

HM3 CONSULTING SERVICE DEFINITION G CLOUD 14

Contents

Document Information	2
Version History	2
Abbreviations	2
1. About HM3 Consulting	3
Why HM3 Consulting?	3
2. Overview of Services.....	3
Service Architecture and Design	3
Service Transition and Transformation	3
Portfolio, Programme and Project Management	4
3. On-boarding / Off-boarding.....	4
On-boarding	4
Off-boarding.....	4
4. Service Delivery.....	5
5. Pricing	5
6. Invoicing.....	5
7. Termination of Contract	5

Document Information

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Version History

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1.0	17/05/2022	Jacqui Wilde	Updated following internal review	Andy Mellor	Approved
1.1	29/-4/24	Darren Henderson	Uplift for G Cloud 14	Andy Mellor	Approved

Abbreviations

The following abbreviations are used in this document.

Abbreviation	Meaning
HM3	HM3 Consulting Limited
Ltd	Limited Company

1. About HM3 Consulting

HM3 Consulting LTD is an IT Services Consultancy, specialising in Service Architecture and Design, Service Transition and Transformation and Portfolio, Programme and Project Management services. We have a proven track record of delivering complex digital transformation projects and programmes across multiple industry sectors including government, utilities, telecoms and finance. We place a great deal of focus on culture and relationships, working closely with clients and technology and business partners to deliver first class outcomes.

The HM3 Leadership Team is supported by an Associate network of Service Architects and Programme/Transition/Transformation Managers who are hand selected for outstanding knowledge and expertise in their field. Our people are our greatest asset and make HM3 stand out from the crowd.

Why HM3 Consulting?

At HM3 we believe the route to success is building and maintaining trusted relationships. We know that individually our clients, suppliers and associates provide a wealth of knowledge and experience, but when we come together as one is when we see really special outcomes. HM3 are privileged to work alongside market leading partners and suppliers in the delivery of our services. The partnerships we make deliver a cohesive digital transformation strategy for our clients to support their business and help them grow.

2. Overview of Services

Service Architecture and Design

Headed up by our Lead Consultants, our multi-disciplined Service Architecture and Design team will undertake a targeted situation analysis to understand the business landscape and propose service architecture solutions to address your current and future needs. HM3 will deliver cloud service architectures that are robust, pragmatic, deliverable and relevant to your environment whilst setting a service strategy that supports the overarching business objectives. Our Service Architecture and Design offering is available 'As A Service' or through a dedicated resource approach.

Service Transition and Transformation

Our flexible approach to Service Transition and Transformation (T&T) provides standards and controls which are applied and monitored through each phase of planning and delivery. We build highly efficient, flexible solutions aligned to customer business and internal governance requirements, ensuring delivery milestones are achieved and products are successfully transitioned into Service. We embed ourselves firmly in your T&T Programmes, fostering a one-team mentality by embedding the leadership and knowledge gained from our unparalleled experience of delivering successful programmes of work.

Portfolio, Programme and Project Management

HM3 Portfolio, Programme and Project Management services apply methods, procedures, techniques and competence to achieve a set of defined objectives. We aim to deliver the required objectives to our customers in a planned and controlled manner and govern and manage the processes that deliver the objectives effectively and efficiently. Investment in effective Portfolio, Programme and Project Management provides benefits to both client and supplier by increasing the likelihood of achieving the desired results, ensuring effective and efficient use of resources and satisfying the requirements of different stakeholders.

At HM3, we believe consistent approach to Portfolio, Programme and Project Management, coupled with the deployment of our skilled resources is central to developing organisational capability maturity which in turn will deliver our customers objectives on a predictable basis according to their business needs.

3. On-boarding / Off-boarding

On-boarding

Upon selection of the required service from the digital marketplace, please contact us at information@hm3.co.uk. We will identify the most suitable person to talk to you about your specific needs and they will contact you to discuss your requirements in more detail.

A proposition will be drawn up by HM3 Consulting, and customers will then have 30 calendar days to accept the proposal document. The proposal shall only be effective upon written or electronic approval of the proposal document.

Once a proposal is submitted, should the customer request any changes to the requirements, HM3 Consulting Ltd may re-evaluate this proposal, and withdraw it or modify it, as applicable.

