

G-Cloud Service Definition

This Definition for the G-Cloud Framework Agreement includes:

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G-Cloud lot	<p>This Definition relates for the provision of Services under:</p> <ul style="list-style-type: none">• Lot 3: Cloud support
G-Cloud services required	<p>The Services to be provided by the Supplier under the above Lot are listed in Framework Section 2 and outlined below:</p> <ul style="list-style-type: none">• 2.7.1 planning• 2.7.2 setup and migration• 2.7.3 security services• 2.7.4 quality assurance and performance testing• 2.7.8 training• 2.7.9 ongoing support
Additional Services	<ul style="list-style-type: none">• Implementation Plan• Management Reporting/ Meetings
Location	<p>The Services will be delivered to The Buyer remotely under current conditions or as otherwise agreed by the parties.</p>
Quality Standards	<p>The quality standards required for this Service Definition are; Meeting the agreed definition of done for delivery in sprints, in line with the defined approach to agile.</p> <p>Meeting acceptance criteria based on functional and non-functional, including but not limited to accessibility and security requirements. Meeting the testing requirements as defined in the master test plan</p>

Technical Standards:	<p>The technical standards used as a requirement for this Service Definition are; Meeting design specification, including interface definitions. Meeting OutSystems best practice, including code reviews.</p> <p>WCAG AA Guidelines apply where necessary to fulfil the relevant SOW.</p>
Service level agreement:	<p>The service level and availability criteria required for this Service Definition are:</p> <p>User Support</p> <ul style="list-style-type: none">• Email or online ticketing support• Support response times within 24 hours based on business days• Phone support• Phone support availability 9 to 5 (UK time), Monday to Friday• Go-live support availability Saturday and Sunday as required for benefit release <p>Support levels Service level agreements are agreed to map onto each individual SOW specific requirements</p>
SOW Process	<p>A Statement of Work (SOW) will be drafted, agreed and executed for each order and will be agreed by both parties using the SOW procedure and Template below:</p> <p>The Parties will execute a Statement of Work (SOW) for each Order.</p> <p>Multiple SOWs can operate concurrently.</p> <p>The rights, obligations and details agreed by the Parties and set out in each SOW apply only in relation to the Services that are to be delivered under that SOW and will not apply to any other SOW executed or to be executed under this Contract unless otherwise agreed by the Parties.</p> <p>The Supplier will provide a proposal to each SOW, as a minimum 15 Working Days, unless otherwise agreed prior to the proposed start date. The proposal will include a</p>

resource plan and indicative project plan for each of the deliverables outlined in the SOW for consideration by the Buyer Team.

Each SOW will include:

- Statement of Work Purpose detailing the Scope of the SOW
- Deliverables of the SOW (to be tracked and reported against)
- Resources allocated
- 3rd party suppliers' roles – Parties should agree where 3rd party services are a factor in provision of the services. To be covered under dependencies.
- Management of the Service
- Responsibilities of Supplier
- Responsibilities of Buyer
- Risks associated with the SOW
- Dependencies
- Price (i.e. Time and Materials and/or Fixed Price) and Commercial Considerations.

Each SOW will be agreed between the Parties post- contract award with detail of the requirements provided at the Inception meeting. The Inception period will take place after the Mobilisation period with the SOW expected to be agreed during the Mobilisation phase.

The Buyer Team will review the Suppliers proposal to see if it meets the SOW in terms of expected resources (e.g., experience and number), project plan, risk assessment and price. This will be managed by the Buyer Team through senior stakeholders and delegated, where appropriate, to the project team to maintain the cadence. Final sign-off of all proposals will be achieved through monthly management meetings or as otherwise agreed between the Parties, which will include senior representation from across the Buyer Team's.

