



Digital Procurement / Commercial Digital and Data

G-Cloud 15 Service Definition Document

January 2026

Contents

1	Deloitte Overview	1
2	Service Overview	3
3	Detailed Service Description	4
4	Contact Details	7

1 Deloitte Overview

As a leader in professional services, Deloitte LLP is committed to making an impact to our clients, our people and for society. We have over 27,000 staff based across the UK providing audit, risk advisory, tax, consulting, financial advisory and legal services to public and private clients across multiple industries. We work together to build trust, support inclusive growth, and build capability, enabled by our **breadth and depth of expertise across advisory, delivery, engineering and managed services.**

Our **public sector practice** serves Central Government, Government Agencies, Local & Regional Government, Defence, Security and Justice, Health and Social Care, Transport, Education and Housing. We also provide services to the Northern Ireland Office, Scottish Government, Welsh Government and Crown Dependencies.

Our Cloud Capability

At Deloitte, we help our clients **Imagine, Deliver and Run** the businesses of the future through the power of **Cloud**. We have deep Cloud architecture, engineering, operational, commercial, and business transformation expertise delivered by a team of more than 26,000 Cloud Practitioners globally. We have delivered over 2,000 cloud implementations over the past 5 years and have 60+ cloud centres of excellence supporting the delivery of cloud services to our clients.

In the UK, we have a team of over 100 Cloud managed service specialists plus the following certifications across AWS, Microsoft Azure, Google Cloud and Oracle Cloud Infrastructure (OCI):



We help our clients with all aspects of their journey-to-cloud and optimisation of their cloud and cloud-services investments. Our Cloud practice can support you to optimise your client investments, and to navigate your organisations cloud journey, providing specialist cloud architecture, engineering, and operational skills at all stages, with a large proportion of our team holding the clearances required to meet your specific security requirements.

Our AI Capability

Deloitte stands at the forefront of AI transformation and was recognised as a Leader in the 2025 IDC MarketScape for Artificial Intelligence (AI) services for the fourth consecutive time. Supported by a £3 billion investment in AI, Data, Automation, Cloud, and Cyber, we seamlessly integrate our deep AI expertise with our extensive cloud capabilities. Our UK team is part of 339K AI-fluent practitioners globally, and includes over 1,300 AI specialists and engineers, many of whom hold the necessary security clearances for public sector delivery.

Through the Deloitte AI Institute, our hub for cutting-edge research and innovation, and strategic alliances with leading hyperscalers, we empower public sector clients to optimise costs, streamline processes, and navigate their AI journey. We achieve this by leveraging our ReadyAI™ models, which provide end-to-end support for AI solution implementation, and our Trustworthy AI™ framework, ensuring responsible and ethical deployment.

Our alliances & ecosystems

To bring full value to our clients, Deloitte is a premier consulting partner with all the leading hyper-scale cloud vendors in the market including AWS, Google, Microsoft¹, and SAP. A selection of our partners and alliances are presented below:



What the analysts say

Don't just take our word for it. Deloitte is recognised by the analyst community as being **leaders in cloud transformation services**. This reflects the wealth of experience we have in delivering cloud services across the public sector and wider private sector combined with our out-of-the-box templates, tools and assets.

Gartner

Originating in 2021, Deloitte has been recognised as a Leader in this category for four years in a row. Deloitte was also positioned as a Leader in the **Gartner Magic Quadrant for Public Cloud Infrastructure Professional and Managed Services, worldwide** in 2021, 2020 and 2019, the previous form of this category.

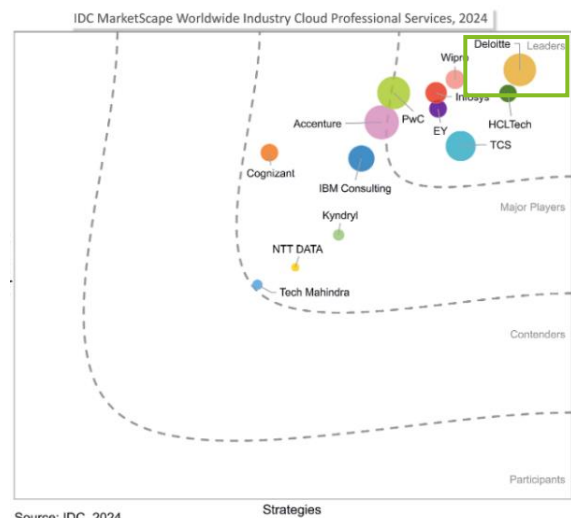


Gartner

Gartner: Magic Quadrant for Public Cloud IT Transformation Services. © Gartner inc. 2025

IDC

Deloitte has been awarded Leader status in the **IDC MarketScape: Worldwide Industry Cloud Professional Services 2024** Vendor Assessment. We have also been recognised as Leaders in **Hybrid IT Consulting & Integration Services** and **Software Engineering Services**.



