

G-Cloud 14 Service Definitions

Empyrean Digital Limited

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Contents

Our services:

- Digital Transformation Support Services – Page 3
- Discovery Services – Page 4
- Digital, Programme, Project and Delivery Management – Page 5
- Technical Delivery Support – Page 6
- Service Delivery Teams – Page 7
- Service Design and Product Management – Page 8
- Development Services – Page 9
- Commercial and Procurement Support – Page 10
- Strategic and Operational Data Support – Page 11
- IT Strategy and Implementation – Page 12
- Management Information (MI), Business Intelligence (BI) & Big Data – Page 13
- IT Exit Support Services – Page 14
- Cloud App Integration Development – Page 15
- Cloud Migration Services – Page 16
- Cloud Product Integration – Page 17
- Cyber Security Services – Page 18

- Live Video Streaming, Online Broadcast and Production – Page 19
- Procurement Support Tool I-Buy – Page 20/21
- Cloud Hosting – Page 22

Social Value:

- Fighting climate change – Page 24
- COVID-19 recovery – Page 25
- Tackling economic inequality – Page 26
- Equal opportunity – Page 27
- Wellbeing – Page 28

Digital Transformation Support Services

| Description | Features | Benefits |
|---|---|---|
| <p>Our technical, commercial and programme specialists provide deep industry experience and market-leading support over IT and Technology transformation. Support services encompass all areas of change including technical architecture, supplier baselining and future commercial models/SLA's, post transformation operating environments and programme assurance to ensure your transformation objectives are met.</p> | <ul style="list-style-type: none">• Technical support of transition from legacy to cloud based solutions• Continuous integration for diverse SaaS products• Technical risk/impact assessment of change including security• Commercial baselining and overlay of third party IT landscape• Design/assurance over target operating and commercial end state/model• Aligning/incentivising multiple suppliers under an effective service management model• Programme support/guidance at key milestones, effective risk/recommendation reporting• Embedded delivery/programme support using best practice methodologies• Automated business process management and rules development• Transition assurance reporting; providing a constructive and transparent programme view | <ol style="list-style-type: none">1. Access to experienced and highly specialised knowledge management skills2. Team credentials of delivering insight/benefit to high profile change3. Senior experience in cross government IT transition and standard setting4. Providing critical insight on cloud transition from major UK organisations5. Leverage our senior national relationships with key cloud suppliers6. Achieve an effective and controlled new world/multi-vendor IT environment7. Supported by commercial models that incentivise innovation and collaboration8. Reduce legacy costs and unlock funds for new digital services9. Confidently track and report programme benefits improving communication and traction10. Enable agile operations and delivery in your organisation |

Discovery Services

Description

We have a proven track record in delivering successful discovery services for private and public sector clients. We provide tailored discovery services according to your goals and resources available and often work to tight timescales.

We expertly research and investigate internal and external user goals and barriers, and supplement user research with technical analysis and review as needed. We consider the audience at all times, delivering in English and Welsh, and to those with low digital literacy.

We focus on excellent stakeholder engagement and complete Discovery with a clear view of Alpha so that you can move forward successfully.

Features

- Kick off to meet the team, agree the plan, roles/responsibilities and success measures.
- Stakeholder mapping to agree who will be involved and level of engagement needed
- Tailored communication support for internal/external users in English and Welsh
- Bilingual and accessible survey tools
- Interactive interviews, workshops and product walk throughs, delivered in English and Welsh
- Tailored approaches for low digital literacy users
- Involving your team as much as you would like, for example facilitating user research and synthesis of findings
- Regular check points with stakeholders to update on progress against plan
- Early sight of deliverables for feedback and input
- Recommendations on next steps/Alpha.

Benefits

1. Working as one with your team or independently based on your requirements
2. Our build experience is applied, key considerations are made from the outset
3. Extensive experience of delivering successful discoveries in demanding timescales
4. A focus on knowledge transfer, building capability/capacity within your team
5. Bilingual delivery across discovery means access to more users and more insight
6. Comms designed to engage, with a proven track record of strong user engagement
7. Stakeholders involved at the right level, including playback sessions which lay the foundation for change within the organisation into Alpha
8. Technical and user research teams work closely to provide a singular and consistent view of requirements
9. Plans created and shared to enable a smooth transition to Alpha.

