



G-Cloud 14 - Service Definition

COMXPS LTD



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Service Definition

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1 About ComX PS Limited

1.1 The Company

Since 2003 we have provided consultancy and delivery services to Central Government, Local Government, NATO and the UKIC: through managing and deploying Cloud Solutions to meet Organisational Challenges and delivering programme benefits. Our services include: Programme/Project Management, PMO functions, Business Analysis and Change , Enterprise Architecture, SlaM Services, High Grade Messaging (HGM), Military Grade Encryption (Crypto), Organisational Change, Procurement and Commercial Management.

1.2 Why ComX

What makes us unique is our outstanding and unrivalled network of Defence and Government Contractors and Associates who bring with them many years of hard won experience and expertise: each one is a leading expert and practitioner in his or her Cloud based field. We successfully strive to foster a mutually beneficial personal relationship with our Clients and our Associates that ensures that we fully understand and then exceed our Clients' business needs and at the same time, provide challenging yet rewarding roles that precisely match our Associates' Cloud strengths, capabilities and expertise. We have a unique insight and understanding of Central and Local Government's needs for Cloud based solutions and offer a full range of Cloud optimised services. We continue to provide high quality and flexible individuals or teams to meet the demanding requirements of our Clients with their unparalleled Cloud experience and expertise. We deliver, and invariably improve upon, the same high quality and dependable services of a 'blue chip' supplier yet with the value proposition and unique agility of an outstanding SME.

Underpinning our service is the assurance that any teams or individuals that we offer to you have been personally referred to us by colleagues or Clients or have been expertly sourced from our extensive network of Associates leveraged by thirty years of experience.

1.3 The Capabilities we deploy to delivery Benefits

- Project/Programme Management best practice/quality standards assured at all times
- Developed capability ensures contemporary approach to all technology services
- Fully qualified team members (APM, PMP, P30, ITIL, MSP, Prince 2, Agile/Scrum, SAFe and Lean Six Sigma)



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- Government security clearance up to and including the highest levels.
- Multiple delivery options provide Clients with flexible/agile PPM services
- Strategically aligned with current Government and Agencies strategies, methodologies and best practices
- Requirements Management; ensures common agreement, prioritisation and effective communication and ultimately User and Business Acceptance
- Flexible, fully configurable service models which drive value for money
- Driven costs down ensures efficiency and accountability
- Ensures benefits are realised of existing Departmental ICT investments and legacy
- Improved Client Experience
- Adhere to ISO 9001 standards
- Drive cost down and ensure efficiency and accountability
- Support the implementation of the Departmental ICT Transformation Programme (such as responses to Government Digital and Technical Operating Model)
- Strategic alignment with Ways of Working Programme and Transformation Agenda
- Develop capability required to procure and operate modern service delivery approaches and technology services
- Operational and Performance Assurance

2 Cloud Opportunities and Challenges

2.1 The Cloud

Cloud computing promises lower upfront costs, greater business agility, and a reduced burden on internal IT management. Therefore, the CIO and CTOs of many large enterprises are now adding cloud-based solutions to their existing IT services. But before CIO and CTOs can fully leverage the benefits of cloud technologies, they need to understand the organisational impacts of this move. Indeed, as a result of cloud computing the IT landscape may become even more complex in the short term. This will create significant integration and operational challenges that will require changes to the IT capabilities and skills within the organisation in order to effectively manage this environment. To reach the full potential of cloud computing, senior leaders will need to continue 'getting the basics right', as well as developing new capabilities in key areas such as business relationship management, technology innovation, enterprise architecture and sourcing, in order to truly realise the benefits that cloud has to offer and be positioned as a valuable partner to the Business.

2.2 Key Deductions

Undeniably, the cloud offers greater agility in meeting business demands and if managed well, may lower IT cost. As a result, senior leaders will want to use more of these services and IT will evolve. As the catalogue of IT services becomes greater, this will come at a price of greater management complexity, which in turn will drive the need for even more robust IT processes and adequate IT capabilities to support them. CIO and CTOs should build upon skills gained through the outsourcing experience, whilst developing new skills in cloud technology and related management techniques. In the near future the IT organisation will not shrink; instead, its role in the enterprise will evolve. We believe IT will have a stronger role to play as both a reliable manager of more complex technology services and a business partner focused on innovation and value creation for the business.

3 Assurance

3.1 Security Clearance

All our personnel hold the appropriate level of security clearance required for the task up to and including DV.

3.2 Quality

Project Quality is planned and managed in accordance with ISO 9001.

3.3 Ordering and Invoicing

Typical engagements will involve discussions regarding Client requirements, agreed specification, and completion of a Call-Off Agreement and submission of a Purchase Order. Invoices will be raised monthly in arrears in accordance with the terms and SFIA rates specified in the Call-Off Agreement. Please see our terms and conditions for more information.

