Torchbox

G-Cloud 14 - Service Definition

Wagtail services

Torchbox is an employee-owned, independent digital agency for the public sector and nonprofits.

We are the founding developers of [Wagtail](#), the leading open source CMS behind NHS.UK.

We design, build and manage services that meet the GOV.UK Government Service Standard.

Our clients include DHSC, DIT, NHS Digital, Gov.ie, FCDO and more.

Wagtail starter kit

Accelerate your website build or CMS migration with our Wagtail starter kit. The starter kit incorporates our experience of building large public-facing websites for universities, governments and nonprofits in the UK and internationally. The kit accelerates typical Wagtail builds with a set of opinionated, best practice components that are ready to go, so that you can quickly get a basic site up and running, and focus the bulk of your time and budget on bespoke and innovative elements of your site or service.

Onboarding

We provide a day of consultancy to get the Wagtail starter kit set up on your infrastructure (included in the cost).

SLAs and pricing

For pricing, please see out pricing document.

Any additional support and consultancy is provided via our Wagtail developer support service, charged as per the three tiers of support provided.

We can also provide Wagtail development services as part of a separate statement of work, charged on a time and materials basis based on our SFIA rate card. Please see our pricing document for volume discount information.

Invoicing

We invoice upfront for the Wagtail starter kit.

Contract termination

N/A

Wagtail developer support

Our Wagtail team includes many of the original authors of Wagtail and Core Team members, responsible for ensuring the continuing maintenance and improvement of Wagtail as an open source project. We provide support to in-house development teams for anything from reviewing your Wagtail setup and code reviews, to pair programming, hosting setup and more.

Onboarding

A Wagtail expert and delivery manager will walk through your Wagtail implementation or plans - typically during a 30min video call. We follow up with a summary statement of work outlining the tasks needed to initiate the support relationship.

Services and SLAs

	Basic	Business	Enterprise
Premium enterprise support			
Plan and review your Wagtail implementation Taxonomy, sitemap, templates, model admin, Streamfield, search, complex features	✓	✓	✓
Fine-tune your production infrastructure AWS, Google Cloud, Azure, Heroku	✓	✓	✓
Code review	✓	✓	✓
Pair programming with core developers		✓	✓
Performance testing	✓	✓	✓
Managing the account			
Dedicated Wagtail Account Manager To make sure you're always taking full advantage of Wagtail's latest upgrades and best features		✓	✓
Dedicated Slack channel		✓	✓
Real-time video calls		✓	✓

Be part of the Wagtail community			
Give back to the Wagtail project Your support package facilitates Wagtail's ongoing development	✔	✔	✔
SLAs and limits			
Availability of support	UK office hours	UK office hours	UK office hours
Guaranteed response time*	4 hours	4 hours	3 hours**
Max support per month	4 hours	10 hours	20 hours

*Based on UK office hours
**Three hours is the guaranteed response time for the Enterprise subscription, but we'll usually respond within five minutes

Depending on your Wagtail setup, we may require some additional onboarding time.

Please see our pricing document for pricing information. No volume discounts apply for Wagtail developer support.

Invoicing

We invoice quarterly in advance for Wagtail developer support.

Contract termination

Minimum contract length is three months and we require one month's notice to terminate the contract.

Wagtail consultancy

We provide specialist consultancy to fast-track internal teams' adoption of Wagtail and solve challenges large organisations often face when implementing any new CMS at scale. Consultancy includes helping set up your infrastructure and tooling, ensuring the best architecture for the project and supporting complex migrations or integrations.

Onboarding

A Wagtail expert and Delivery Manager will walk you through your Wagtail implementation or plans - typically during a 1hour video call. We will detail tasks needing to be completed before support can begin.

SLAs and pricing

Wagtail consultancy services are provided during UK office hours, excluding bank holidays.

Work is charged per statement of work, on a time and materials basis, based on our SFIA rate card. Please see our pricing document for volume discount information.

Invoicing

We invoice monthly in arrears for Wagtail consultancy.

Contract termination

There are no minimum contract lengths and we require 4 weeks' notice for contract termination.

Wagtail development

We specify, design and build Wagtail-powered websites and intranets that meet the Government Service Standard. We work in multidisciplinary teams through the full project lifecycle from Discovery to Live. We meet the Technology Code of Practice and specialise at integrating Wagtail with CRM and back office systems, and Single Sign On across a broad range of protocols and platforms including Active Directory, CAS, Shibboleth, Auth0 and Okta. We're experienced with GOV.UK PaaS, Heroku, AWS, Google Cloud and Azure.

Onboarding and offboarding

We've delivered Discovery, Alpha, Beta and Live projects and will tailor onboarding services to suit the relevant project phase. Onboarding is led by a Delivery Manager who will set up the agile environment and lead mobilisation workshops to recap/agree on roles and responsibilities, refine project schedules and develop a shared understanding of project goals and vision.

Should you wish to move to a different supplier, we will work closely with you to ensure a smooth transition to a new supplier.

SLAs and pricing

We provide support during office hours via a cloud-based ticket management system. Out of office hours support can be provided if required, at an additional cost.

Work is charged per statement of work, on a time and materials basis, based on our SFIA rate card. Please see our Pricing Document for volume discount information.

Invoicing

We invoice monthly in arrears for Wagtail development.

Contract termination

There are no minimum contract lengths and we require 4 weeks' notice for contract termination.

Wagtail core enhancements

Work with Wagtail's founding developers to specify, design and build new Wagtail features, which will become part of Wagtail core or be delivered as an official supported Wagtail app.

Onboarding

A Wagtail expert and Delivery Manager will explore your plans for new Wagtail features or extensions to current features - typically during a 1hour video call with you. We follow up with an initial feasibility response and a plan to proceed into discovery and development.

SLAs and pricing

Wagtail enhancement services are provided during UK office hours, excluding bank holidays.

Work is charged per statement of work, on a time and materials basis, based on our SFIA rate card. Please see our pricing document for volume discount information.

Invoicing

We invoice monthly in arrears for Wagtail enhancements.

Contract termination

There are no minimum contract lengths and we require 4 weeks' notice for

contract termination.

Wagtail training

We provide training for public sector teams implementing Wagtail to fast-track your Wagtail onboarding and build expert capability on your team.

Onboarding
We typically host a 1hour video call to talk through your Wagtail project to assess the type of training you require. We follow up with a proposal for a custom training schedule.

SLAs and pricing
Wagtail training services are provided during UK office hours, excluding bank holidays.

Work is charged per statement of work, on a time and materials basis, based on our SFIA rate card. Please see our pricing document for volume discount information.

Invoicing
We invoice monthly in arrears for Wagtail training.

Contract termination
There are no minimum contract lengths and we require 1 week's notice for contract termination.

Wagtail health check

Our team of Wagtail experts undertake Wagtail healthchecks to generate a set of prioritised recommendations to improve the editor experience, security,

performance and maintainability of enterprise Wagtail platforms.

Onboarding

We will require access to your Wagtail codebase to undertake a code review and audit.

SLAs and pricing

Wagtail healthcheck services are provided during UK office hours, excluding bank holidays.

Work is charged per statement of work, on a time and materials basis, based on our SFIA rate card. Please see our pricing document for volume discount information.

Invoicing

We invoice monthly in arrears for Wagtail health checks.

Contract termination

There are no minimum contract lengths and we require 1 week's notice for contract termination.