Digital Programme, Project and Delivery Management

| Description | Features | Benefits |
|---|---|---|
| <p>We provide experienced programme, project and delivery management capability having led/supported some of the largest and highest profile digital programmes across UK Government. Our teams are both Prince 2 and Agile certified and are confident in working in a hybrid Agile/Waterfall delivery environment with multi disciplined project teams.</p> | <ul style="list-style-type: none">• Experienced digital transformation Programme Manager capability• Technical Delivery Manager capability• Business change and service transition support• Programme planning and reporting• Agile and Prince 2 certified• SCRUM practitioners• MS Project, Project Online, Visio, Azure DevOps, GitLab, Atlassian suite expertise• Programme and organisational governance design and training• Business case drafting and financial modelling (ICAEW practitioners)• Operating model and organisational design. | <ol style="list-style-type: none">1. Apply lessons learnt from complex, high profile digital transformation2. Experienced support in public sector approvals and assurance processes3. Practical experience on hybrid waterfall/Agile delivery methodology4. Digital solutions and software developed at pace (MVP to CI)5. Technology delivery aligned to architectural principles, standards/roadmaps6. End to end responsibility from solution development to live service7. Provide support and upskilling to in house delivery teams8. Strengthen Agile best practices, providing leadership support and training9. Tailoring programme/project governance structures to support transformational change10. Compelling case for change, including robust financial and economic benefits. |

Technical Delivery Support

| Description | Features | Benefits |
|---|---|--|
| <p>We provide technical delivery support embedded within your organisational landscape. Our teams are multi disciplined and have experience working in a range of environments from secure on-prem to fully cloud hosted. We provide complete support from requirements and architecture through to test, deployment and operation with extensive experience in Software Development Life Cycle automation.</p> | <ul style="list-style-type: none">• User needs analysis and requirements definition (User Research)• Business constraints and requirements gathering (Business Analysis)• Enterprise, Solution, Data, Business and general Technical Architecture• Front/Back End Developers with expertise in most programming languages• Experience in .NET, Java, Ruby, PHP, Python, Javascript and more• DevOps engineers to implement fully automated Software Development Life Cycles• Testers experienced in test driven development and continuous integration• In-depth knowledge of Government and open standards• User Experience specialists to design services that are second nature• Integration engineers to build seamless links between system components. | <ol style="list-style-type: none">1. Resource augmentation for you project2. Flexible teams, scale up/down based on changing requirements/demand3. Upskilling of internal teams to improve autonomy/capability over time4. Focus on maintainability, not just delivery, to reduce operational costs5. Ability to develop Cloud, On-Prem and Hybrid solutions6. Support for containers (docker), serverless or traditional VM servers7. Integration with legacy systems, technologies and data sources8. Development of tightly integrated hybrid COTS/Bespoke systems9. Integration with a range of CRM and IDAM Systems10. Service Standard based development processes and practices. |

Service Delivery Teams

Description

We provide complete GDS/Agile Service delivery teams for all phases of Service development (Discovery, Alpha, Beta, Live). We have extensive experience in providing both complete teams or augmenting and upskilling internal resources to support established blended teams. Our specialists have delivered high profile and exemplar services across government.

Features

- User research, customer engagement and user need development
- Legislative reviews and identification of service and data constraints
- Business process analysis and to be process re-engineering
- Service prototyping and wireframing
- Designing accessible and compliant services
- Accessibility testing and GDS service assessment support
- Service/content design and UX
- Technology design/build and data cleansing/migration
- Full SCRUM and agile delivery capability
- Service testing and quality assurance

Benefits

1. Experience of successfully delivering GDS exemplar services
2. Transformational service and business process redesign with minimum constraint
3. Service team resources that are experts in their field
4. Award winning product/service design capability
5. Proven track record of delivering fully accessible, multi-lingual digital services
6. Upskilling of internal resource to improve autonomy/capability over time
7. Experience in all Agile delivery methodologies including SCRUM, KANBAN, XP
8. End to end responsibility from problem articulation to live service
9. Strengthen GDS and Agile best practices, providing leadership support/training
10. Focussed/risk based approach to service testing and transition

