

## Digital Strategy and Consultancy. Service Definition Document

Bridge Technology Partners provides public sector organisations with high-impact technical consultancy across a diverse spectrum of technology services. By maximising efficiency, catalysing innovation, and unlocking new opportunities for value creation, we continue to empower the transformation of future-ready public services.

### Service Definition for Digital Strategy and Consultancy Services

Bridge Technology Partners Digital Strategy and Consultancy Services enable public sector organisations to align their digital efforts with wider organisational objectives – enhancing efficiency, security, scalability, and innovation.

- **Comprehensive analysis:** Bridge Technology Partners works in close partnership with Framework Buyers to understand their existing technology stack. This analysis enables us to develop a learned and authentic understanding of Framework Buyers' strengths, weaknesses, opportunities, and threats.
- **Road-mapping:** Using the output of our comprehensive analysis, Bridge Technology Partners develop a digital strategy roadmap which clearly outlines the objectives, and actionable steps that will achieve the Framework Buyer goals.
- **Customer-centric approach:** Bridge Technology Partners always prioritises the customer experience. We help Framework Buyers to better understand customer needs, preferences, and pain points so that we can shape strategies that resonate with the target audience and promote positive acceptance and adoption.
- **Data-driven decision-making:** Bridge Technology Partners Digital Strategy and Consultancy Services integrate data-driven decision-making throughout the planning, execution, and evaluation phases, enabling Framework Buyers to leverage data as a strategic asset.
- **Agile iteration:** Bridge Technology Partners work with Framework Buyers to ensure that digital strategies are agile and adaptable. This allows for rapid implementation and iteration based on real-time user/ stakeholder feedback, performance metrics and changing demands. To ensure that this approach is successful, Bridge Technology Partners establishes a framework where key decision makers have the authority, understanding and bandwidth to authorise change.
- **Risk mitigation:** Bridge Technology Partners help organisations to navigate some of the potential risks and challenges associated with digital initiatives, such as data protection, cyber security threats, and regulatory compliance issues. We develop strategies to ensure mitigation of these risks and legislative compliance.
- **Continuous learning:** Digital strategy is an ongoing process that requires continuous learning and adaptation to stay ahead in a fast-paced digital landscape. Bridge Technology Partners provides ongoing support, monitoring, and analysis to identify emerging trends, technologies, and new opportunities for innovation.

Bridge Technology Partners Digital Strategy and Consultancy Services are provided at the day rates cited within our Pricing and SFIA documents.

## Service Features

- Collaborative development of tailored digital strategies.
- Creation of detailed roadmaps to achieve digital transformation goals.
- Robust stakeholder engagement to gather insights for strategy formulation.
- Identification and assessment of gaps in existing technology infrastructure.
- Comprehensive data analysis to inform and refine the digital strategy.
- Mitigation of potential risks associated with digital initiatives.
- User-centric design to improve adoption and engagement.
- Guidance and support for delivering positive organisational change.
- KPI reporting to track progress and optimise strategy implementation.
- Development of governance frameworks and compliance strategies.

## Service Benefits

- Enhanced operational efficiency through streamlined processes and automated workflows.
- Improved outcomes through alignment in strategic priorities and digital efforts.
- Prioritisation of digital initiatives that contribute to organisational objectives.
- Increased engagement through seamless, personalised, intuitive user experiences.
- Cost savings through increased efficiency and reduced overheads.
- Transformed organisational agility, adaptability, and resilience.
- Faster innovation through the modernisation of IT infrastructure.
- Implementation of mitigation measures to safeguard against risks.
- Creation of a culture of continuous improvement, learning, and adaptation.

## Information Assurance

Bridge Technology Partners information assurance capabilities support both our internal requirements for appropriate security controls alongside those of our customers. Our diverse portfolio of projects and customers mean that we have extensive experience in working with information and systems at all impact levels (IL 0 to IL 6+). We are proud to be a Cyber Essentials Plus certified organisation.

## Data Restoration / service migration

We work closely with Buyers in the migration of data from legacy solutions to new cloud solutions.

## On-boarding and off-boarding processes / scope

Bridge Technology Partners agrees specific on and off-boarding processes for all work packages. Agreed processes are always tailored to the Buyer's individual requirements to ensure the effective transition of resources alongside the management of data, assets, corporate memory, and operational integrity.

## Pricing overview

Please refer to Bridge Technology Partners Pricing and SFIA documents.

## Combination pricing

Bridge Technology Partners services can be bought separately or together; combination pricing is offered accordingly.

## Account management

A G-Cloud Account Manager is allocated to each Buyer. This individual is responsible for overseeing the delivery of service(s) – closely monitoring the assignment's progress, ensuring that any risks or issues are appropriately managed to ensure that all activities are delivered in accordance with the agreed scope, deliverables, and timeframes. Through structured customer relationship management, Bridge Technology Partners G-Cloud Account Manager(s) remains in regular contact with the Buyer to ensure their satisfaction with Bridge Technology Partners service(s).

