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Alpine Resourcing Limited

G-Cloud 14
Service Definition

For

Project Management Services
(Lot 3 Cloud Support Service)

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CYBER ESSENTIALS | QMS ISO 9001 : 2008 REGISTERED | QMS ISO 14001 : 2004 REGISTERED | QMS ISO 27001 : 2005 REGISTERED

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1 OVERVIEW OF ALPINE'S G-CLOUD SERVICE PORTFOLIO

Alpine Resourcing Limited has a proven record of providing exceptional resource solutions at strategic, transformational level across the UK Government and the wider Public Sector. Since our inception in 2003, we have gained a reputation across the Public Sector for integrity and transparency (Alpine is the only organisation of its kind to run an open-book policy). Our commitment is to skills transfer, ensuring that the "...customer is left better equipped" and that customers can tangibly realise the benefits of the service provided; are better equipped to deal with similar issues going forward and in using our service to rapidly upskill their own staff, are better positioned to decrease reliance on external resource going forward. We focus on achieving the most practical impact for our customers.

Our register of Alpine's working associates contains some 1,400 active, highly qualified, pre-vetted and directly referred service providers. They range from board level (including former senior civil servants) to deep operational and technical specialists. The group has unparalleled strategic and hands-on experience of large-scale transformation programmes, major outsourcing deals, complex multi-supplier delivery and new technology models.

Alpine provides for G-Cloud Services: Strategic Advisors, Specialists, Technical and Managerial consultancy, cloud experienced experts and ready-made delivery teams to customers, with a reputation for flexibility and collaboration which is second to none.

Alpine is ISO accredited with ISO 9001, ISO 14001 and ISO 27001 plus Cyber Essentials certified.

2 SERVICE DEFINITION FOR PROJECT MANAGEMENT SERVICES

Alpine's Project Management Service helps scope and execute projects, it shapes and lead teams to achieve objectives mainly within digital, IT, cloud and transformation programmes. The size and complexity of projects may require multiple roles undertaken with different project methods applied.

2.1 Overview

Our "Project Management Services" are Lot 3 (SCS) Cloud Support Services

Project Management is responsible for the success (or the failure) of their project. The scope of their project must be clear and executed well, if not the manager is accountable. Alpine's Project Managers shape and lead an entire team to achieve all a projects

objectives. The size, complexity, and criticality of a project may need the Project Manager to take on multiple project roles, or lead small or large teams respectively. Our project managers are well versed in the different project methods and most importantly how they can be mixed together for good effect.

2.1.1 Functional Overview

The following table provides a high-level summary of the type of functions provided by our Project Management services:

Title	Summary
Business Analysis	Identify and analyse the Customer's current systems and fully understand all of the Customer's needs and requirements. Analysis of the existing systems and produce recommendations to transfer some or all systems to a Cloud solution. Highlight the benefits including cost and efficiency savings.
Legacy to Cloud Rationalisation	Fully understand current (legacy) systems, determine sections of the system that can be transitioned to Cloud to achieve the Customer's requirements. Design and implement solution in line with the Customer's requirements and including any obligations.
Cloud project specification and selection	Develop and produce cloud designs for systems migration and maintenance of any existing cloud services. Clear presentation of the roadmap for transition with a clear explanation of the current system, solution and how to implement including effective procurement options.
Service Management	Service and continuous management of cloud solution, improve solution through continual service integration, data migration and management of non-cloud solution if it improves the service management of the cloud solution.
Leadership and Direction of a Project	Ensuring a project remains viable and that the costs and benefits expected in the project business case are still reasonable and achievable. Keeping a sensible balance between adherence to process, risk taking and achieving a viable if not perfect outcome to the agreed Time-Cost-Quality metrics.
Planning, Costs, Risks and Monitoring	This covers developing a schedule, allocating resources and managing funds for the project, assessing risks and mitigating or allowing for their occurrence.

Compliance and Method	Meeting external and internal compliance requirements and policies – pragmatically – ensuring the project achieves its intended operational outcomes.
Scope	This includes planning, defining and managing the scope of the project.
Accountability and Learning	Every project team member will make mistakes and misjudgements as we work with incomplete information most of the time. What is Important is to learn from them, adapt to reflect them and move on to make new progress.
People and Pro-active Alignment	A manager needs to take care of his team, encourage, motivate them, and make sure the team moves in the right direction.
Communication	The manager needs to prepare a communication plan and make sure that there is a healthy communication, both horizontally and vertically.
Project Assurance and Liaison	Providing to stakeholders and third parties 'trusted' assurance on a reliable basis on the state of a project.
Quality	This involves taking care of the quality of the process in question such that it meets or even exceed various quality parameters set earlier.
Procurement	Resource, applications, licences, and materials needed during the project needs to be procured, then managed with the suppliers for the successful completion of a project.
Parametric and metadata	Sourcing and keeping metrics and design information that assist the team in making effective choices
Peer Reviews and performance	Monitoring the performance of a project honestly and openly, and using peer reviews/Gateway appraisals to best effect.
Mentoring and coaching	Our own coaches and mentors do not work in isolation; Alpine provides considerable support and assistance to them, notably through our internal coaching and mentoring scheme. Working with Alpine's peer groups and mentors bringing their considerable experience to constructively challenge and improve the process and products of our project managers.