Service Design and Product Management

| Description | Features | Benefits |
|---|--|---|
| <p>Our specialist teams have delivered some of the highest profile digital transformations and product development initiatives across the UK public sector.</p> <p>We are dedicated to agile delivery and an iterative approach, with tailored milestone reporting and benefits tracking for clear progress and accountability.</p> | <ul style="list-style-type: none">• Adherence to GDS service standards/Digital Service Standards for Wales, processes and practices• Requirements workshops with internal and external users, business stakeholders and teams• Identification and testing of user needs and product backlog prioritisation• Articulation of case for change to support business case development• Product roadmaps, epics and sprint plans to support programme management• Collaboration with business and technical stakeholders to develop non-functional requirements• The targeted deployment of specialist content designers and accessibility testers• Service Owners and Product Managers for future service models/roadmaps• User Experience and User Interface design with continuous accessibility testing• Truly collaborative, with comprehensive documentation and comprehensive knowledge management | <ol style="list-style-type: none">1. Our direct experience will reduce GDS Service Assessment risk2. Deep understanding and representation of internal/external users and stakeholders3. True user-led development that delivers value for users and our customers4. Return on Investment cognisant of customer outcomes and benefits5. Flexible approach to release planning and existing pipelines6. Flexible teams; scale up/down based on changing requirements/demand7. Upskilling of customer teams to improve autonomy/capability over time8. Integration with legacy systems, processes and data sources as required9. Agile approach can be integrated with hybrid/waterfall organisational reporting10. Our processes/practices focus on delivery cadence and increased velocity |

Development Services

Description

Our development services deliver a flexible, efficient and full stack approach to digital solution delivery. We follow agile methodology allowing for in-course refinement, adjustment and change with minimal effect on project specification, budgets or timetable. While a DevOps approach allows for complete automation of the project lifecycle.

We consider responsiveness and accessibility at all times, delivering with best practice in mind, and to the standards required by our clients.

We are well versed in building bilingual digital services and consider requirements of users and administrators alike.

Features

- Software development using a wide range of technologies (.NET, Java, Ruby, PHP, Python, Javascript and more)
- Microservice development
- Fully automated Software Development Life Cycle management
- Mobile first design with accessibility in mind
- Automated testing with test driven development and continuous integration
- Full agile delivery, SCRUM
- Content review/accessibility reviews and recommendations
- Iterative development, ensuring flexibility throughout the project
- In-depth knowledge of open standards, including CMS (Wordpress, Craft, Strapi, Umbraco and more)
- Focus on end-user experience and usability, User Research/Experience
- Artificial Intelligence (AI)/Machine Learning project experience

Benefits

1. Full turnkey delivery or resource augmentation for you project
2. Flexible teams, scale up/down based on changing requirements
3. Focus on maintainability, not just delivery, to reduce operational costs
4. Training workshops to ensure efficient hand-over and business readiness
5. Extensive internationalisation/localisation experience including native bilingual English/Welsh services
6. Fully responsive and accessible solutions
7. Integration services to leverage your existing systems and capability
8. Ability to develop for Cloud, On-Prem and Hybrid solutions
9. Support for containers (docker), serverless or traditional VM servers
10. Post-launch support, maintenance and continuous improvement

Commercial and Procurement Support

| Description | Features | Benefits |
|---|--|---|
| <p>We provide commercial and procurement support services including pre procurement activities, third party engagement, tender design, evaluation, contract award and vendor management.</p> <p>We have significant experience in requirement setting for large scale digital programmes. We also provide commercial assurance and board advisory services on complex third-party arrangements.</p> | <ul style="list-style-type: none">• Identification of third-party contract requirements• Commercial approach and market engagement strategy• Procurement tooling solution supporting the end-to-end process• Production of tender design, documentation and market engagement collateral• CIPS qualified procurement specialists• IACCM commercial practitioners• Commercial assurance/critical friend support on complex third-party arrangements• SLAs/OLAs design to drive effective supplier performance• Integrated and live vendor management solution• Design of Service Management governance in multi-vendor, cloud-based environments | <ol style="list-style-type: none">1. Transparency and control over third party delivery outcomes2. Incentivised commercial partners underpinned by strategic vendor relationships3. Extensive experience with government frameworks and Public Sector regulations4. Experience of leading and supporting high profile government commercial arrangements5. Board assurance on status, risks and recommendations on outsourced delivery6. Real time and proactive commercial and procurement information7. End-to-end vendor management capability design and implementation8. Upskilling of internal resource to improve autonomy/capability over time9. Measurable service levels with clear accountability with suppliers10. Effective risk management in a multi-vendor ecosystem |

