

# Partnering for IT procurement success

CGI helped Sedgemoor District Council serve its citizens more effectively by providing independent, expert guidance on the procurement process.

Sedgemoor District Council wanted to establish a robust procurement process to deliver an ambitious digital transformation. Serving a 120,000-strong population across Somerset, Sedgemoor District Council is a vital point of contact for its citizens.

Sedgemoor handles numerous enquiries every day through traditional methods such as telephone and post, and is now undergoing an ambitious digital transformation programme to enable citizens to transact with them through multiple channels on a 24/7 basis. Sedgemoor needed a partner with the expertise to help ensure a robust tender process for the new platform, and CGI became that partner.

## Understanding the vision

Central to Sedgemoor's vision for change was to give citizens a more joined-up experience when they needed to contact the council.

Legacy CRM and line-of-business systems meant that citizens often had to repeat details of their enquiry each time they made contact with the council, and council staff had to access multiple systems to obtain a full view of the situation. The tender process needed to identify a new solution that would enable information to be held centrally and accessed or shared more easily.

Key to the success of the move was to choose a solution providing staff a single view of a citizen. So if an incident of fly-tipping was reported via the website, and the citizen phoned later to provide additional details, staff would have a full view of the information needed to respond effectively. Similarly, it should be possible to connect multiple reports of the same incident from different parties.

To bolster the council's in-house team and harness the expertise needed to deliver on its vision, CGI was brought in as an independent advisor.



## Key benefits

- Independent expertise to guide through the complexities of IT procurement
- Added value from a strategic approach to decision-making
- Access to a dedicated team of digital transformation professionals
- Invaluable market insight and bidder perspective

## Independent advice

The expertise we provided was essential in ensuring the tender documentation Sedgemoor put together would enable the council to identify the solution that best meets its needs.

Working closely with senior council staff, our team provided a strategic approach to the digital transformation project and this was crucial in ensuring the digital platform the council selected would deliver longevity.



## Guiding critical thinking

Having an external partner on board helped to provide an independent perspective on the aspects of the new system that were most important to the council.

We helped to capture the concerns of all key stakeholders, and ensure these were scored appropriately during the tender process.

As the process progressed, we provided invaluable guidance on how the council could scrutinise the different suppliers effectively. We helped produce the evaluation criteria designed to highlight the strengths and weaknesses of each solution when interviewing prospective suppliers.

The impartial view that we brought to Sedgemoor District Council's tender process was essential in helping the council to finalise its preferred shortlist. In December 2018, Sedgemoor selected the digital platform that is set to transform the way it interacts with its citizens.

“We have embarked on a major digital transformation programme. The expert guidance of CGI throughout the tender process gave us invaluable insight in to the market and enabled us to focus on the componentised solution we required to deliver for our customers and communities”

### **Bob Brown**

Strategic Director,  
Sedgemoor District Council

## About CGI

### **Insights you can act on**

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world.

We are insights-driven and outcomes-based to help accelerate returns on your investments. Across 21 industry sectors in 400 locations worldwide, our 77,000 professionals provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

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