3.4 Pricing and Termination

The pricing for all services provided by COMX are available in the pricing document associated with each service as mandated by the G-Cloud framework. The termination terms are specified in the Terms and Conditions document which is supplementary to each Service Description.

3.5 Customer Responsibility

Customer responsibilities will be agreed by all parties and form part of the Call-Off Agreement as Client dependencies.

4 Clients

4.1 Our Clients

Our impressive list of clients includes, but is not limited to:

- Department of Science and Technology (DSTL)
- Hydrographic Office
- Ministry of Defence (MOD)
- Single Source Regulations Office (SSRO)
- Department for Education (DfE)
- Education and Skills Funding Agency
- Care Quality Commission (CQC)
- Department of Health (DoH)
- Department of Health & Social Care (DHSC)
- Health Research Authority (HRA)
- Medical Research Council
- National Health Service (NHS)
- NHS Blood and Transplant
- NHS Business Services Authority
- NHS Digital
- NHS England (NHSE)
- NHS Improvement
- Public Health England
- Tunbridge Wells & Maidstone NHS Trust
- Ministry of Housing, Communities & Local Government
- Slough Borough Council
- Tunbridge Wells and Maidstone NHS Trust
- Wirral MBC
- Department for Transport (DfT)
- Driver and Vehicle Standards Agency (DVSA)
- Highways England
- Royal Mail Group
- Department for Environment, Food & Rural Affairs (DEFRA)
- Department of Energy & Climate Change (DECC)
- Environment Agency (EA)
- Food Standards Agency
- HM Land Registry
- Natural England
- UK Space Agency
- Crown Prosecution Service
- Government Legal Department (GLD)
- Ministry of Justice (MOJ)
- National Crime Agency (NCA)
- NCTP
- Treasury Solicitor's Department (TSol)
- OXFAM
- The Charity Commission
- HM Treasury
- HM Revenue & Customs (HMRC)
- UK Export Finance (UKEF)
- Department for Business, Energy & Industrial Strategy (BEIS)
- Health and Safety Executive (HSE)
- UK Shared Business Services (UKSBS)
- Valuation Office Agency (VOA)



- Foreign and Commonwealth Office (FCO)
- HM Passport Office
- Home Office
- National Security and Intelligence Agencies - UKIC
- Cabinet Office
- Crown Commercial Services (CCS)
- Department for Culture, Media & Sport (DCMS)
- Department for International Development (DFID)
- Department for Work and Pensions (DWP) / BPDS Ltd
- Government Digital Services (GDS)
- The Scottish Government



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5 Services

5.1 Our Services

Service / Associated SIFA Rate	The Service	Example Roles
Cloud Project and Programme Management Services	The successful delivery of Cloud enabled benefits driven programmes and services is a complex challenge that requires exceptional programme and project management skills, processes and tools. We provide a market leading programme and project management capability, combining experienced Programme and Project Managers, all able to demonstrate best practice procedures and use of tools, drawn from cross-industry sectors, with a detailed knowledge of acquisition and programme management environments which can be leveraged to successfully deliver Projects throughout the Public and Private Sectors. Our experienced project managers all hold professional qualifications including APM, PMP, P30, ITIL, MSP, Prince 2, Agile/Scrum SAFe and Lean Six Sigma).	<ul style="list-style-type: none"> → Programme Director → Programme Manager → Project Manager → Portfolio Manager → Programme Office Management and Support → Bid Management → Risk Management
Cloud Service Integration and Management Service (SlaM)	We have a very successful track record in the delivery of Service Management for central government in a SlaM delivery environment. Service management in multi-vendor and multi customer scenarios is complex and demanding but we have managed it successfully so that the Programme delivers the desired costs saving and benefits of agility, rapid on boarding of new suppliers and successfully leveraging competition. We are adept at formulating the policies and procedures (using ITIL	<ul style="list-style-type: none"> → SlaM Architect → Programme Delivery Manager → Service Delivery Manager → Service Manager → ITIL Manager → ITL Analyst → Help Desk