Strategic and Operational Data Support

| Description | Features | Benefits |
|---|--|--|
| <p>We provide data expertise to analyse your current data assets and define/implement the right strategy to cleanse, append and migrate your data to new systems/repositories. Our team has worked with some of the world's largest data specialists, and we have delivered solutions across the both private and public sectors.</p> | <ul style="list-style-type: none">• Data strategy and roadmap development• Data quality assessment and cleansing, deduping, appending and mastering• Data segmentation and analysis• Data migration strategy and implementation• Data modelling and architectural design• MI/BI design and implementation, dashboarding and reporting• Data archiving, resilience and disaster recovery• Data governance, controls, protection, privacy and regulation• Making best/appropriate use of Data Warehouses and Data Lakes• Preparing data assets for Machine Learning augmentation (A.I.) | <ol style="list-style-type: none">1. Single customer view to drive MI/BI insights2. Flexible teams, scale up/down based on changing requirements/demand3. Upskilling of internal teams to improve autonomy/capability over time4. Focus on maintainability, not just delivery, to reduce operational costs5. Ability to develop Cloud, on prem and hybrid data solutions6. Support for SQL/NoSQL based systems7. Integration with legacy systems, technologies and data sources8. Seamless integration of COTS/Bespoke data sources9. Integration with a range of CRM and IDAM systems10. Master and customer data management solutions (MDM/CDM) |

IT Strategy and Implementation

Description

We guide the formation of innovative organisational vision and help develop effective blueprints and roadmaps for integrating cloud and legacy platforms.

We deliver robust digital strategies, validated by users and stakeholders, and prioritised according to budget/timeframe. Our strategic outputs include Target Operating Models (TOMs), processes, tooling, sourcing strategies and commercial frameworks.

Features

- Digital strategy aligning technology objectives with wider organisational vision
- Strategy for managing and integrating cloud, digital and legacy platforms
- Assess current IT landscape maturity and identify capability gaps
- Baselining digital technology, skills and capabilities against future requirements
- Create technology transition roadmaps with associated project and programme deliverables
- Design and implement service/systems management tooling/operation/governance
- Define SLAs/OLAs to drive effective supplier performance
- Service Management definition and governance especially multi-vendor, cloud-based environments
- Produce practical, and manageable, sourcing strategies
- Full GSDM aligned discovery services across all technology and services

Benefits

1. Aligns IT strategy to meet business demand
2. Identifies and nurtures the organisational capability to deliver business strategy
3. Optimises total cost of IT ownership and value for money
4. Identifies KPIs to monitor and drive change
5. Introduces best practice processes
6. Common architecture views and artefacts lead to faster solution design
7. Capability-focused and manageable change of the organisation
8. Efficiency increases/cost savings in all architectural areas
9. Increase team capability and capacity to exploit IT systems
10. Improved customer satisfaction and channel shift

Management Information (MI), Business Intelligence (BI) & Big Data

Description

We provide organisations with clear strategies for Big Data and MI. Concentrating on exploiting Big Data technologies and concepts to meet business objectives, generate returns and establish new opportunities. We can also design and implement Big Data solutions, add machine learning, consolidate/cleanse data and establish efficient data visualisation tools. Our approach is always tailored and specific, bringing all the benefits, without the outlay.

Features

- Independent audit of your Big Data and MI capability
- Develop a plan/roadmap to achieve Big Data maturity
- Define an architectural approach to Big Data
- Design and build of MI Dashboard/Visualisation
- Identify appropriate MI analytics and reporting
- Integration and consolidation of data from multiple systems/formats
- Incorporate machine learning
- Analyse appropriateness of Big Data/MI tooling and platforms
- Data warehousing
- Big Data/MI security strategy

Benefits

1. Help adopt modern Big Data technologies for analytics and warehousing
2. Provide Big Data analytics research
3. Experienced leadership to plan and maintain Big Data relevance
4. Assist migration to Big Data platforms
5. Data sources consolidation and cleansing
6. Tools/Technology selection
7. Integrate technologies to develop architectural platforms, not just vendor products
8. Scalable approach to maintain data quality, efficiency, privacy and security

IT Exit Support Services

Description

Our technical, commercial and programme specialists have led many of the largest IT contract exits in the UK. We can support you in the transition from incumbent to an in-house, multi-vendor or new SI environment.

