ClerksWell
Service Definition G-Cloud 14.

About ClerksWell.

Established in 1997, we have over 27 years of tackling digital transformation within the public and private sector.

We have a multi-decade proven track record of working with the best technology partners and they have recognised us in return.

Today we are an Optimizely Bronze Partner, Umbraco Gold Partner, Microsoft Gold Partner, Ucommerce Powerhouse Partner and a Sitecore Silver Partner.

ClerksWell is an award-winning digital agency with 25+ years of experience developing quality, user-friendly websites.

The award-winning agency partnership.

50 people
Across 3 continents

Partnerships
Established exceptional relationships with our clients and software providers.

Sector expertise
Expertise specifically in the Membership sector

Loyal
We understand the value of long-term client relationships.

Better together
Access to a diverse pool of technical experts

United Kingdom Debt Management Office · frontier economics · RYA · RAIL SAFETY AND STANDARDS BOARD

Pension Protection Fund · TYSERS · CIPD · Tideway

abpi · smart meters · AXA · PMCPA

The Pensions Regulator · RISQS Railway Industry Supplier Qualification Scheme · CHRISTIE'S EDUCATION · iCG

GWR · VolkerWessels · JLL · AVIVA

RCS · bakertilly INTERNATIONAL · ASA · Phoenix

Service Features

- Technology agnostic, recommending the technology that is best for you
- Website design and development
- Intranets and Extranets
- Powerful search
- Security hardening and patching
- Technical hosting consultancy
- QA and Testing
- Ongoing support and training

Our Services

Azure Consultancy
UX Design
Umbraco Development, Upgrades, and Migration
Sitecore Development, Upgrades, and Migration
Optimizely Development, Upgrades, and Migration
SharePoint Development, Upgrades, and Migration
Website Design & Build
Website Content Management
Website Analytics
Website Personalisation
Ecommerce Specialists
User Experience Specialists
Website Health Check
Sustainability Checks
Government Digital Design Standards
Agile Project Management
Business Analyst
Intranet-in-a-box
Office 365 intranet
Office 365 Consultancy
Power BI Specialists
Document Management System
SharePoint Support
CMS Support (Service level agreement, retainer, and T&M)

Service Benefits

- Truly digital-first culture
- User-centric design/UX
- Proactive approach to partnership
- Multi-disciplined team
- Ability to scale up or down resources
- Partnership approach
- ISO 27001 accreditation
- Highly defined process to ensure success
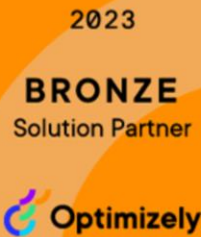
Standards & Accreditation

Information Assurance

ClerksWell fully adhere to the UK Cabinet Office policy for information assurance and security.

We have strict policies and processes in place to ensure these standards are adhered to so that we can deliver secure and efficient IT systems

Includes but not limited to:
- Security Policy Framework
- UK Data Protection Act
- ISO 27001

Gold
Microsoft
Partner
Microsoft

Sitecore Silver Partner
Certified Services Organization
2024

ISO

2023
BRONZE
Solution Partner
Optimizely

Umbraco Partner
GOLD

Backup/Restore & Disaster Recovery

A robust backup and recovery plan will be supplied to clients where required.

Should a failure occur, the plan will set out the series of steps that must be taken to restore the service in accordance with the agreed SLAs.

Our approach to projects allows us to identify risks and mitigations so that these risks can be managed.

We have experience of developing solutions with robust disaster recovery, including for The Pensions Regulator website.

On-boarding and off-Boarding processes

On-boarding and off-boarding process will be discussed and confirmed with a ClerksWell Account Director during initial engagement.

