- Define evidence standards and weighting to support transparent decision-making

3) Options appraisal

- Identify viable options (buy/build/blend; SaaS vs bespoke; low-code; phased approaches)
- Assess options across whole-life costs, benefits, risk, deliverability and dependencies
- Recommend a preferred option with clear trade-offs and rationale
- Outline implementation and transition considerations (including BAU readiness where relevant)

4) Business case development (HM Treasury Five Case Model)

FuturOrg develops a business case aligned to the Five Case Model:

- Strategic case: problem, rationale, strategic alignment, outcomes and success measures
- Economic case: options, appraisal, benefits, disbenefits and value for money
- Commercial case: sourcing approach, route to market, commercial risks and assumptions
- Financial case: affordability, cost model, funding profile and sensitivity
- Management case: delivery approach, governance, plan, risks, dependencies and benefits realisation

Business cases are written to be board-ready and suitable for governance scrutiny, with clear decisions required and supporting evidence.

5) Procurement support (buyer-led, FuturOrg supports)

- Support market engagement approach (including soft market testing questions and structure)
- Support creation of tender inputs: requirements pack, evaluation criteria, scoring methodology and evidence expectations
- Support evaluation activities (e.g., scoring moderation, clarification questions, evaluation documentation) as agreed
- Support procurement-to-mobilisation transition planning and implementation readiness

Out of scope and exclusions

- FuturOrg does not act as the contracting authority and does not make procurement decisions on behalf of the buyer.

- FuturOrg does not provide legal advice.
- FuturOrg does not provide cyber security consultancy/advisory services under this offer (we can align requirements to the buyer's existing security standards and assurance processes where provided).
- FuturOrg does not resell software and does not receive supplier commission.

Service benefits

- **Faster decisions** with clear trade-offs and evidence
- **Improved value for money** through benefits-led prioritisation
- **Reduced risk of selecting poor-fit platforms** or over-customisation
- **Stronger approval confidence** through board-ready business cases
- **More effective procurements** with clear requirements and evaluation
- **Improved readiness for mobilisation**, delivery and BAU transition

Delivery approach

We recognise each client has their own ways of working and we work with clients to ensure we engage them in a way which best meets their needs. We have extensive experience of delivering programs using agile, waterfall and hybrid approaches using industry best practice, and, delivering remotely or in person.

While each of the individual offer in the service can be taken as a standalone engagement, the following outlines an approach beginning with an initial discover through to the final procurement and handover with ongoing support.

Onboarding (start of service)

Purpose

Confirm scope, stakeholders, governance and decision timetable to mobilise quickly.

Activities

- Kick-off to confirm objectives, scope, procurement constraints and success measures
- Agreement of stakeholders, engagement plan, cadence and approvals route
- Initial artefact request (e.g., strategies, current state materials, constraints, prior options, budgets, governance requirements)
- Confirm deliverables, plan and quality/assurance checkpoints

Discovery and baseline

Purpose

Establish a shared understanding of the problem, outcomes and constraints.

Activities

- Workshops/interviews and artefact review
- Baseline of current situation, user needs (where relevant) and pain points
- Define benefits themes, risks, assumptions, dependencies and success measures

Requirements and evaluation design

Purpose

Define what 'good' looks like and how options will be assessed.



Activities

- Develop functional and non-functional requirements
- Develop evaluation criteria, weightings, scoring model and evidence standards
- Validate requirements and criteria with key stakeholders

Options appraisal and recommendation

Purpose

Evaluate viable options and recommend the best fit.

Activities

- Identify options and assess against criteria (cost, benefits, risk, deliverability, dependencies)
- Document trade-offs and rationale for preferred option
- Stakeholder review and agreement of recommendation

Business case development (Five Case Model)

Purpose

Produce a robust business case to secure approvals and funding.

Activities

- Draft strategic/economic/commercial/financial/management cases
- Develop benefits approach and realisation plan (where required)
- Cost model and affordability profile with sensitivity considerations
- Support governance packs and decision meetings as agreed

Procurement support and mobilisation (as required)

Purpose

Support a transparent route to market and enable smooth transition into delivery.