2.2 Service Management / Delivery

Project Management services derive directly from Alpine, as the Prime Contractor for this Framework Agreement.

We work very closely with the customer to make sure we are able to optimise the use of the time spent – understanding the issues they are trying to resolve and ensuring the resource fully understands what the customer requires as an outcome.

A call-off contract up to twenty-four months duration reflects the briefing discussions and Terms of Reference with the customer, including a detailed outcome and delivery model.

Pricing may be either per unit, or fixed price, details of which are fully disclosed and broken down in the agreement.

During the course of the assignment, we encourage 1:1 reviews initially weekly and latterly at least once a month.

2.2.1 SLA

To be defined in further detail with customer to ensure it is tailored to customer requirement, but as a minimum:

- Enquiries will be responded to within 24 hours, confirming receipt and to clarify the required outcomes in detail.
- Suggested solutions will be provided between 48-72 hours after initial receipt of requirement.
- All arrangements regarding initial briefing to be arranged by Alpine within 24 hours of request.
- Briefing meeting to take place within 48 hours of request, unless directed otherwise.
- Resource available to commence services within 7 days of request for services, unless directed otherwise.
- Review meetings to be undertaken regularly – our preference is for monthly reviews, but to be tailored to customer preference.
- In the unlikely event of dissatisfaction with service, replacement offered within 48 hours of notification.

2.2.2 Constraints

Support is available Monday to Friday, 9am to 6pm

2.3 On-Boarding and Off-Boarding Processes / Scope

We take great care to engage with the relevant stakeholders to define the requirements and the key challenges clearly and unambiguously, creating an understanding of what is expected in the course of the assignment/engagement.

In relation to the transition to cloud computing services, we are of course able to support customers in successfully on boarding and off boarding our other services and those of other providers.

2.3.1 Customer Responsibilities

With regard to Technical Requirements and due to data security the customer may prefer to provide their own laptop/desktop or other device. Otherwise necessary equipment will be provided as part of the service.
Access to any information as required with agreement in advance if necessary by the customer.
Access to the building as required.
A full and clear description of the services required and the required outcomes to be provided in advance.
A complete handover process to be agreed in advance.
Any training requirements for customer staff to be agreed in advance.
A Purchase Order and signed G-Cloud Order to be in place prior to service commencing.
Any other approvals required for invoice processing to be completed in advance of service commencing.
Notification of dissatisfaction with service to be made to Account Manager immediately, with up to 5 working days allowed for the Provider to resolve.

2.4 Training

During the course of the engagement we undertake to transfer the skills brought by us to the customer, to their staff. This includes knowledge transfer relevant to the work undertaken by us. This service is integral to our approach and processes. We also provide coaching and mentoring services. Agreement is reached with the customer at the outset of the engagement outlining the capabilities he/she would like staff provided with – and as appropriate, on-the-job training is provided. During the reviews, we cover the requirement for knowledge transfer and ensure this is tied into the deliverables schedule.

2.5 Pricing

We price on a "per use" basis – customers do not pay for time not utilised by the consultancy resource.

It is usual for this pricing (and more cost efficient) to be based on a "per day" basis but it can be adjusted to a "per hour" basis to help customers manage precisely usage per resource. Other forms of pricing (including "fixed price" or "project pricing") are available.

Please refer to the separate SFIA Rate card matrix for pricing.

2.6 Financial Recompense

In the unlikely event that the service provided is not to the customers satisfaction, no fee margin will be chargeable for the disputed service between the point of notification of dissatisfaction and the replacement of the service offered.

2.7 Ordering and Invoicing

Ordering from customers within public sector is generally done via the presentation of a Purchase Order following confirmation of the purchase of a service.

Once we are in receipt of a Purchase Order/framework Call-Off Order, we invoice at the end of every calendar month, giving a precise breakdown of the services purchased, including unit pricing, units charged and VAT/other expenses (other expenses are only charged with prior agreement with the customer).

Each invoice is accompanied by an authorised statement by the customer confirming the number of units worked/charged for and confirmation of satisfaction with the work undertaken and delivered. We are able to provide consolidated invoices if required. Invoices can be issued electronically or via post. We accept payment by BACS.

2.8 Termination

Our standard terms and conditions provide termination by either party. Termination can commence without notice in the event of a customer citing dissatisfaction with the service provided and the issue not being rectified within three working days, or upon the event of a material breach of contract.

Please see a copy of our standard terms and conditions.

2.8.1 By Customers

Our standard terms and conditions provide termination by either party. Termination can commence without notice in the event of a customer citing dissatisfaction with the service provided and the issue not being rectified within three working days, or upon the event of a material breach of contract.

2.8.2 By Supplier

30 days notice would be the minimum given in the unlikely event that we were to withdraw from providing G-Cloud Services. Ongoing assignment commitments would be maintained through to their completion.

2.9 Trial Services Available

Should the customer wish to engage on a trial basis we would be happy to undertake an appropriate trial period. The acceptable norm for a trial period is generally 2 days whereby half fee is charged to cover costs and no margin fee is charged by us. In some cases, this trial period may be extended if we are assured that a successful trial period will lead to a full engagement.