

Pricing Document

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Colt Programme & Project Management

Document v1

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1. Product Overview

This service provides a person, or persons, including suitable supporting resources, processes, methodologies, toolsets, experience, accreditations and security clearance to Programme or Project management the successful delivery of services or deliverables agreed upon.

The Project Management (PM) service (Programme or Project Management) is used to manage project lifecycles of complex Customer engagements (Including non-standard and large-scale projects) which require a high degree of coordination and require more client interaction and reporting.

It can also include resources and services related to the following additional items:

- Project Management Office (PMO) – Consultation, Support and Co-ordination
- Quality Management - Consultation, Design, Planning and Provision
- Test – Consultation, Design, Management and Provision

The overall service is defined in consultation with the customer and then a Statement of Works (SoW) is produced capturing the scope, deliverables, requirements of each party and the associated charges. The SoW forms a defined package of deliverables with pre-agreed assignments to be completed subject to the terms included.

Ad-hoc Project Management services can also be provided on a case-by-case basis, tailored to customer requirements.

The service is applicable to the following:

- Project delivery – small, medium or large (Cloud, WAN, LAN, Security, UCC & Voice)
- Transition management
- Migration management
- Transformation management

The team delivers an experienced and practiced team of Project and Programme Directors and Managers supported by an Enterprise Project Management Office (PMO). This team is experienced in both local and global projects, within all sectors, across the spectrum of IT projects and outsourcing and has extensive experience in Government projects.

The team is affiliated to most major international Professional Project Management bodies and holds qualifications that include but are not limited to, PRINCE2, Project Management Professional (PMP/PMI), Managing Successful Programmes (MSP) as well as ITIL.

1.1 Description of Programme and Project Management Service

These services provide the Customer with a full-time project management service, equivalent to a single Full Time Equivalent within working hours, to deliver relevant Colt projects.

This may comprise of a primary dedicated resource with necessary backfill resources as required, or subject to the nature of the projects within the client portfolio, where agreed with the client, multiple resources across project/ programme initiatives.

A project management engagement will be discussed and agreed with the Customer during the pre-engagement phase (prior to an order being placed), which will confirm the scope of the Colt PM

engagement. The Colt PM package can cover the provision of a combination of Programme Management, Project Management and general project support, or just a single Project Manager, depending on the Customer's requirements and the scope of the Statement of Work.

The Colt Project Manager will work with the Customer as a single point of contact for the project throughout the project lifecycle and is responsible for overseeing the Colt delivery, which could include coordinating a number of Colt project management engagements and interaction with Client's project manager, to coordinate actions, the Customer needs to perform to facilitate successful delivery.

Colt's approach to Programme & Project Management includes concepts based upon HMG Office of Government Commerce's 'Managing Successful Programmes' and PRINCE2 methodologies.

Colt's standard methodologies and processes cover all the key elements of programme and project management including:

- Document management.
- scheduling, planning.
- risk and issue management.
- reporting and tracking.
- communication.
- management of change.
- quality and governance.

The Colt methodology is used for all Colt projects and programmes and may be extended to incorporate non-Colt project elements and requirements if required.

All programme and project management deliverables and products will be based on the Colt standard product set, unless agreed otherwise in the Statement of Work.

A standard PM engagement would include the following Project Management approach:

Business Requirements Definition and interaction with a Colt Pre-Sales contact.

- Project Initiation and Mobilisation
- Project Planning
- Proactive Risk and Issue Management.
- Scope and Change Management.
- Dependency Management • Project Tracking and Control.
- Resource and Dependency Management
- Project, Portfolio and Programme Level Reporting as mutually agreed with the client, that may include Weekly highlight & Ad-hoc reporting.

Where required, as part of mobilising and managing the project, the PM will also leverage support, from the Colt Project Management Office (PMO), Test Management & Quality Management whose services are documented within the respective guides. It will be the responsibility of the Project Management resource to define and manage their activities along with other areas of the business such as Procurement, Operations and Finance. The Project Manager will continue to be subject to and liaise with Colt with respect to all human resources requirements and obligations.

The Colt Project Management package will be managed and governed via a SOW and charged accordingly.

1.2 Colt Project Delivery Process

Colt has taken the principles of recognised structured frameworks and methods and adapted them to suit its own specific environment for an optimal outcome for its customers.

As such it uses a number of control gates throughout the lifecycle of the Project, where the Project will only move into the next phase, once it has delivered the required products/deliverables for that phase (see Fig 1 – Project Delivery Process.).

