loti

Innovation in Technology Procurement Project

Invitation to Participate

LOTI_LDN | medium.com/loti

#LOTI

About the project

London Office of Technology and Innovation (LOTI) are leading a project to help London Boroughs bring more innovation into their technology procurement processes.

In London, we know we need to 'fix the plumbing' of local government technology and break our dependence on inflexible and expensive technology that doesn't join up effectively.

Together with the launch of the City Tools Report and Thirty3 platform (coming soon), LOTI's projects will support London Boroughs to procure technology better.

The **Innovation in Technology Procurement** project will identify barriers and agree solutions to improve technology commissioning, including:

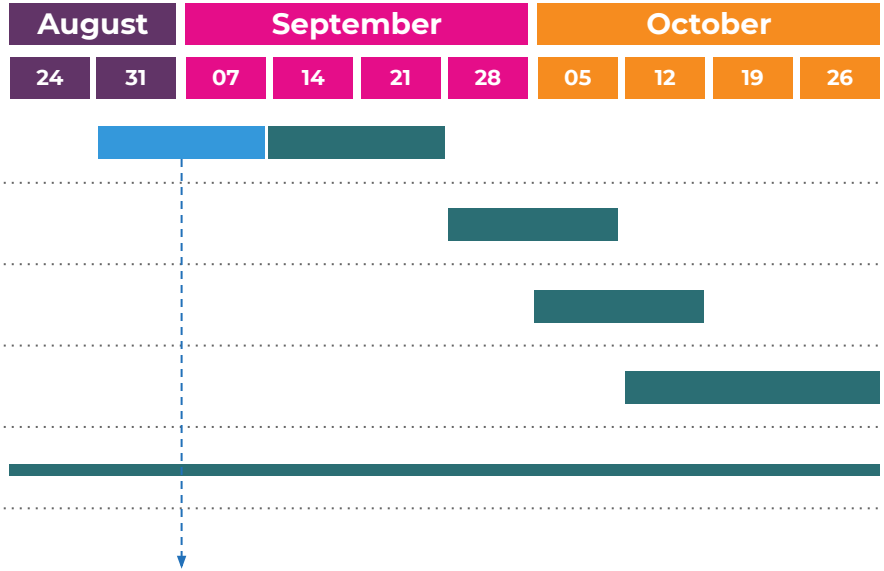
- Producing practical guidance for commercial teams to harness
- Implementing new approaches within a live technology tender
- Identifying future technology tenders to improve

The project is being sponsored by Paul Neville, Director of Digital & ICT at London Borough of Waltham Forest. LOTI has awarded a contract to PUBLIC to assist the delivery of the project. The PUBLIC project team will lead engagement with LOTI members to find solutions common for all.

Boroughs... How to share your views

LOTI member boroughs can share views with us in structured sessions along the way

- **Primary interviews** with LOTI Boroughs and suppliers
- **Collaborative workshops** on challenges and solutions
- **Guidance creation** using ethnographic research
- **Guidance implementation** in a live tender process
- **Working in the open** please share ideas with us online



To date, we've:

- completed 11 interviews...
- with 12 more scheduled...
- and 10 awaiting reply!

PUBLIC

Suppliers... How to share your views

Small and large technology suppliers can feed in by completing our online survey - in less than 10mins!!

Complete Our Survey to Improve London's Technology Procurement

Are you a technology supplier who has worked, or wants to work, with London boroughs? Do you find selling technology to local government difficult? LOTI and PUBLIC would like to hear your views on the technology procurement process!

Take Survey

Full link: https://publicnl.typeform.com/to/N1na6om0

Some Emerging Problem Statements

loti

In interviews, London technology leaders have outlined 20 key issues across the commissioning lifecycle so far

Strategy

- Unclear when to **to buy, build or bespoke** technology leading to wasted investment.
- **Lack of visibility of contract registers** prevents proactive planning.
- Lack of **early service design and market scoping** in service areas limits understanding of business need.
- Few **routine methods to horizon scan and capture inbound marketing of new solutions** limits service design.
- Few **routine methods to invite innovators to participate** in market engagement limits supplier diversity.
- It is too **difficult to source partners, take joined up decisions and prove the business value** when procuring collaboratively.
- Collaborative procurement can be opposed and **avoided by larger suppliers**.

Design

- Contracts often **do not incentivise incumbent suppliers to innovate** or improve adequately**.**
- **Convention towards spec-based tenders** prevents progress toward outcomes-based procurement.
- Contracts often do not stipulate **interoperability and access to data** as core requirements.
- Contracts can contain **restrictive requirements that exclude small suppliers** from bidding (e.g insurance)

Execution

- **Limited use of innovative procedures** prevents innovative commissioning outcomes.
- **Limited use of available frameworks** prevents cost effective commissioning outcomes.
- Poor **publication of tender opportunities and ongoing engagement with SMEs** limits participation of potential suppliers.
- **Limited utility of eProcurement tools** leads to suboptimal management of tendering process.
- **Poor assessment of novel solutions** limits contracting with innovative SMEs.
- Lack of **experience performing diligence on innovative suppliers** biases incumbent providers.

Management

- **Poor contract management and weak enforcement** allows incumbent suppliers to not deliver improvement.
- Lack of **mature relationship management** prevents more innovative working relationships with incumbent suppliers.
- **Low quality supplier account managers** harms better enforcement and relationship management.

PUBLIC

PUBLIC team

PUBLIC supports GovTech innovation through acceleration, programmes and research. Their project team brings experience working with Government and public bodies to implement innovative technology projects.

Cameron Scott

Project Manager, PUBLIC

- PUBLIC's consulting lead, overseeing the project
- Led innovative procurements at Cabinet Office, and in two UK public safety authorities
- Advised Danish Government on innovative procurement routes

Johnny Hugill

Research Lead, PUBLIC

- Head of Research at PUBLIC, and member of Government's Procurement Transformation Advisory Panel
- Advised Cabinet Office and Dutch Government on technology procurement transformation
- Supports PUBLIC's startups through public tendering

Lichelle Wolmarans

Research Associate, PUBLIC

- Research Associate at PUBLIC, leading market research across Europe
- Supported innovation policy advice to Cabinet Office
- Led first-of-a-kind research on public servants as GovTech entrepreneurs

Fil Lekkas

Research Associate, PUBLIC

- PUBLIC's consulting lead, overseeing the project
- Panel member evaluating startup bids to TechForce19, a Covid-19 challenge procurement programme
- Supported PUBLIC's report on German technology procurement landscape

Please contact
cameron@public.io
if you'd like to share your views

LOTI_LDN

medium.com/loti

#LOTI

loti