We work to deliver exit strategies to clients of all sizes, quickly ascertaining the current situation and end goal so that we can deliver an effective exit plan. We are extremely experienced and recognise the potential challenges when delivering exit plans and we will address these through planning and risk management. If however the challenges cannot be avoided we know which strategies to lean on to leverage success.

Features

- Baselining current provider service and associated technology
- Advising on post exit options (e.g. in-house, disaggregated, hybrid)
- Design of multi-vendor environments including appropriate service management layer
- Design of technical and commercial interfaces between you and suppliers
- Programme support on transition planning and exit workstream objectives
- Using external experience to assess your programme (critical success factors)
- Technical due diligence on high-risk services and recommended mitigation
- Recommendation of required transition team to de-risk critical areas
- Design and deliver to-be supporting business and operational processes
- Identification and recommendation of transformation opportunities enabled through exit

Benefits

1. Our team has led/advised the largest UK exits
2. Access to full capability including technical architecture, commercial and programme
3. Understanding of as-is and to-be IT estates and suppliers
4. Early identification of risks and benchmarking your programme against peers
5. De-risked transition with full-service continuity
6. Post exit model with the right disaggregation and control balance
7. Commercial arrangements and SLA design that support desired model
8. Reduced costs, selection of best of breed suppliers, innovation incentivised
9. Confidently track/report programme benefits, improving communication and traction
10. Accelerate transformation without increasing service risk.

Cloud App Integration Development

| Description | Features | Benefits |
|---|---|---|
| <p>Our application development and integration service delivers a flexible, fast and efficient approach to developing cloud solutions. Our agile methodology allows for in-course refinement, adjustment and change (pivot) with minimal effect on project specification, budgets or timetable. While a DevOps approach allows for complete lifecycle management of the project.</p> <p>We recognise the need to adjust processes and technologies to meet the skills, costs and needs of clients, while maximising the value and benefit and reducing risk. Where necessary we will work with clients to introduce new processes and tools, with support and upskilling, to achieve the best outcomes.</p> | <ul style="list-style-type: none">• We follow GDS Service Design Manual/Digital Service Standards for Wales methodologies and accessibility guidelines• Full project lifecycle (inception-to-operation), including hosting, maintenance and support• Enterprise, Solution and Security architecture services available• Proficient in both proprietary and open source technologies• In-depth knowledge of open standards, inc CMS (Wordpress, Craft, Strapi, Umbraco and more)• Focus on the end-user experience and usability, responsiveness and accessibility• Customer, business and user data-driven insight and visualisation• Quality driven using test driven development, automated testing and deployment• Experience in various delivery methodologies, Agile, Waterfall, Hybrid, Continuous Improvement• Experience in hosted, cloud and hybrid solutions | <ol style="list-style-type: none">1. Bespoke application integration to meet your specific needs2. Agile approach delivers greater business flexibility and productivity3. In-depth knowledge and experience of public, private and third sector4. Proficient in government standards including Digital by Default, Digital First5. Input into larger transformation programmes and IT strategy6. Focus on maintainability, not just delivery, to reduce operational costs7. Training workshops to ensure efficient hand-over and business readiness8. Multilingual approach including bilingual English/Welsh services9. Integration services to leverage your existing systems and capability10. Post-launch support and maintenance |

Cloud Migration Services

| Description | Features | Benefits |
|---|--|---|
| <p>Our cloud migration service offers a tried and tested approach to migrating services as-is from legacy on premises hardware to a cloud based environment, using your chosen cloud provider.</p> <p>Our experienced staff understand legacy infrastructure environments and cloud technologies, having worked in Government, Managed Services and commercial IT departments. Leveraging this experience we efficiently find the best solution to reach the desired outcome, be it technical, cost and functionality that will benefit the project needs.</p> <p>We work closely with the on site experts throughout the migration process and aim to become an integral part of the team.</p> | <ul style="list-style-type: none">• We run a discovery on each component to ensure feasibility• We support standard container formats such as Docker• Support for orchestration services such as Kubernetes and Docker Swarm• CI/CD, Jenkins or cloud native (AWS CodePipeline, Azure DevOps)• Standard cloud servers with state managed by Ansible• Enables code to be updated in a controlled process• Allows current systems to utilise the scalability of cloud infrastructure• Not tied in to a single provider (AWS, Azure) | <ol style="list-style-type: none">1. Migrate to the cloud without rebuilding your applications2. Run applications in isolation with containerisation3. Allows multi vendor cloud services, avoiding lock in4. Ability to run on premises if required5. Reduces deployment times from manual process6. Enables scaling up and down without purchasing additional hardware |

