Procurement

What does a good procurement process look like? Something we often see in the market are knee-jerk reactions. A problem within an organisation has been identified so a tender has gone out to market in a bid to rectify it. Whilst this can work, it pays to have an intimate understanding of what your problem is, how you would like to solve it and the impact the solution will have on your team and the future of your service.

Ultimately, understanding your procurement needs in the first step of your new project.

Once understanding is established, it makes life a lot easier (for you and a provider) when the implementation phase of the project gets underway.

Understanding procurement to understand the project

At CACI, we use our proprietary FUSION project management methodology to underpin every implementation that we deliver to customers. The first phase of this is to shape the project. Working closely with your team, we establish what the project will look like, what your needs are and what success will look like. This is the stage where buy-in needs to be established across your teams, from management to end-user levels.

Having a fundamental understanding of why you're purchasing a new technology solution makes this stage far more straightforward. It's very difficult to elaborate on vague concepts and ideas.

What do you want the system to look like in five years' time?

What are the long-term, strategic aims of your service?

How will the system handle departures and new starters?

What areas of practice do you need the technology to assist with?

Helping your chosen technology provider to help you is half the battle

How will training be conducted?

How will it positively impact your team?

What timelines are you aiming to achieve?

How you will resource the project internally?

Starting with the why

What do you want and why do you want it? It sounds like such a simple question, but a failure to grasp this point creates major issues over the lifecycle of a project. It makes it difficult to obtain buy-in internally, whilst making it difficult to explain to a provider what you need their technology to achieve for you.

This needs consideration of everyone involved, from those responsible for the procurement through to those who will be working with the technology and service users. Across this spectrum, what does good look like?

This is when knee-jerk reactions can hamper the success of a project, where it is deemed to be important to be implementing a system in response to a situation, rather than considering the value proposition and impact of new software thoroughly. If a decision has been made in haste, without due consideration as to how it will impact end users and service users, then the definition of success will likely deviate from the originally intended definition. They may well feel that the existing solution works well for them, too. Change management is another important consideration from the outset.
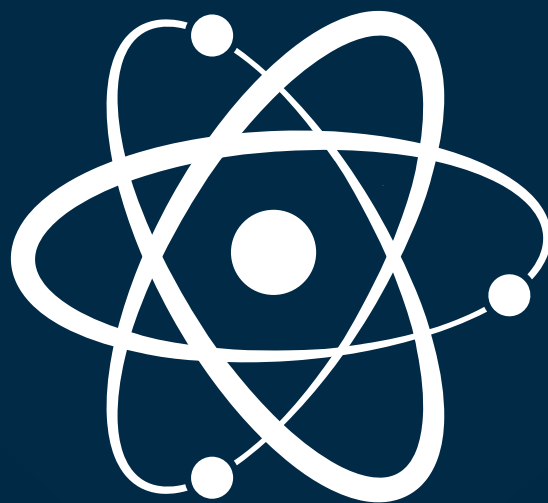
How CACI can help

If you are looking for new solutions, it is worth speaking to providers before entering a formal procurement process. Of course, procurement needs to be conducted along specific guidelines set by your organisation but speaking to providers to gauge an understanding of their technology and how it might benefit your organisation is a good idea.

Furthermore, at CACI we have worked with countless customers on implementation and project management. We developed FUSION based upon the understanding of project delivery accrued over thousands of projects. We can work with you and your team to outline how the project would be developed and delivered, outlining each step to help you achieve project buy-in across everyone affected.

Procurement frameworks

The final step, once you've understood what the project is and what success will look like, is understanding how you can procure. CACI is listed on several public service procurement frameworks. Going through this route can help to avoid lengthy tenders and legal wrangling over contracts. Talking to providers in advance will help in gathering this knowledge so that once you're ready to move, the procurement process runs as smoothly as possible.

caci.co.uk/fusion-methodology