## Service constraints

Bespoke services, such as those in scope of 'G-Cloud 14, Cloud Support Services' are not subject to specific service constraints.

## Service levels

Bridge Technology Partners recommends that we enter into a performance-based Service Level Agreements with each Buyer. The implementation of bespoke service levels represents the positive obligation of both parties to deliver a mutually beneficial partnership which supports end user activities and facilitates effective measurement and monitoring of the work package. Due to the diversity of services in scope of 'G-Cloud 14, Cloud Support Services', service levels must be closely tailored to each assignment. Agreed performance parameters/ service levels form part of the Call-Off agreement.

## Recompense model

Financial recompense for the services in scope of 'G-Cloud 14, Cloud Support Services' are related to the actual losses incurred through specific engagement issues. Financial penalties must be aligned to the assignment, with the agreed financial recompense model cited within the Call-Off Agreement.

## Training

Wherever possible, Bridge Technology Partners ensures an effective knowledge and skills transfer from the consultant(s) to the Buyer. Through knowledge empowerment, Bridge Technology Partners guarantees the ongoing efficiency of the assignment and full embedding of the new system/ service.

## Ordering and invoicing

As an approved and accredited supplier to multiple government frameworks, Bridge Technology Partners is used to working with Buyers to agree tailored ordering and invoicing processes. Typically, a purchase order is issued following the Buyer's confirmation of the purchase of a service and the signing of the Call-Off contract. Accompanying single or consolidated electronic invoices are issued with an authorised statement from the Buyer which confirms the number of units worked/ charged for and the Buyer's satisfaction with the work undertaken and delivered. Payment terms are 30 days from receipt of invoice.

## Termination terms

Bridge Technology Partners standard terms and conditions include clauses which facilitate contract termination by either the consumer or the supplier.

- By the consumer: Termination can commence without notice in the event of a customer citing dissatisfaction with the service provided and the issue not being rectified within an agreed timeframe, or in the event of a material breach of contract.
- By the supplier: In the unlikely event that Bridge Technology Partners was to withdraw from 'G-Cloud 14, Cloud Support Services' a minimum 30 days' notice would be served. Ongoing assignment commitments would be maintained through to completion in accordance with the terms of the Framework Agreement.

## Customer responsibilities

Customer responsibilities are closely aligned to the assignment and as such, these must be discussed and agreed with the Buyer prior to the commencement of the assignment. All responsibilities are clearly cited within the Call Off contract.

## Technical requirements / service dependencies

The technical requirements / service dependencies for the services offered under 'G-Cloud 14, Cloud Support Services' are specific to each Call-Off. Such detail must be discussed and agreed with the Buyer prior to the commencement of the assignment.

## Trial services

If a Buyer wishes to engage Bridge Technology Partners on a trial basis, we will work with the Buyer to agree an appropriate trial period.



## Social Value Commitment:

### Supporting the government's 25-Year Environmental Plan (25YEP)

Bridge Technology Partners is an ISO 14001 accredited business which has the correct processes, procedures, and systems in place to manage environmental issues – enabling us to effectively support the Government's 25-Year Environment Plan (YEP) and Environmental Improvement Plan (EIP) by matching improvement initiatives with targets to measure progress. Over the years, we have continued to challenge our ability to reduce the impact that our business operations have upon the environment as we work towards our target of Net Zero by 2030.

Adapting to climate change	Minimising waste
Reducing our carbon footprint and working towards Net Zero by 2030 requires a multi-faceted approach. Bridge Technology Partners is committed to reaching this target by reducing energy consumption, investing in renewable energy sources, deploying hybrid/ electric vehicle fleets, promoting hybrid working, sustainable procurement, and carbon off-setting.	Environmentally sound waste management and recycling facilities are available at all Bridge Technology Partners offices, and we divert all non-recyclable waste for energy processing. This helps reduce reliance on fossil fuels, generates renewable energy, and minimises the environmental impacts associated with waste disposal, in accordance with the priorities of the 25YEP.
Enhancing biosecurity	STEM focus
As part of the Morson Group, Bridge Technology Partners collaborates with Treeapp to support its reforestation efforts. We always identify suitable planting sites based on ecological considerations and select tree species that are well-adapted to the local environment, to maximise their ability to support biodiversity protection in the community.	The Morson STEM Foundation continues to change lives by creating new pathways into education and training. With participants developing a deeper understanding of environmental issues and the scientific principles underlying them, through STEM education, communities can build a more environmentally conscious and resilient future.
Sustainable procurement	TOMs Framework
Bridge Technology Partners always endeavours to work with local suppliers, and we proactively target SMEs and minority owned suppliers to promote diversity and sustainability in the supply chain within local communities.	We consistently demonstrate our commitment to local environmental objectives by transparently reporting on environmental initiatives using the National TOMs Framework for measuring Social Value.



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