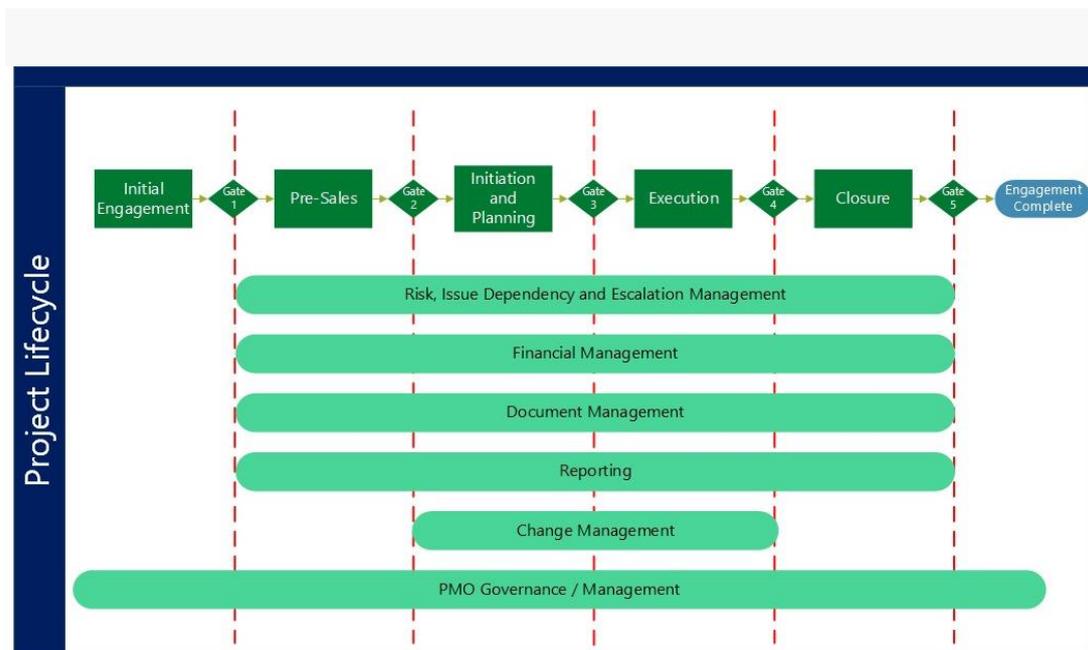


Figure 1 – Project Delivery Process

Colt's standard method and processes cover all the key elements of programme and project management such as planning, scheduling, risk and issue management, reporting and tracking, communication, management of change, quality assurance, testing, configuration management, document management and governance.

Colt uses a combination of a shared services deployment resource model for delivery of its solutions and also when required, a dedicated team or individual specialists.

The sections below describes the alignment of the project activities and deliverables against the Initiation, Execution and Closure phases.

For the avoidance of doubt, the Initial Engagement and Presales activities are not included within the scope of this section. Supplementary information about the Project Manager's involvement within these phases can be provided upon the customer's request.

Further detail on the function roles and responsibilities of the Project and Programme Management service is provided in the Service Description document entitled, 'Colt Programme and Programme Management Services'.

2. Pricing Tables

2.1. Pricing Overview

The table below provides the roles and rates for Colt Programme and Project Management and Office roles.

They are based upon a day rate and assume the work is to be carried out predominantly at a Colt offices location in the UK between the hours Monday to Friday 9am until 5pm excluding UK Public Holidays.

Meetings can be held via the telephone, electronic means or in person at the Customer premise.

If required, the works can be carried out entirely on the Customer's premise if agreed in advance between both parties which may include an additional charge.

Role	Security Clearance Level	Business Hours Day Rate (GBP)	Saturday Day Rate (GBP)	Sunday Day Rate (GBP)
Programme Manager	BPSS, SC or DV	£1,060	£1,590	£2,120
Principal Project Manager	BPSS, SC or DV	£802	£1203	£1604
Project Manager	BPSS, SC or DV	£702	£1053	£1404

Table 1- Project Management Resources

Any work required to be done Out of Business Hours will be agreed beforehand in writing and additionally charged on the basis of the rate specified as below. Colt cannot guarantee availability of resources Out of Business Hours but will use reasonable endeavours to provide such resources.

Rates beyond contracted hours

- Out of Business hours Monday to Friday 9.00am to 5.00pm chargeable at 1.5 x Business working day rate .
- Saturday till midnight chargeable at 1.5 x Business working day rate.
- Sunday and Public holidays at 2x Business working day rate.

3. Disclaimer

Colt's proposal is not intended to create a binding contractual commitment. A signed Colt agreement is required to make pricing/services effective. This document may not be altered or edited to create an agreement. If you wish to purchase services on a term arrangement, please contact your Colt Account Manager.

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