

G-Cloud 14 Service Definition

Managed Professional Services (Lot 3 Cloud Support)

May 2024

1. OVERVIEW OF EKIM CONSULTING SERVICE PORTFOLIO

Ekim Consulting is a Managed Professional Services organisation that offers first-class strategic and transformational, service-based resource solutions to Clients through the provision of Subject Matter Experts (SMEs) and industry-leading practitioners to augment their in-house skills when they:

- Require specific strategic advice and direction
- Urgently need an injection of real technical expertise
- Need to deliver and embed significant business change
- Have a business-critical programme that needs experienced, accountable direction

We manage a group of highly experienced, referenced consultants and SMEs with whom we have worked before, or who are referred to us by our network of associates. Many have operated in senior strategic or transformational roles in the Civil Service previously, and all have significant experience of the Strategic Planning, Set-Up and hands-on Migration Delivery of complex Cloud transformations.

Our SMEs can drive through change and reduce the risk of failure. Our focus on skills transfer leaves Clients with tangible benefits from our Service; better equipped to address similar challenges in future, and less reliant on external resources.

We provide the following services in relation to Cloud Support:

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|--------------------------|------------------------------------|
| • Board advisory | • Project and programme management |
| • Strategic advice | • Technical and sector expertise |
| • Management consultancy | • Delivery teams |

Our SME pool covers all SFIA skills groups and possess the appropriate professional and technical qualifications and certifications for the services that they are asked to provide.

As an organisation, Ekim Consulting has many years' experience of delivering service to the Public Sector, and a strong understanding of its Digital Agenda and the wider challenges it faces.

2. SERVICE DEFINITION FOR MANAGED PROFESSIONAL SERVICES

Ekim Consulting's Managed Professional Service offering enables Clients, at pace, to increase the capacity of their internal teams in line with business and Programme Planning, Set-Up and Migration requirements through the provision of expert resource; and quickly flex it down again when it is no longer required.

2.1 Our Approach

We have a flexible delivery model and the Managed Service can be tailored to suit individual Client requirements. Whether single or multiple resources, our consultants provide discrete expertise to support and augment your in-house teams.

Typically, the Managed Service takes the form of output orientated work packages provided on either a Fixed Price or Time & Materials (T&M) basis.

Ekim Consulting allocates each Client a dedicated Account Manager as their primary point of contact. The Account Manager is contactable by telephone and email and responsible for managing all aspects of the Client relationship.

2.1.1. Functional Overview

The table below outlines the Managed Professional Services functions relating to Cloud Support provided by Ekim Consulting.

Cloud Strategy, Transition, Transformation and Support Management Expertise	
<i>Cloud Strategy & Adoption</i>	<ul style="list-style-type: none"> Definition and implementation of Cloud Service strategy, including target operating model, systems options and benefits analysis and proposed implementation/ roll-out options.
<i>Project Specification & Product Selection</i>	<ul style="list-style-type: none"> Development of systems migration and cloud services maintenance approach. Detailed transition plan from current system to Cloud solution including implementation and commercial options.
<i>Transition Management</i>	<ul style="list-style-type: none"> In-depth business readiness checking and cut-over planning for smooth operational delivery during transition period.

More broadly, our Managed Service incorporates the following functional expertise applicable to the Planning, Set-up and Migration of a Cloud transition:

Cloud Architecture
<ul style="list-style-type: none"> Architecture strategy and roadmap and high-level design. PaaS, SaaS and IaaS cloud architecture.