Source: IDC, 2024

IDC MarketScape: Worldwide Industry Cloud Professional Services Vendor Assessment © IDC inc. 2024

Cloud Transformation

Transform Faster, Transform Smarter

Deloitte's Cloud Transformation can fast-forward your journey to the Cloud, unlocking innovation, efficiency, and growth.

[Find out more here](#)

¹ As Microsoft's Independent Auditor, Deloitte cannot have a direct or material indirect business relationship with Microsoft, such as having an alliance or being a registered partner. Nonetheless, Deloitte can provide Microsoft-related technology services and invests heavily across its global business building technical skills and capabilities to develop world-class consulting and solution delivery capabilities.

2 Service Overview

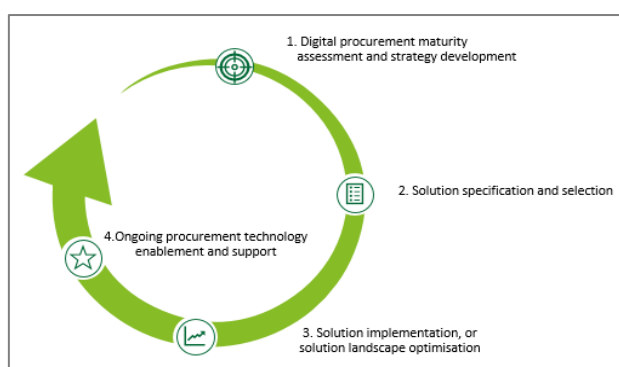
Overview

Deloitte brings a thorough knowledge of public sector procurement and experience in digital transformation of procurement and commercial functions through its Digital Procurement proposition. Empowering organisations through every phase of their procurement and commercial digitisation, our services include digital strategy development, solution specification and selection, implementation, optimisation of existing systems, and tailored ongoing technology support.

We bring perspectives and experience in both end-to-end automation through single suite solutions, as well as strategic evaluation and implementation of targeted and niche procurement solutions. The scope of the services can be on any or all of the procurement and commercial lifecycle stages, from category and market management, pipeline planning, sourcing and contracting, requisitioning to pay, through to contract performance and supplier relationship management.

The highest value outcomes of Digital Procurement are achieved when the scope is end to end, however targeted work around a specific process and solution domain can address specific organisational challenges. End to end digital enablement of procurement provides clearer visibility and improved ability to influence third party spend, greater compliance with Procurement Act 2023 driving transparency and accountability, supply chain resilience, and a reduced cycle time and manual effort, reducing the total cost to operate.

Whilst Deloitte operates as independent advisors and our service offerings are structured as such, we have a broad partnership ecosystem with leading Procurement software vendors, both large and niche, and wide experience in our team for implementing these solutions.



Service offerings

Supporting you to achieve key Procurement objectives

- Obtain visibility into and get the most out of your supplier base
- Enable staff to focus on high value activities (e.g. contract mgmt.), as opposed to transactional processes
- Realise true benefits from your data and analytics in the commercial lifecycle
- Ensure contractual benefits are fully realised
- Greater transparency with data and metrics of the process to drive improved compliance and auditable records

Benefits

The benefits from Digital Procurement are significant. However, the speed with which technology is advancing as well as the highly integrated nature of most technology change programmes makes them complex, with significant delivery risks.

We work collaboratively with you to understand your business issues; we are experienced at delivering and embedding digital procurement solutions that generate tangible, measurable benefits that have a major impact on procurement performance.

3 Detailed Service Description

Our perspective

Digital Procurement is revolutionising the value proposition that procurement and commercial departments can provide to their internal stakeholders, suppliers, and to the wider public through automated processes, increased insight and savings, and improved compliance.

