

Service Definition – Target Operating Model Design

(a.) **An overview of the G-Cloud Service (functional, non-functional);**

We work with clients to understand their desired business outcomes and operating environment, enabling us to design achievable Target Operating Models. We quickly get to grips with the current operating and stakeholder environment and the key challenges faced, addressing these within a future operating model that optimises the business requirements.

Service Features

1. Detailed current state assessment to establish baseline
2. Information gathering via desk-based research and stakeholder interviews
3. Detailed analysis and stakeholder feedback on emerging themes
4. Construction of a role and responsibilities matrix
5. High level process mapping
6. Detailed capabilities assessment
7. Development of a strategic roadmap and implementation plan
8. Definition of change requirements to realise target operating model
9. Knowledge transfer and embedding of changes in to organisations BAU
10. Development using tried and tested techniques like Business Model Canvas

Service Benefits

1. Structure value proposition achieved through processes, people and technology
2. Detailed stakeholder and customer analysis providing insight to effective engagement
3. Comprehensive, achievable implementation plans delivering interim benefits and final outcome
4. Clear measurement frameworks monitoring TOM implementation and business objectives achievement
5. A TOM presented in plain concise English ensuring stakeholder understanding
6. A flexible approach that accounts for evolving business needs
7. A model that delivers value for money and long-term return
8. More efficient processes to enhance success of business objectives
9. Clear ownership and accountability established through role and responsibilities matrix
10. Experienced in designing and implementing TOMs across public sector

(b.) **Pricing (including unit prices, volume discounts (if any), data extraction etc.)**

Day rates for our consultancy services are set out in the SFIA rates table and are dependent on the level and experience of the consultant and nature of requirement.

(c.) **Service management details;**

Each client assignment is allocated an Acuity Assignment Director who is responsible for overseeing the services to be delivered. The Assignment Director will oversee quality assurance of all regular checkpoint and highlight

reports prior to delivery to the customer to ensure all activities and agreed products are being delivered to plan.

The Assignment Director maintains contact with the lead consultant on at least a weekly basis and as and when required via telephone, email and face to face meetings to monitor progress of the assignment and to ensure any risks and issues which may arise are managed appropriately. In addition the Assignment Director will also periodically liaise with the client to ensure they are satisfied with the progress of the work and the conduct of the consultant, and acts as a point of escalation for the client should they require it.

Through these regular meetings and feedback with clients we would look to assess their satisfaction with consultants' performance and address any performance issues in the rare likelihood that they may arise.

(d.) Service Levels (e.g. performance, availability, support hours, severity definitions etc.);

Acuity makes every effort ensure and maintain the highest standards of delivery from all of its consultants. Internally we have recruited consultants who together have created an organisational culture and ethos which is underpinned by our professional integrity in all that we do.

Each client assignment is allocated an Acuity Assignment Director who is responsible for overseeing the services to be delivered. Throughout the assignment the Assignment Director will liaise with the client to ensure they are satisfied with the progress of the work. In the unlikely event that a customer complaint arises, this would be escalated to the Assignment Director for investigation.

In addition, at the end of every assignment we issue the client with a Client Satisfaction Form to complete. This focuses on areas such as the relevance of the consultants' knowledge and skill set, timeliness of delivery and how Acuity's delivery contributed and added value to meeting business requirements. It also focuses on any areas in which the client feels we may be able to improve the quality of service. We then take this feedback onboard and consider any amendments which may be required in our approach to future assignments.

(e.) Ordering and invoicing process;

In the first instance orders can be placed by contacting us by email or phone.

Invoices are submitted at monthly intervals and will show the period and the amount of the work for which payment is claimed together with the agreed day rates and travel and subsistence claim details. Payment is due within 30 days of invoice issue.

(f.) Termination terms:

- (i.) By consumers (i.e. consumption); and**
- (ii.) By the Supplier (removal of the G-Cloud Service);**

As per our Terms & Conditions:

The Agreement shall continue until the Services have been provided in terms of the Proposal or any subsequent date as mutually agreed in writing by both parties or until terminated by either party in accordance with these Terms and Conditions.

10.2 The Client may terminate the Agreement if the Consultancy fails to comply with any aspect of these Terms and Conditions and this failure continues for a period of four (4) weeks after notification of non-compliance is given.

10.3 The Consultancy may terminate the Agreement if the Client has failed to make over any payment due within four (4) weeks of the sum being requested.

10.4 Either party may terminate the Agreement by notice in writing to the other if:

10.4.1 the other party commits a material breach of these Terms and Conditions and, in the case of a breach capable of being remedied, fails to remedy it within a reasonable time of being given written notice from the other party to do so; or

10.4.2 the other party commits a material breach of these Terms and Conditions which cannot be remedied under any circumstances; or

10.4.3 the other party passes a resolution for winding up (other than for the purpose of solvent amalgamation or reconstruction), or a court of competent jurisdiction makes an order to that effect; or

10.4.4 the other party ceases to carry on its business or substantially the whole of its business; or

10.4.5 the other party is declared insolvent, or convenes a meeting of or makes or proposes to make any arrangement or composition with its creditors; or a liquidator, receiver, administrative receiver, manager, trustee or similar officer is appointed over any of its assets.

10.5 In the event of termination the Client must make over to the Consultancy any payment for work done and expenses incurred up to the date of termination.

10.6 Any rights to terminate the Agreement shall be without prejudice to any other accrued rights and liabilities of the parties arising in any way out of the Agreement as at the date of termination.