Business Analysis & Planning
<ul style="list-style-type: none"> • Analysis of the Client's current systems, processes and organisational models to identify, understand and describe their Client's needs and requirements. • Recommendations regarding the transition of systems to a Cloud solution.
Project & Programme Management Consultancy
<ul style="list-style-type: none"> • Provision of Project Management consultancy in relation to the delivery of Cloud implementation and transition workstreams. • Provision of Programme Management consultancy in relation to the delivery of complex Cloud implementations and transitions to deliver critical business outcomes. • SCRUM, Agile and Waterfall methodologies. • Detailed planning focused on outcomes and ensuring key dependencies between workstreams are understood, mapped and communicated.
Cloud Testing
<ul style="list-style-type: none"> • End-to-end functional testing, onsite and offsite. • System, integration and user acceptance testing.
Supplier & Commercial Management
<ul style="list-style-type: none"> • Provision of consultancy expertise to enhance the Client's own supplier management capability. • Commercial modelling and business case definition and approval. • Management of and negotiation with existing suppliers and their associated arrangements. • Onboarding new suppliers.
Organisational Design & Development
<ul style="list-style-type: none"> • Provision of consultancy relating to the creation of new organisation designs as part of Target Operating Model development. • Review of both in-house and outsourced models. • Implementation strategy, commercial modelling, performance measurement and output statements.
Change Management
<ul style="list-style-type: none"> • Provision of SME advisory and delivery skills in respect of business change impact analysis/modelling, change readiness assessments, change strategy, training design and rollout, change planning, communications.

2.2 Service Management & Delivery

The Managed Professional Services will be provided directly by Ekim Consulting Ltd, as the Prime Contractor for this Framework Agreement.

The Managed Professional Services are provided to our Clients to meet their resource needs, identified by a comprehensive evaluation of their requirements and desired business outcomes. The associated Call-off Contract includes consultant terms and a detailed outcome and delivery model. Pricing can be either T&M or fixed price.

2.2.1 Service Limitations

Managed Service Support is available across the working week from Monday to Friday, 9.00am to 5.00pm.

2.3 On-Boarding and Off-Boarding Service Processes / Scope

We work with all relevant Client stakeholders to understand the business outcomes they seek, and identify and define the associated issues and requirements that may arise in the course of any Managed Services engagement. As such, we are able to support Clients to on-board and off-board these and any other services we may provide, and those of other service providers.

We ensure that all relevant materials and processes are understood and handed over to the Client before the engagement is completed.

2.3.1 Client Responsibilities

- In relation to the engagement, the Client will provide in advance a full and clear description of the Services and outcomes required.
- The Client may prefer to provide their own computer and/or other devices in order to satisfy their data and security requirements, otherwise all necessary equipment is provided as part of the Managed Service.
- The Client will provide access to any/all information, with agreement in advance if required, necessary for the provision of the Service.
- A Purchase Order and signed G-Cloud Order, and any other invoice processing approvals, must be in place prior to the commencement of the Service.
- The Client will notify the Ekim Consulting Service Delivery Manager of any dissatisfaction with the Service, with up to 5 working days allowed for the Provider to resolve.

2.4 Training (Knowledge Transfer)

During the course of all our engagements we seek to transfer to the Client the skills brought by us that are relevant to the work we have undertaken.

We agree the skills and capabilities that the Client would like staff provided with at the start of the engagement and include this in the programme review process and deliverables schedule. On-the-job training, group workshops, presentation and individual coaching and mentoring are all provided.

2.5 Pricing

The costs associated with providing the Managed Service will vary according to the scope of the engagement and the skills and experience required to achieve the Client's outcomes.

Please refer to the Indicative Pricing Document and SFIA Rate card matrix for pricing details.

In the unlikely event that the Service does not meet with the Client's satisfaction, no fee margin will be charged for the element of the Service in question between the time that the Client registers dissatisfaction and the resolution/replacement of the Service element offered.

2.6 Ordering and Invoicing

Buyers will order the Service by means of a Purchase Order following confirmation that the Service is to be purchased. Ekim Consulting is happy to submit formal proposals to inform our understanding of any proposed engagement.

A Purchase Order and signed G-Cloud Order must be in place prior to the commencement of the Service.

Ekim Consulting will invoice at the end of each calendar month giving a precise breakdown of the Services provided, VAT and any other chargeable expenses agreed with the Client. We can provide consolidated invoices if required. Invoices can be issued electronically or via post.

2.7 Termination

Our standard Terms & Conditions allow for the termination of the engagement by either party.

2.7.1 By Clients

Termination can be made without notice by the Client where they are dissatisfied with the Service provided and the issue remaining unresolved five working days after notification to the Service Delivery Manager, or in the event of a material breach of contract.

2.7.2 By The Supplier

If the Client is in wilful or persistent breach of its obligations.