The Supplier will be asked to review its proposal if the Buyer Team considers it does not meet the Buyer Team's

	<p>requirements. The Parties will agree suitable timeframes for the revised SOW to be provided to the Buyer Team for approval and for the Buyer Team to confirm approval (or otherwise) to the Supplier.</p> <p>Any variations to an approved SOW will be formally documented with a Change Request. The Supplier is expected to maintain continuity of service delivery throughout the Change Control Procedure.</p> <p>The Supplier will keep accurate records of the time spent by the Supplier Representatives in providing the Services and will provide records to the Buyer Team. A separate SOW Costs document will be required that provides a detailed breakdown of costs and will include:</p> <ul style="list-style-type: none">• Named Supplier Representative(s).• Role description(s) of each Named Supplier Representative.• The agreed relevant daily rate in line with rate card in Schedule 3 (Pricing).• Total cost per named Supplier Representative.• Total cost of SOW <p>SOW Acceptance Criteria</p> <p>Acceptance of the completion of a SOW will be based on the outputs stated in the Deliverables.</p> <p>Acceptance of the SOW is the responsibility of the Buyer Team's Service Manager or their nominated representative.</p> <p>SOW Template is attached</p>
SOW Template	Is outlined in Schedule 1.

Mobilisation	<p>To be agreed for each SOW:</p> <ol style="list-style-type: none">1. On-boarding Plan2. Resource Plan3. Delivery Plan with key delivery dates4. SOW Plan aligned to this
Management Meetings	<p>The Service Provider will be expected to meet with the Buyer Team at the frequency and for the purposes detailed below:</p> <ul style="list-style-type: none">• The Supplier will be expected to meet with the Buyer Team at monthly supplier management meetings or as otherwise agreed between the Parties.• The Supplier will be expected to meet with the Buyer Team and the Project Team weekly.• The Supplier may be required to undertake other ad hoc meetings with the Buyer Team and other third parties that are relevant to the Services to discuss the operation of this Contract.• The Supplier, in conjunction with the Buyer Team, will review the suitability of meeting cadence and purpose throughout the Term and for each project lifecycle.
Management Reporting	<p>The Supplier must provide a monthly status report by the last working day of each month prior to the monthly supplier management meeting. A draft template will be agreed with the Buyer Team. This report should include but not be limited to:</p> <ul style="list-style-type: none">• an executive level summary of the progress to date, including resource used and budget management• current activity and progress against the in-flight Statements of Work including RAG status against Delivery, Service, Cost and Quality• will discuss the performance and progress of all SOWs (live and completed)

- a resource profile against Statements of Work including spent and forecasted resource and indication of deviation from agreed spend
- details of delivery status of agreed Deliverables in Statements of Work including target and actual delivery dates
- an up to date mobilisation and implementation plan, detailing the status of all activities including delays and changes from previous plan
- a list of unresolved risks and issues and any actual and anticipated problems, including those for which the Buyer Team has primary responsibility, along with due date, priority, responsible party and assessment of potential and actual business impact to the project plan
- Monthly and cumulative spend totals

The purpose of these meetings will be to monitor progress and performance across the Contract as a whole. The Buyer Team may request additional Management Information at any time. Management Information reports must be supplied in a format that allows the Buyer Team to develop and produce ad-hoc Reports for review.

All costs associated with the provision of management information shall be the responsibility of the Supplier.

The Supplier, in conjunction with the Buyer Team, will review the suitability of the reporting throughout the Contract (which may include the provision of new reports and/or additional breakdown within reports as reasonably requested by the Buyer Team).

The Supplier will update and maintain a joint Risk Register with the Buyer Team which the Buyer Team will have full access to.

Guarantee	Not Applicable.
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Schedule 1: Statement of Work (SOW) Template

ENGAGEMENT DOCUMENTS

STATEMENT OF WORKS

Template

<Project Name>

Version v1.0

Created By: Matt Thompsett

Filename: GLC_SoW_Template.docx

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1 Document Management

1.1 Document Owner:

Name	Position	Responsible For	Project Role

1.2 Document Approval

Name	Position	Signatory	Project Role

1.3 Document Information / History

Author	Status and Date	Version	Description

1.4 Distribution List

Name	Role	Company	Department

2 Introduction

This Statement of Work ("SoW") is between the parties namely <<>> ("CUSTOMER" or "the Buyer") and Green Lemon Company Limited ("GLC" or "the Supplier").

This SoW is subject to the G-Cloud Contract agreed between the parties in September 2021.