	<p>disciplines) that are fundamental to the delivery of the benefits that SlaM can enable and deliver.</p> <p>Our SlaM experts will drive operational assurance of existing ICT services and provide a framework for the design and evolution of IT infrastructure. They will ensure the appropriate standards, tools, and governance mechanisms are employed to achieve alignment with the Government Digital Target Operating Model, Cross-Government Transformation Agendas and Strategies.</p>	
Cloud Business Transformation and Change Management Services	<p>Our experienced Change & Transformation consultants provide cost effective and impactful support to our clients through periods of cloud related business change. Our qualified Change and Transformation Managers use a range of resources, models and tools from which they select the most appropriate to the client in order to provide successful end to end delivery. We will assist in planning for and undertaking change, whilst ensuring stakeholder engagement, and minimising disruption to our client's team during the transition process.</p>	<p>→ Transformation Director</p> <p>→ Business Change Manager</p> <p>→ Change Manager</p>
Procurement and Commercial Cloud Services	<p>We offer Commercial and Procurement services across the entire lifecycle, ensuring full compliance with EU and with an eye to future, commercial legislation. We manage our clients' Cloud contracts, support commercial and procurement strategies and policies, and offer negotiation, exit management and business case development. Our qualified consultants will ensure excellent stakeholder, supplier and vendor management.</p>	<p>→ Procurement Management Services</p> <p>→ Commercial Management Services</p> <p>→ Contract Manager</p> <p>→ Contract Officer</p> <p>→ Exit Manager</p>
Cloud Architecture	<p>We have experts who are able to design, develop, implement and maintain our client's Enterprise Architecture. We will assist in the production of high-level solution designs, developing and implementing technical architecture and design strategies. We are well versed in the use of modelling tools. We will provide IT technical leadership, expertise and direction to the team, systematic and rigorous</p>	<p>→ Enterprise Architect</p> <p>→ Security Architect</p> <p>→ Service Oriented Architect</p> <p>→ Solution Architect</p> <p>→ Modeller</p>

	strategic analysis of architectural issues. We will support, challenge and collaborate with senior managers and decision makers.	
Business or Systems Analysis	<p>We have a deep knowledge and experience of working to define and refine business modelling and requirements on a wide range of complex Cloud enabled programmes and equipment projects. By developing a shared understanding of capabilities, requirements and operations, we will help you develop business models and processes that transform your business, manage performance and deliver successful end-to-end value chains. Combined with our project management and benefits management expertise, we ensure requirements are mapped to project outcomes and provide full assurance that the planned benefits are quantifiable, measurable and achievable. We can execute or support all necessary activities to identify, elicit, document, analyse, trace, prioritise and gain endorsement of project and programme requirements. We can deliver:</p> <ul style="list-style-type: none"> → Project Mandate and Outline Business Case (using the 5 Case Model) → User and System Requirements Capture and Definition → Concept of Use, Use Cases and Scenarios → User and System Test and Trial planning and execution → Benefits Strategy, Benefits Management Plan and Realisation Manage and sustain User and Business Acceptance 	<ul style="list-style-type: none"> → Senior Business Analyst → Business Analyst → Benefits Realisation Manager → Business Case Manager → Data Analyst → Requirements Manager → Test & Acceptance Manager
Cyber Security - Risk Assessment, Analysis and Management	<p>Risk assessments are essential to provide accurate and timely confidence to adapt to an irregular risk environment. Our qualified and experienced consultants offer comprehensive risk evaluations and assessments, risk modelling / quantification, risk mitigation, recommendations, and support to ensure your organisation has a true estimate of potential risks. Our professional advisors will provide any training or resources required to define and protect the areas of risk identified in our clients' organisation(s).</p>	<ul style="list-style-type: none"> → Risk Manager → Risk Analyst → Quantitative Analyst → Compliance Officer
Cloud Communications	<p>We offer consultancy services to work closely with our clients to provide unique internal and external communication, marketing and stakeholder identification</p>	<ul style="list-style-type: none"> → Communications Manager/Advisor

and Marketing Management	management and support. Our qualified and experienced communications professionals identify requirements, advise interventions (suited to the target audience), highlight priorities, mitigate risk, and create and deliver communication strategies and plans, using a range of communication techniques, and providing training when necessary. Techniques include, but are not restricted to, Campaigns, Stakeholder Management, Social Media/ Channels, Copywriting, Data (Qualitative & Quantitative), User Experience/Journey, and Storytelling.	→ Communications Manager/Assistant → Internal Communications Manager → External Communications Manager → Marketing Director → Marketing Communications Manager → Product Manager → Public Relations Consultant → Press Officer → Stakeholder Manager
Cloud Finance and Account Management Services	We offer an expert Financial strategy service, providing our client with an insight into the financial impacts of Cloud projects. Our services can cover the full lifecycle, including identification, planning and review, cost analysis, governance and complaint, risk mitigation, financial modelling / operating models and advice, leadership and training. We help to create a unique Financial vision, strategy and policy for our clients.	→ Finance Director → Finance Manager → Finance Officer/Assistant → Financial Analyst → Accountant → Assistant Accountant → Accounting Manager
Strategic Cloud HR Services	We have an understanding of all aspects of HR, offering our clients the support needed to develop unique HR Cloud Strategies. This includes, but is not restricted to, Cloud based HR Transformation/Restructuring, Training and Development, Implementation Support, Performance/Talent Management, Reward/Remuneration, and TUPE.	→ HR Director → HR Manager → HR Supervisor → HR Administrator → HR Assistant → Senior HR Business Adviser → HR Business Partner

		→ TUPE Manager
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6 Contact Details

For any further enquiries regarding COMXPS Ltd or the content of this document, please contact Emily Wells.

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