



bloom

Creating a new requirement

Your guide to how to create a new project
requirement through Pro-Vide 2.0

G89/09Feb2026/v.20 - PUBLIC USE

Contents

The Customer Requirement Form (CRF) is the first step in the procurement process.

It captures both the specification (which can be uploaded) and the parameters, rules and regulations through which the procurement will be run.

To access the CRF follow the link below:

Once submitted, the requirement will become a requisition. Depending on your agreed workflow, it will be reviewed by an internal gatekeeper, before passing to Bloom who will again review and start the process of creating the Invitation to Tender (ITT).

If your internal gatekeeper or Bloom have questions or edits, the requirement may be passed back to you for further information to be added.



Starting the CRF



Key Fields



Review and submit



The approval process



Appendix
CRF checklist

Starting the customer requirement form





Starting the customer requirement form



1 Access Customer Requirement Landing Page by following the link below:

Bloom Customer Requirement Form

Here you can find template documents and Pro-Vide 2.0 guides.

2

Click to start the requirement form.

Remember, once you start the form, you won't be able to save your progress.

Please make sure you have all necessary info ready (see the CRF checklist)

Overview > Details > Categories > Compliance > Envelopes > Submit

3

Project Summary

Is there currently an Incumbent Provider delivering this service?

- Yes
- No

Are you happy for this Project to be used as a Case Study

- Yes
- No

Complete the Project Summary questions at the start of the form.

Requirement key fields





Requirement key fields

1

Organisation Name

- You must input an organisation name
- Organisations will filter based on a three letter search e.g 'Bar.'

Organisation Name

- Barking and Dagenham College
- Ladybarn Primary School
- London Borough of Barnet
- The Barnet Group

NB. An email address will be assigned to each organisation which will receive a copy of all CRFs raised

2

Requirement Owner

This is the person completing the form and who is ordinarily the contract manager for the project.

Client Requirement Owner

First Name

Surname

Email

Telephone

3

Approver Details

If your requirement needs budget approval you will need to include the approvers name and email address. Please check and make sure the email address has been entered correctly.

Approver Details

Please provide contact details for the approver. They will be sent the requirement for review before being accepted by Bloom.

First Name

Surname

Email

4

Statement of Requirements

You must attach the appropriate statement of requirements to be completed in advance of starting the CRF. If you need support completing, please contact your Customer Development Manager.

Attach your statement of requirements

Please download a copy of the Statement of Requirements template below. You should then complete all required fields, and then upload as required.

File size limit: 10MB

[Document No T3 - Service Specification Template Projects Exceeding 75k v3.0.docx](#)

Choose file: No file chosen

NB. If you need to upload more than one document it will need to be as a zip file.

Review & submit





Review & submit

1

Review submitted information

Before submission of your requirement you can review all of the completed fields on the Submit page.

You can navigate back and update a response by clicking the underlined section heading next to a question.

[Overview](#) > [Details](#) > [Categories](#) > [Compliance](#) > [Envelopes](#) > [Submit](#)

Test Project

Project Details

| Section | Question | Answer |
|--------------------------|--|---------------------------|
| Overview | Which Directorate/Department does this requirement relate to? | Finance |
| Overview | Which Service within the Directorate/Department does this requirement relate to? | Payroll |
| Overview | Client First Name | Ben |
| Overview | Client Surname | Darrah |
| Overview | Client Email | ben.darrah@bloom.services |

2

Submit

When you are happy with the content of the form, you can submit.

It will then ask you to confirm a second time.

| | | |
|---------------------------|---|------------|
| Envelopes | What Evaluation Methodology do you want to use? | Price Only |
| Envelopes | Who do you want to evaluate the Technical Envelope? | Bloom |

[Submit Requirement to ben.darrah@bloom.services >>>](#)

NB. If you have included an approver, their email address will be confirmed – please ensure it has been entered correctly.

The internal approval process





The internal approval process

Option 1: No approval needed

No approval is required, and you have answered 'No' to the approver question.

Once the CRF has been submitted;

- The requirement owner will receive email confirmation including the CRF data and attachments.
- An email linked to the organisation e.g. procurement@buyer.co.uk will be copied into the requirement owner confirmation.
- Projects@Bloom.services will receive the CRF for processing and will be in touch.