Activities

- Support market engagement and tender pack inputs
- Support evaluation approach, moderation and clarification activities as agreed
- Mobilisation planning and transition into delivery/BAU considerations

Offboarding (end of service)

Purpose

Hand over all deliverables, evidence and working materials to enable ongoing delivery.

Activities

- Handover of business case pack, options appraisal, requirements and evaluation artefacts
- Knowledge transfer session(s) and walkthrough of materials
- Optional continuity plan for procurement support and mobilisation

Pricing

Through the scoping and ordering process we will work with you to get a detailed understanding of your requirements and the estimated effort needed. The final pricing will use the SFIA rate card below (full details attached) and will be based on the optimal combination of resources needed to meet your needs. Our services can be delivered remotely or on site in your offices. On site delivery may incur additional expenses which will be charged at cost and agreed as part of the scoping phase.

	<i>Strategy and architecture</i>	<i>Change and Transformation</i>	<i>Development and implementation</i>	<i>Delivery and operation</i>	<i>People and skills</i>	<i>Relationships and engagement</i>
1: Follow			£350			
2: Assist			£500			
3: Apply			£700			
4: Enable			£800			
5: Ensure			£900			
6: Initiate			£1000			
7: Set strategy			£1200			

Security and data handling

Information shared is treated as confidential and handled appropriately within the engagement. FuturOrg will align to buyer information governance requirements where applicable.

Constraints

We aim to provide comprehensive service delivery and ongoing support. If specific constraints are identified during the scoping and ordering process, they will be documented as part of the final proposal provided.

Typical constraint considerations include timely access to stakeholders and requested artefacts. Delivery activities require appropriate access to data, environments, and necessary licences. Specialist testing (e.g., penetration testing) and legal advice are excluded unless separately agreed. Delivery is typically business hours unless otherwise agreed.

Social Value

FuturOrg Consultancy Limited is committed to delivering measurable social value. Our commitments are designed to be relevant, proportionate, deliverable through how we operate, and, tracked using appropriate light-touch measures.

[MAC1] COVID-19 Recovery

- We support public bodies to stabilise and improve digital services and ways of working, enabling faster, more reliable access to services.
- We deliver work in a way that protects continuity, helping organisations maintain progress during disruption.

[MAC2] Tackling Economic Inequality

- We support local secondary schools and community partners with career events, providing CV advice, mock interviews, and career sessions.
- We provide digital inclusion sessions to support digital confidence and access, prioritising community groups, schools, and VCSE partners where there is known need.
- We prioritise local SMEs for business support services and ensuring prompt payment.

[MAC3] Fighting Climate Change

- We operate remote first delivery, using on-site activity only where it materially improves outcomes.
- Paperless by default working: We use a digital collaboration approach to deliver all outcomes and e-signatures as standard, printing is by exception only.
- Responsible technology lifecycle (reuse and refurbishment): We prioritise refurbishment and redeployment internally; use reputable refurbishment/reuse providers; where reuse is not possible, we use WEEE-compliant recycling via an approved provider.

[MAC4] Equal Opportunity

- We have adopted inclusive recruitment standards including structured scoring against role criteria, standardised interview questions, and anonymised shortlisting.
- We provide adaptive technologies and reasonable adjustments where needed and offer flexible working to support staff with health conditions or disabilities.

[MAC5] Wellbeing and social action

- Support for charitable fundraising for charities picked by our staff with match funding up to £1,000.
- Up to 2 paid volunteering days per employee per year, supporting causes chosen by staff.
- Mental health awareness training for staff and managers.

Sectors we cover

At FuturOrg Consultancy we have the experience and capability to be able to offer our services to Local Authorities, Central Government, Charities and Education.

Contact

We are always happy to talk with no obligation and we look forward to working closely with you, developing a bespoke approach to support your next steps.

Email: contact@futororg.co.uk

Website: futororg.co.uk