This Statement of Work details the scope, approach and costs of the proposed project entitled:

2.1 <Project/Service Name>

3 Inclusions in this SoW

- Statement of Purpose
- Deliverables in Scope
- Supplier Resources Allocated

- CUSTOMER Stakeholders
- 3rd Party Providers
- Management of the Service
- Responsibilities of Supplier
- Responsibilities of CUSTOMER
- Risks Associated with the SoW
- Dependencies Associated with the SoW
- Effort and Timebox Estimate
- Price (i.e. Time and Materials and/or Fixed Price) and Commercial Considerations.

4 Statement of Purpose

Provide the context of the services and further detail as Business Outcomes

4.1 Business Outcomes in Scope

- <BOS 001
- <BOS 002
- <BOS nnn

4.2 Context

...

5 Deliverables in Scope

This section will include a description of the deliverables under the following general headings;

5.1 Definition

- Defined Vision & Mission
- Agreed Project Objectives
- Draft High-Level Solution Map
 - ✓ Including; final Process Flows and Use Cases, and
 - ✓ P1 – Pn releases, i.e. maturity roadmap
- Draft Brand & Design Guidelines
 - ✓ Including; templates, colours, fonts, transitions, and
 - ✓ Non-standard CSS requirements
- Minimum Loveable Product (MLP)
 - ✓ Including; Release Plan, Acceptance Criteria and Maturity Roadmap

5.2 Technology

- Draft Solution Architecture & Design

- ✓ Including; four-layer architecture, user interface definition, data model, and
- ✓ Approach to integrations, potential challenges, risks and mitigation
- High-Level Workflows & Epics
- Personas, User Stories & Sprint Plan
 - ✓ Including; MoSCoW scaling, Prioritisation, and
 - ✓ MLP feature set
- Cross Functional Requirements
 - ✓ Including; Test Plan (automated and manual), and
 - ✓ Performance, device and stress testing criteria
- Draft RAID Log & Risk Mitigation
- Plan for Third Party Integrations –
 - ✓ Including; confirmation of fitness for purpose, results of test integrations, and
 - ✓ Definition of As Is – To Be delta and hence effort required by third parties and GLC
- Release Plan
 - ✓ Including; Roll-Out Plan Checklist, release notes, system documentation, and
 - ✓ Roll-Back plan, application update plan, platform update plan
- Defining User Journeys
- Building Data Model
- Optimising the Architecture
 - ✓ Including, OutSystems best practice, trial performance analysis, and
 - ✓ Future-proof plan for scalability, extensibility
- Researching Integration Targets
- Isolating Non-Standard Components
- Exploring Intelligent Automation Solutions
 - ✓ Including; opportunities to deploy Chat Bots, Robotic Process Automation and Machine Learning, and
 - ✓ Overall Intelligent Automation strategy

6 Supplier Resources Allocated

List the resources allocated with their roles and responsibilities, seniority and relationship. Include a relationship diagram.

7 CUSTOMER Stakeholders

List the resources allocated with their roles and responsibilities, seniority and relationship.

8 3rd Party Providers

List the 3rd party providers that are dependencies for the project

List the key resources allocated with their roles and responsibilities, seniority and relationship

9 Management of the Service

Description of the agreed management processes, including;

- Proposed Agile Cadence & Ceremonies
 - ✓ Including, purpose, goals, frequency and agenda
- Defined Project Governance Framework
 - ✓ Including, reporting framework, report templates and JIRA set up
- Risk management, escalation & Non-Conformance Process
 - ✓ Including, escalation tier definition, process for non-conformance

10 Responsibilities of the Supplier

Description of the Supplier's core responsibilities

11 Responsibilities of CUSTOMER

Description of the Buyer's core responsibilities

12 Risks

List Risks associated with the Project/Services and mitigation plans

RISKS	IMPACT	MITIGATION

13 Dependencies

List Dependencies associated with the Project/Services and mitigation plans

DEPENDENCIES	IMPACT	MITIGATION

13.1 Critical Dependencies

- <CD 001
- <CD nnn

13.2 Non-Critical Dependencies

- <NCD 001
- <NCD nnn

14 Effort and Timebox Estimate

- Person-Days Effort Estimate
 - ✓ Including, effort needed from any third parties

15 Price and Commercials

Select one of Outcome-Based or Time and Materials pricing.

15.1 Contractual

- Costs, Timebox
 - ✓ Including defined contingency budget (Not to Exceed), and
 - ✓ Detailed estimate of any third-party costs and expenses