1

Is internal approval of the requirement needed before starting the tender process?

Yes
 No

NB. If you are not receiving emails to the organisation email please contact your CDM to get the contact address updated.

2

N

no-reply@bloom.services
To: You

Dear <Requestor Owner First Name> ,
Your request has been raised and sent to projects@bloom.services.
They will be in touch shortly to progress the project.
Many thanks,
Bloom Procurement Services Ltd

For assistance please contact Bloom:
Email: contactus@bloom.services
Telephone: 020 3948 9400



The internal approval process

Option 2: Approval needed

Step 1: Confirmation Email

If approval is required, once the CRF has been submitted:

- The requirement owner will receive email confirmation including the CRF data, attachments and their approver details.
- An email linked to organisation e.g. procurement@buyer.co.uk will be copied into the requirement owner confirmation.
- Projects@Bloom.services will receive confirmation that a request is in the process of approval

1

Dear <Request Owner First Name>,
Your CRF has been raised.
It is awaiting approval from:
Name: <Approver Name>
Email: <Approver Email>
Many thanks,
Bloom Procurement Services Ltd

Step 2: Approver Email

The approver will receive an email with the CRF data and attachments and will be asked to review and approve or reject.

They will be asked to email the response to the client requirement owner, copying in the projects@bloom.services and the linked organisation email.

2

Dear <Request Owner First Name>,
A new project has been raised that needs your approval.
Please review the information below and attached.
Send your approval decision to <client.requirement.owner.email> (copying in projects@bloom.services and <organisation assigned email>).
If it is a rejection, please clearly state the reason in your email.
Many thanks,
Bloom Procurement Services Ltd

3

Step 3: Approval Decision

The approver will review the CRF data and will then respond via email with their decision.

Dear <Request Owner First Name>,
I have reviewed the project <Test 0001> and am happy to approve.
Many thanks,



If they accept:

The requirement owner will receive an email response. Bloom must be copied into the response and will then start processing the request. If they are not copied in, please forward to **projects@bloom.services**

Dear <Request Owner First Name>,

I have reviewed the project <Test 0001> and am rejecting on the basis of XXX

Many thanks,

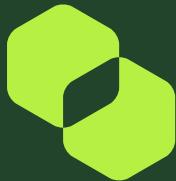


If they reject:

The approver will need to respond via email to the requirement owner. The requirement owner will then need to review the response, update the CRF data on the email and send back to the approver for review.

Appendix: Customer requirement form checklist





Appendix: Customer requirement form checklist

| Areas to consider | Details required | Areas to consider | Details required |
|--|--|--|--|
| Complete your service specification | Specification documents can be found on the CRF landing page: https://crf.bloom.services/ | What category does your project fall into? This is what we use to help source appropriate suppliers for your tender. | The full list can be found on the CRF landing page: https://crf.bloom.services/ |
| <i>Contact your Customer Development Manager if you need support</i> | <ul style="list-style-type: none">• What are your milestones?• Service Levels and KPIs?• Data Protection Schedule• Scoring Weightings (if Price & Quality) | What level of insurance cover do you need? | <ul style="list-style-type: none">• Professional Indemnity• Public Liability• Employers Liability |
| Confirm the supplier details for a direct award or any preferred suppliers as part of a mini competition | Supplier Details <ul style="list-style-type: none">• Supplier Name• Address• Phone number• Contact Name (If Direct Award) | Do you have any special considerations? | <ul style="list-style-type: none">• IR35 Implications• Social Value• Any Special clauses• NDA for all suppliers who want to respond• NDA for the successful supplier• A Collateral Warranty |
| Does your requirement need budget approval? | If yes, you will need budget approver details <ul style="list-style-type: none">• First Name• Surname• Email | What is your commercial model? | <ul style="list-style-type: none">• Is the contract based on milestones, day rate or time & materials• Will you accept expenses? If yes, how much?• Are you receiving any external funding and who from? |
| Do you have specific supplier shortlisting criteria? | Areas to consider... <ul style="list-style-type: none">• The region(s) they are located• Their size• Technical Accreditations• Security Considerations• Security Clearance Levels• Industry Standards• Any DBS requirements | Who will be evaluating your supplier responses? | If not Bloom, you will need to provide contact details for those evaluating Commercial and Technical envelopes. |