Should HM3 Consulting Ltd modify the document, the proposal will be resubmitted as a new proposal with a refreshed expiry date.

Once fully understood and agreed, both parties will sign to accept the terms and conditions of the proposal. The proposal document will form the basis of the Statement of Work.

Off-boarding

The customer may terminate the work being performed under the agreement.

If for any reason, the customer decides to cancel or terminate this work once approval has been given and/or project activities have been performed, HM3 Consulting Ltd will recoup incurred effort by:

Billing for all charges incurred up to the receipt of cancel notification, along with any additional labour expenses incurred to place the project into Cancelled status.

Please see Terms and Conditions document for further information.

4. Service Delivery

At HM3 Consulting, we use a Service Delivery framework based on ITIL best practice, to ensure a consistent level of service is provided to our customers. The framework consists of a set of principles, standards and policies covering design, development, deployment and operation of services.

Service Delivery Management options will be discussed during initial consultations with one of our ITIL qualified Service Delivery Managers. They will provide advice and guidance on which elements of the framework are important to you and your project and will define a Service Delivery approach to meet your needs in the Proposal Document.

5. Pricing

The HM3 Consulting Ltd SFIA rate card provides an overview of consultancy rates for workers.

For project activities, pricing is provided within the Proposal document issued by HM3 Consulting. The pricing mechanism is dependent on the services required as set out by the customer and may include several pricing structures which will be specific to the request. This could include one-time costs, unitary pricing and time and materials.

Please see the HM3 Consulting SFIA Rate Card for more information.

6. Invoicing

Invoices are to be paid within 30 days. In some cases, particularly for larger projects, an invoicing schedule may be produced and documented within the Financial Summary of the Proposal. This would usually occur at milestones within a project where key deliverables have been met.

7. Termination of Contract

HM3 Consulting Ltd may terminate the Contract immediately by serving the other party with a written notice if:

- The Customer commits any material breach of the Terms and Conditions which if capable of remedy is not remedied within 30 days of HM3 Consulting Ltd providing the other with a written notice specifying the breach and requiring its immediate remedy.
- a resolution is passed or a petition presented or an order made for winding up of the Customer (except for the purpose of a bona fide reconstruction or amalgamation) or if an application is made for the appointment of an administrator or the Customer becomes subject to an administration order or a receiver or administrative receiver is appointed over its property or assets, or it becomes insolvent or would be taken as insolvent under Section 123 of the Insolvency Act 1986 or is dissolved or otherwise threatens or ceases to carry on business.

- HM3 Consulting Ltd may terminate the Contract immediately by serving the Customer with a written notice if the Customer fails to pay any invoice within 30 days of receipt.
- On termination of the Contract for any reason each party shall return or delete any of the other party's Confidential Information and provide the other party with a written notice certifying compliance.
- Where the Customer has subscribed to HM3 Consulting Ltd Support Services then notwithstanding termination of the whole Contract, the Customer shall be liable to pay the charges for the entire term set out in the Contract.

The Customer may terminate the Contract immediately by serving the other party with a written notice if:

- HM3 Consulting Ltd commits any material breach of the Terms and Conditions which if capable of remedy is not remedied within 30 days of the Customer providing the other with a written notice specifying the breach and requiring its immediate remedy.
- A resolution is passed or a petition presented or an order made for winding up of HM3 Consulting Ltd (except for the purpose of a bona fide reconstruction or amalgamation) or if an application is made for the appointment of an administrator or HM3 Consulting Ltd becomes subject to an administration order or a receiver or administrative receiver is appointed over its property or assets, or it becomes insolvent or would be taken as insolvent under Section 123 of the Insolvency Act 1986 or is dissolved or otherwise threatens or ceases to carry on business.
- On termination of the Contract for any reason each party shall return or delete any of the other party's Confidential Information and provide the other party with a written notice certifying compliance.
- Where the Customer has subscribed to HM3 Consulting Ltd Support Services then notwithstanding termination of the whole Contract, the Customer shall be liable to pay the charges for the entire term set out in the Contract.

Please refer to the Terms and Conditions Document for further information.