Cloud Product Integration

| Description | Features | Benefits |
|---|---|---|
| <p>Facilitate cloud migration by designing, implementing and testing the interfaces between cloud computing components (SaaS, PaaS and IaaS) and on-premise technology. This service involves implementing real world technical solutions allowing customers to integrate cloud offerings with each other and with existing legacy, on-premise solutions.</p> <p>We have many years' experience in legacy system and modern cloud computing components with recent experience on various integration points with on-premise integrations and newer cloud services.</p> <p>We work closely with your team to design and implement integrations that leverage your knowledge and benefit from our experience.</p> | <ul style="list-style-type: none">• Develop strategies for integrating cloud services (e.g. O365, Salesforce)• Design/implement/test integration solutions for cloud based services• Design/implement/test integrations between cloud and on-premise services• Design/Implement/test components to integrate services from different vendors• Develop custom integration solutions between cloud APIs and existing components• Develop custom integration solutions between multiple diverse cloud services• Develop extensions to SaaS products/services providing additional integration options• Define operating procedures to enable adoption of newly integrated services• Define business process change required to adopt cloud technologies• Develop operational support strategy for multi-vendor cloud services environment | <ol style="list-style-type: none">1. Increases interoperability of diverse cloud products/services2. Aligns technical solutions with business need3. Consolidates an IT platform from a collection of independent components4. Simplifies service management in a multi-vendor environment |

Cyber Security Services

Description

Our cyber and security specialists provide a security maturity and compliance assessment of your organisation, including penetration testing and an assessment of your staff's awareness and behaviour towards data protection and the organisation's security policies. Our assessment and recommendations focus on securing your most critical and sensitive data assets.

Our staff are experienced professionals in delivery and operations. We quickly understand your cyber security needs and how to blend cyber security best practices and technologies into your delivery and infrastructure. This improves your cyber security compliance and reduces cyber security risks while minimising impact on value delivery and platform performance.

Features

- Maturity and compliance assessment of your security and data policies
- Penetration testing of your systems and applications for vulnerabilities
- Assessment of staff response to external threats including spot phishing
- Staff awareness and compliance training
- Recommendation report on strengthening your security environment
- Security testing and assessment of new build applications
- Identification of your most critical data assets
- Latest advice and assessment against evolving data protection regulations

Benefits

1. Improve security over your most sensitive data assets
2. Safeguard reputation and avoid high profile data loss
3. Improve staff awareness and strengthen secure behaviour
4. Ensure your security procedures prioritise your most sensitive data assets
5. De risked application deployment, appropriate security for new build development
6. Integrated with our clients' culture and working practices, working as one team
7. Tailored approach to ensure the cyber security technical and process needs are met
8. Improved security compliance reinforced with best practice technical implementation.

Live Video Streaming, Online Broadcast & Production

| Description | Features | Benefits |
|--|---|--|
| <p>We offer full audio video production services and the live streaming of produced feeds, for events of all sizes. We can assist with the selection of a CDN, platforms, equipment and infrastructure. We use world class equipment and expertise to deliver online media broadcasting to any budget.</p> <p>We have years of experience in Video production in the team working in technology companies that delivered video on demand, and live television streams. We will use our recent experience streaming CRUFTS international Dog show and the Henley Royal Regatta, always delivering the highest quality streams and production for our clients.</p> | <ul style="list-style-type: none">• 4K, 1080P (Full HD) and 720P Cloud Streaming Capability• Cloud Based Content Delivery Network (CDN) Support• Post production and technical direction• On-demand viewing capability• Pay per view monetisation of content• Experience of very small and very large events• Integration with YouTube, Facebook Live, Twitch etc• Simple Cloud Based Control and Remote Management• Branded overlays and dynamic content• Integrate with existing teams and vendors | <ol style="list-style-type: none">1. Reach new audiences and increase engagement2. Professional production to include branded graphics, logos and content3. Increase monetisation of content and events4. Affordable5. Flexible6. Scalable7. Secure8. National coverage |

Procurement Support Tool I-Buy

Description

For Public Sector buyers, who need to efficiently and compliantly procure goods and services, I-Buy eliminates the frustrations of running tenders.