Each client is assigned a dedicated Account Manager to ensure the satisfactory and smooth on-boarding of clients.
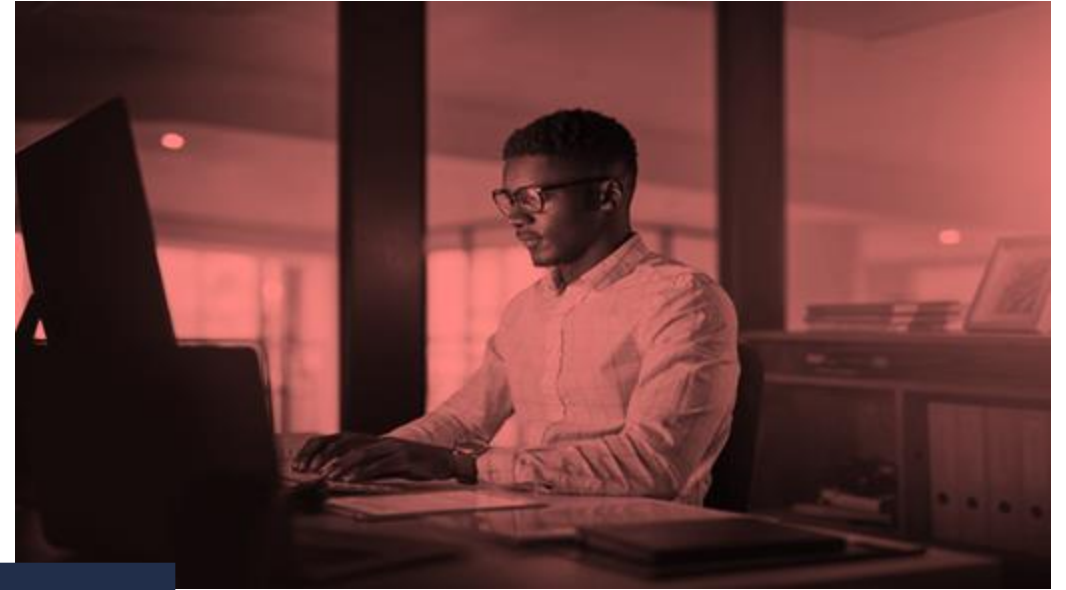
Pricing
Please see our pricing document

Service Management Details

We have a mature support delivery arm of the business, which follows strict service management procedures to maintains SLAs.

All support queries are received by our support portal ZenDesk and can be escalated by phone/email with the dedicated Account Director.

Enquiries that result in changes to the system will be communicated to the client prior to work commencing and ClerksWell will advise the client of completed changed to the live environment.

ClerksWell.

Termination Terms

For time & materials projects, we require 2 weeks written notice to terminate the contract.

For fixed price/fixed scope projects, the client will be liable for the full cosy of the fixed price projects if it is terminated early

However, we will always try to limit costs to the client if at all possible.

Consumer Responsibilities

ClerksWell require the client to contribute to the project periodically. This usually entails business knowledge workshops, signing off outputs and involvement in user acceptance testing.

ClerksWell also expects timely payment from the client as per the invoicing process.

Ordering and Invoicing Process

The ordering process generally constitutes the client accepting a written proposal for the work, which details the project deliverables, costs and timescales.

ClerksWell payment terms are 30 calendar days from the date of invoice.

Sensitivity: General

Service Levels

ClerksWell categorises issues as either Urgent, High, Medium, or Low priority. These prioritisations come with an accompanying SLA response time. Detailed below:

- Urgent items – immediate response
  - High items – 2 hours
  - Medium items – 16 hours
- Low items – agreed on a case-by-case basis

Support will be available from 9am-6pm, Monday to Friday (excluding any UK public holidays or bank holidays.

Support can be provided for out of hours' deployments. These must be pre-arranged.

Any eequest for services on a 24/7 basis can be provided with prior agreement on level of emergency and will be covered at a specific rate outside of this SLA.

Financial Recompense Model

Financial recompense for not meeting service levels would be agreed on a case-by-case basis, depending on the severity of the case.

Training

We have a flexible, tailored and highly effective approach to training.

- Classroom exercises – content entry and technical exercises to support classroom training sessions

- Technical specification – this is created at the start of the project and will be provided to the customer. It will also include documentation of interfaces/integrations with other systems, configurations and any other technical aspects that should be written down

- Administrator training – targeted at super users/administrators and will cover administrative activities – such as user maintenance

- Content editor training – targeted at anyone who will maintain content on the system.

Sensitivity: General

Thank you.

ClerksWell

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