Beyond that, digital Procurement is also a cultural change that requires organisations to continually challenge the status quo and experiment often. This sometimes means walking away from long standing processes in favour of relatively new practices. Consequently, Digital Procurement fundamentally changes the way the department as well as the wider organisation operates and delivers value to internal and external customers.

Driving business value is at the core of any successful digital transformation. Digitising procurement will lead to commercial lifecycle becoming more predictive, proactive and automated.

Embracing experimentation and piloting emerging technologies, such as AI and Generative AI, within digital procurement is crucial for unlocking additional value. These advanced tools can enhance decision-making processes, streamline operations, and foster innovation. For example-

- AI can be used to enhance predictive analysis incl. supplier performance, contract obligations, fraud detection, market analysis and supply chain resilience.
- Generative AI can help create tailored procurement strategies and automate complex bidding processes.
- Machine Learning can be used for pattern recognition and demand forecasting.

By incorporating cutting edge solutions into the procurement landscape, organisations can uncover hidden opportunities and optimise their overall performance. This open-minded approach to technology adoption will further solidify digital procurement's role in driving business growth and competitive advantage.

Enabling digital transformation across the end-to-end procurement process / commercial lifecycle

Digital Procurement comprises both the essential solution functionality across pipeline management, source to contract (S2C), requisition to pay (R2P), inventory management, contract lifecycle management, supplier relationship management (SRM) and spend analytics, as well as the additional point-technologies (e.g. robotics process automation, crowdsourcing) that can complement existing solutions and processes (through for instance faster cycle time or improved data accuracy).



Our services, outputs and their benefits

We offer a range of services that incorporate a global perspective and best practice but are cognisant of local regulated procurement environments.

1. Digital procurement maturity assessment and strategy development

- Trigger issues
 - Lack of data-driven insight into commercial operations, spend, risk exposure and sustainability (de-carbonisation, human rights and other ESG KPIs) performance of third-party suppliers
 - An incoherent and unresponsive procurement solution landscape
 - Challenging ‘customer’ engagement around requisition to pay usage & contract compliance
- Sample outputs
 - Digital procurement maturity assessment (AI enabled)
 - Digital procurement strategy with clear objectives and roadmap to achieve this
 - Business case for solution specification and selection and implementation, or optimisation
- Benefits
 - Clear pathway to improved procurement efficiencies
 - Ability to articulate the commercial value of progressing with digital procurement initiatives

2. Solution specification and selection

- Trigger issues
 - Challenges to define core requirements from nice to haves (leading to potentially over specified solution and support packages that are costly and hard to maintain)
 - Limited market and solution knowledge to determine the right solution for your requirements
- Sample outputs
 - Solution requirements gathering and validation
 - Impartial vendor selection process
 - Solution implementation, migration and decommissioning plan
 - Refined business case
- Benefits
 - Solution and vendor award that meets core requirements and strategic roadmap
 - Cost saving identification from solution landscape optimisation and decommissioning

3. Solution implementation, or solution landscape optimisation

- Trigger issues
 - Drive for greater efficiency and value for money
 - Inefficient processes and ways of working in current operating model
 - Lack of specific process, solution and organisational design expertise in-house
- Core implementation sample outputs
 - Process design
 - Solution design and configuration
 - Master data management design
 - Integration design and development (platform to middleware)
 - Testing strategy and execution (e.g. unit, system integration and user acceptance testing)
 - Introduction of automation and use of AI/Generative AI
- Transformation services sample outputs
 - Organisational design to align with future processes and solution landscape
 - Solution support model design
 - Change management and training development and delivery
 - Programme management through all design, go live, hypercare and handover phase
 - Supplier and content enablement (e.g. develop and execute data migration strategy and plan)
- Benefits
 - Deploying Deloitte’s leading practice public sector processes, solution and organisational design, in line with Government Functional Commercial Standards and consideration for organisational specific requirements
 - Ongoing business case refinement and validation, and value realisation