Unlike spreadsheets, documents and emails, I-Buy empowers commercial leads and technical assessment panels to collaborate on supplier requirements, scores, feedback and award decisions on a single procurement platform.

Categories include: accounting and finance, procurement, collaborative working, task management, workflow, operations management, digital signatures, supply chain management, workflow, project management, planning and task management.

Features

- Full Identity and Access Management integration with Single Sign-On
- Role-based access control and permissions for individuals, teams and procurements.
- Templated workflows for simple and compliant go to market strategy
- Team collaboration area for requirements drafting and supplier evaluation
- Task management and progress tracking with notifications and alerts
- Export to Digital Marketplace, Contracts Finder, Crown Commercial Services, Find A Tender (FTS)
- Data analytics identifies areas of consensus for discussion and confirmation
- Automated consolidation of outcome and scoring, including supplier feedback
- Complete audit trail of procurement lifecycle, scores, feedback etc
- View and manage previous, cancelled, withdrawn, planned and live procurements.

Benefits

1. Manage Digital Outcomes and Specialists/ G-Cloud procurements in a single tool
2. Increase efficiency and reduce complexity of procurement lifecycle
3. Reduce risk of human error and increase regulatory compliance
4. Streamline the planning process with standard/custom templates and workflows
5. Eliminate offline working, version controls and rogue documents
6. Accelerate the analysis of multiple requirements, weightings, suppliers, responses, scorers
7. Leverage Management Information and Business Information to analyse KPIs/trends/buying culture
8. Reduced ambiguity due to procurement tracking, notifications and pipeline visibility
9. Improved procurement outcomes through increased collaboration, scrutiny and participation.

Procurement Support Tool I-Buy

Our pricing is simple and transparent, with very low setup and ongoing costs

Pricing structure

| Fee type | Description | Min. | Max. |
|------------------|--|--------|---------|
| Instance fee | This is our customer account, setup and license fee. Paid monthly or annually | £5,000 | £25,000 |
| User fee | The cost per user, per month. Paid monthly or annually | £0 | £50 |
| Publication fee | This fee is payable when a tender is cancelled or withdrawn after publication | £100 | £1000 |
| Shortlisting fee | This fee is payable when a tender is cancelled or withdrawn after shortlisting | £100 | £2000 |
| Award fee | This fee is payable when a tender is awarded. (A percentage of awarded sum). | 0.50% | 2% |

Example

| Fee type | Your Quote |
|------------------|------------|
| Instance fee | £5,000 |
| User fee | £1 pcm |
| Publication fee | £100 |
| Shortlisting fee | £100 |
| Award fee | 0.50% |

All fees are subject to VAT

Scenario Overview

Number of users = 10

Annual procurement volumes

- Awarded = £100,000
- Cancelled after publication = 5 qty
- Cancelled after shortlisting = 1 qty

Scenario Total Fees (per annum)

Instance Fee = £5,000

User Fees = £120

- Awarded = £500
- Cancelled after publication = £500
- Cancelled after shortlisting = £100

Total = £6,220

Cloud Hosting

Description

We provide a flexible and managed hosting solution from providers including Amazon Web Services (AWS), Microsoft Azure and Google Cloud Platform (GCP). Our team has hosted services on cloud, on premises and hybrid for several years, providing us with unique insight into hosting requirements and management for public sector organisations.

Our services include: archiving, backup and disaster recovery, compute and application hosting, container service, content delivery network, NoSQL database, relational database, other database services, load balancing and scaling, Platform as a Service (PaaS) and block storage.

