



**4C** | STRATEGIES

# **For CCS: Service Definition Document**

## **G-Cloud 14**

**Ref: G-Cloud 14 V1.0**

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## 1 Overview

Our service provides experienced human resources to help public sector clients on cloud projects.

These resources include consultants, analysts, engineers and project managers.

## 2 Service Pricing

The pricing of our consultancy services is based on a combination of time required and our day rates.

## 3 Unit Based Pricing

We charge for our service in one of two ways.

For cloud projects involving a defined package of work with known timescales, we are willing to offer fixed fees. These fixed fees are calculated using our tendered day rates and an estimation of the number of days required.

For cloud projects without a fully defined scope and or timescales or cloud projects where the client does not want a fixed fee, we charge for our service on a 'pay as you go' basis using our tendered day rates and the number of days used.

## 4 Volume Discounts

We will consider discounts for major retentions. Additionally, if we are retained to concurrently provide more than one service to a client, we will always look for opportunities to reduce our fees by making optimum use of each day we are working for that client.

## 5 Combination Discounts

We will consider discounts for major retentions including combination. Additionally, if we are retained to concurrently provide more than one service to a client, we will always look for opportunities to reduce our fees by making optimum use of each day we are working for that client.

## 6 Sector Based Pricing

In response to the level of business we have historically achieved, we offer a 5% discount on our fees to all public sector clients including Universities, Colleges, Local Authorities and NHS Trusts. These are already reflected in our SFIA rates.

## 7 Service Management

The overall responsibility for the delivery of the service to clients is allocated to our Operations Director.

Day to day responsibility for the delivery of the service to a specific client is allocated to the relevant Principal Consultant.

On major cloud projects, the responsibility for quality management is allocated to a Director with no direct involvement in the project.

## 8 Service Levels

We are able and willing to deliver our service in all areas of the UK. Our standard working hours are 9am to 5pm Monday to Friday.

However, we are able and willing to work outside these hours by prior arrangement.

## 9 Service Constraints

We are not aware of any constraints regarding our services.

## 10 Ordering and Invoicing Process

While we will require a formal purchase order at some point, we are willing to start working on a cloud project following receipt of a simple instruction by email.

We invoice for our service monthly in arrears. The value of the invoice is usually linked to the level of input in that month.

## 11 Termination Terms

Clients are entitled to terminate the contract for our service at any time with 4 weeks' notice which may be reduced subject to specific project conditions.

## 12 Onboarding and Offboarding Processes

We will agree a scope of works for all retentions which shall specifically include on-boarding and off-boarding processes. These are designed to be reflective of the scope of each project.

## 13 Client Responsibilities

Our client responsibilities are limited to:

- Providing required information in a timely manner
- Allowing access to site as and when required

## 14 Technical Requirements

There are no technical requirements relating to our service.

## 15 Data Back Up and Restore

This is not relevant to our service.

## 16 Disaster Recovery

This is not relevant to our service.

However, we can provide consultancy advice in this area if required.

## 17 Exclusions

For clarity, our service does not include:

- The option of a free trial However a free pre-contract no-obligation discussion is available.
- The provision of any functional services or technologies
- Any direct responsibility for data restoration / service migration
- The provision of any formal training (unless specifically ordered)
- Any predefined service constraints
- Any direct responsibility for backup, restoration and disaster recovery activities

- The option of financial recompense for not meeting service levels