

## Business Change and Transformation.

### 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 Business Change and Transformation Service

Bridge Technology Partners is adept at guiding public sector organisations through business change and transformation by offering expertise, experience, and resources to support all aspects of the journey. Our Business Change & Transformation Service is characterised by the following:

- **Planning:** By understanding the Framework Buyer's current state, including its processes, systems, culture, and capabilities, Bridge Technology Partners develops a tailored transformation strategy and roadmap.
- **Development:** Working collaboratively with the Framework Buyer, Bridge Technology Partners collaboratively defines its vision for the future and develops a strategic framework to enable the achievement and execution of that vision.
- **Management:** Through effective change management methodologies and techniques, we help Framework Buyers to assess and manage the impact of the agreed changes upon employees, stakeholders, and workplace culture, to maximise buy-in and assure delivery of benefits.
- **Enablement:** Bridge Technology Partners works alongside Framework Buyers to ensure that the organisation leverages the most appropriate Cloud infrastructure and applications to support its transformation strategy.
- **Optimisation:** Through collaboration, we help Framework Buyers to streamline business processes, address inefficiencies, identify improvement opportunities, and redesign workflows. These activities collectively improve agility and drive operational excellence.
- **Governance:** By establishing robust governance structures, processes, and controls, Bridge Technology Partners ensures that Framework Buyers can effectively monitor progress and make timely decisions in relation to the agreed transformational change initiatives.
- **Reporting:** Bridge Technology Partners provides tailored reporting options that deliver relevant information to Framework Buyer stakeholders in a format and at a frequency that aligns with their requirements and preferences.

Bridge Technology Partners Business Change & Transformation Service in a Cloud support capacity enables public sector organisations to achieve cost efficiency, agility, innovation, security, collaboration, resilience, and transformed service delivery.

Bridge Technology Partners Business Change and Transformation Service is provided at the day rates cited within our Pricing and SFIA documents.

## Service Features

- Tailored approach ensures comprehensive analysis and strategic planning.
- Strategic roadmap guides and informs the transformation process.
- Customer-centric approach accelerates benefits realisation through the transformation.
- Stakeholder engagement optimises buy-in to transformational initiatives.
- Effective governance and project management practices ensure accountability.
- Embedded benefits realisation tracking demonstrates the impact of transformation initiatives.
- Data analytics inform decision-making and accelerate change.
- Robust RAID management mitigates potential challenges during the transformation.
- Flexible and iterative methodologies accommodate changing organisational priorities.
- Continuous improvement focus fosters a culture of learning and adaptability.

## Service Benefits

- Alignment of transformation initiatives with strategic organisational priorities.
- Improved service delivery through transformed process efficiency.
- Increased transparency and accountability via strengthened governance.
- Optimised buy-in and engagement through transparent communication.
- Cost reduction through process and resource optimisation.
- Transformed agility and resilience in response to potential disruptions.
- Improved decision-making through timely and accurate data insights.
- Enhanced customer satisfaction through user-focused change strategy.
- Reduced exposure to potential issues through robust RAID management.

## 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.



#### Contact.

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