Features

- Assessment of requirements to ensure suitable solution
- Design of the solution including servers, load balancers, etc
- Automated provisioning of the solution
- Regular updates, patching and security tests
- Ability to support a number of technologies
- Supports containerisation, PaaS, serverless, openshift and traditional virtual servers
- Supports a variety of cloud providers – AWS, Azure, GCP, IBM
- DevOps approach to server management - automation where possible
- Cyber Essentials Plus certified
- Multiple regions and availability zones for resilience

Benefits

1. Fully scalable services that increase or decrease in response to needs
2. 24/7 monitoring of services for proactive incident resolution
3. Technology agnostic - allows you to deploy any framework/language
4. 99.9% uptime to ensure services and systems are available
5. All data is stored on encrypted storage mediums
6. Fully managed services - no requirement for buyers to manage hosting
7. Automated backups – easy recovery in the event of an incident
8. Hosting services allow you to concentrate on your application
9. Dedicated service team with automated service desk
10. Solution Architecture provided to ensure value for money/performance/security.

Social Value

- Fighting climate change
- COVID-19 recovery
- Tackling economic inequality
- Equal opportunity
- Wellbeing



Social Value: Fighting climate change

Effective stewardship of the environment

- We have made the conscious decision for our contract workforce to work from home, to reduce the need to commute and the energy demand associated with maintaining a centralised workspace.
- Despite our remote working policy there are times where travel is essential. We encourage green travel, offering electric vehicles, a cycle-to-work scheme, and advocate the use of public transport.
- Our operations are entirely digital, utilising electronic signatures for contracts and approvals for a paperless workflow, reducing the consumption of paper and the environmental impact of printing and disposal.
- When purchasing devices and hardware we review the energy efficiency of the equipment. For example, reading the EU energy label of monitors, to minimise power consumption.
- We use virtual servers to reduce the number of physical servers and choose our hosting providers based on their use of renewable energy sources and their commitment to reducing their carbon footprint.

Social Value: COVID-19 recovery

Help local communities to manage and recover

- We work hard to advertise our employment opportunities where they can be accessed by people left unemployed by COVID-19, staff employed are directly involved in delivering under Gcloud contracts.
- We offer the contract workforce remote and flexible working, opening up opportunities for those in remote areas where employment opportunities are more limited.
- We sponsor a local children's Rugby team. Helping to promote physical and mental health, alleviate the demand on health and care services and support the local community.
- We have recently delivered an Alpha for Healthy Working Wales (part of Public Health Wales) where we have redesigned the service for digital delivery – allowing employers to support their team to improve their health and well-being.

Social Value: Tackling economic inequality

Create new businesses, jobs and skills // Increase supply chain capacity

- We offer the contract workforce remote and flexible working, opening up opportunities for those in remote areas where employment opportunities are more limited.
- We create job and training opportunities in the IT sector, a high growth area.
- We have a mentorship programme which allows us to train and support team members who are new to the industry, delivering new skills and opportunities. These programmes are supplemented by external learning and resulting qualifications.
- We are an SME and we work with other SMEs to complement our services and create supply chain capacity.
- We are implementation partners for a no-low code AI solution which has been nominated for an innovation award following our successful delivery of the tool which is being used to manage transport in a combined authority. Learning from this work is shared with our contract workforce.
- We work with a number of associates who compliment our offer, we take the time to make them part of the team so that we can work together seamlessly, creating opportunities and capacity in the supply chain.

Social Value: Equal opportunity

Reducing the disability gap // Tackling workforce inequality

- We have a number of neurodivergent staff members across our contract workforce. Our recruitment processes have been designed to be accessible for all and we encourage discussion as part of performance management and appraisal to ensure we provide an environment in which our team members can flourish.
- We are committed to encouraging equality, diversity and inclusion among our workforce. As a tech company, we are proud to say that our team is 45% female, with many holding positions at senior level. According to the ONS in 2021, 31% of UK tech jobs are held by women, meaning we are exceeding the industry average.
- We support in-work progression of our contract workforce, actively discussing opportunities, goals and rewarding development with staff moving up the SFIA.

Social Value: Wellbeing

Improve health and wellbeing // Improve community integration

- We aim to obtain work which promotes health and wellbeing in our community e.g our work for Public Health Wales, Social Care Wales, NHS Executive Wales and Sport Wales.
- We promote the health and wellbeing of our contract workforce throughout our policies, procedures and ways of working.
- We sponsor a local children's Rugby team. Helping to promote physical and mental health, alleviate the demand on health and care services and support our local community.
- We have recently delivered an Alpha for Healthy Working Wales (part of Public Health Wales) where we have redesigned the service for digital delivery – allowing employers to support their team to improve their health and well-being.

Thank you