4. Ongoing procurement technology enablement and support

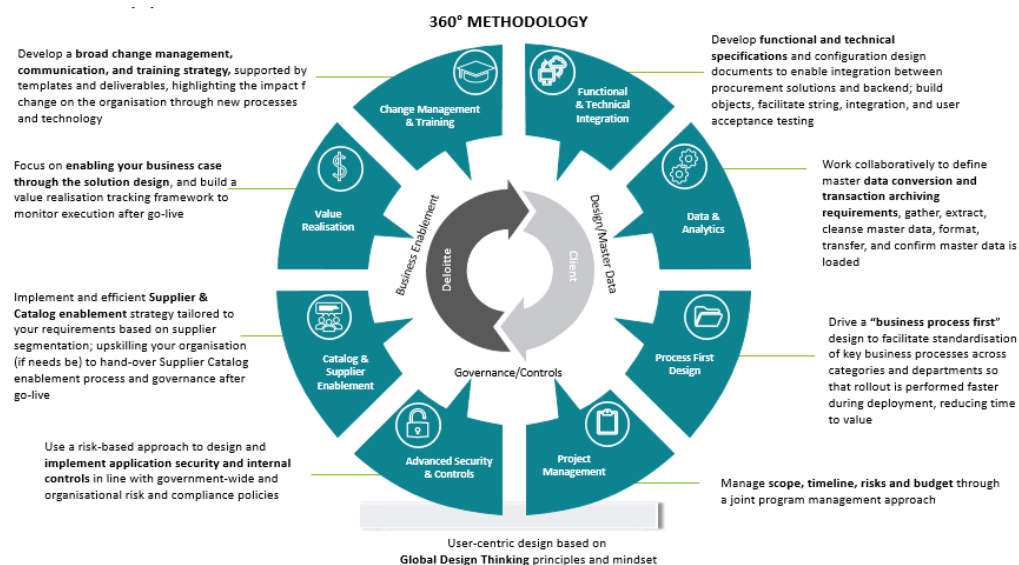
- Trigger issues
 - Inability to secure the right capability to deliver non-core procurement services in-house
 - Limited capability or capacity to identify and deliver complex programmes
 - Inability to enhance solutions to leverage ongoing product upgrade benefits
- Sample outputs
 - Solution change and development management
 - Category strategy and annual procurement work plans
 - Outsourcing strategy and implementation
- Benefits
 - Providing a savings generator that can fund other initiatives

5. Continuous improvement

- Trigger issues
 - Responding to supplier and user feedback
 - Changes in regulation and guidance including the Procurement Act 2023 and the Provider Selection Regime
- Sample outputs
 - Continuous improvement plan
 - Business case for change
 - System configurations
 - Implementation management – incl. technology provider engagement
- Benefits
 - Improvement in efficiencies and effectiveness
 - Greater supply chain visibility and transparency

Our approach

Whatever the service or scope, we use a 360-degree methodology to deliver material digital procurement transformations. Deloitte tools and accelerators underpin safe delivery. Our approach blends agile concepts with the predictability of a defined scope delivered iteratively, using our proven technology implementation methodology to drive speed, flexibility, and transparency.



Inputs, your contribution and key success factors

The programme should be laser focused on key areas for success. We will work closely with you to determine the relevant scope to address your core challenges, provide an experienced and capable team and work with you to determine the key success factors and programme governance.

4 Contact Details

Please send your requirement to publicsectorbidteam@deloitte.co.uk. Alternatively, if you wish to discuss your requirements in more detail, please send us the following information and we will be happy to contact you:

- Your organisation name
- The name of this service
- Your name and contact details
- A brief description of your business situation
- Your preferred timescales for starting the work.



This publication has been written in general terms and we recommend that you obtain professional advice before acting or refraining from action on any of the contents of this publication. Deloitte LLP accepts no liability for any loss occasioned to any person acting or refraining from action as a result of any material in this publication.

Deloitte LLP is a limited liability partnership registered in England and Wales with registered number OC303675 and its registered office at 1 New Street Square, London, EC4A 3HQ, United Kingdom.

Deloitte LLP is the United Kingdom affiliate of Deloitte NSE LLP, a member firm of Deloitte Touche Tohmatsu Limited, a UK private company limited by guarantee ("DTTL"). DTTL and each of its member firms are legally separate and independent entities. DTTL and Deloitte NSE LLP do not provide services to clients. Please see www.deloitte.com/about to learn more about our global network of member firms.

© 2026 Deloitte LLP. All rights reserved.

