



Aphari Cloud Services - Procurement Support Service



Crown
Commercial
Service

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Service Definition

1 Overview

Aphari helps organisations transform their digital/technology operating model, adopt cloud services, establish system and service integration capabilities, and manage multi-supplier delivery.

Our procurement support service helps customers to define, align, sequence and execute the correct procurements to deliver their transformation/cloud and multi-source target operating model and to realise the associated benefits and savings.

Our team brings a wealth of cross functional multi-source delivery experience that ensures lessons learned can be applied at each step of the procurement journey. Critically, our service ensures that the procurement aspect is recognised as a discrete phase of the overall delivery programme; ensuring that procurement activity is aligned to business case outcomes and that each procurement delivers an implementable set of interconnected supplier solutions.

1.1 Features

Features include:

- Definition and delineation of procurement lot scope and boundaries through integration and mapping to the target cloud service architecture.
- Review and development of sourcing strategies and the management of parallel procurements.
- Requirements development and management across multiple parallel procurements.
- Development of contract schedules, including service performance and service transition.
- Tender evaluation, bidder clarification and negotiation support.
- Contract engrossment support, including management of risks, issues, assumptions, dependencies.
- Alignment and sequencing of Exit Management and transition approach for legacy contracts.
- The service is conducted by a multi-disciplinary team, with extensive supply-side and multi-source delivery experience.

1.2 Benefits

- A conformed, sequenced and holistic approach to multi-source procurement streams.
- Reduces 'solution gaps' through close integration of all procurement tracks and alignment to a target cloud service architecture.
- Informs procurement strategy and provides techniques to manage the procurement process.
- Identifies commercial risks and issues based on 'real world' experience.
- Highlights cross-functional solution dependencies for resolution to minimise risk of commercial gaps.
- Our methods and techniques are proven in complex multi-supplier environments.
- Recommends techniques and approaches for mitigating delivery and service risks.
- No lock-in to proprietary or 'branded' methodologies.
- Helps organisations transform their digital/technology operating model and supply chain through the structuring and executing the most appropriate and effective procurements.

1.3 Pricing Overview

Please consult the supporting 'Aphari - Pricing Document'.

2 Additional Information

2.1 Technical Requirements

No specific technical requirements are necessary to support delivery of our Cloud Services - Procurement Support Service.

2.2 Information Assurance

All staff delivering Aphari's Multi-Sourcing & Cloud Support Services already hold security clearance for work done within and across other government departments. We have experience in architecting, designing, delivering and supporting cloud services that manage data at various Business Impact Levels.

2.3 Backup, Restoration and Disaster Recovery

Not applicable.

2.4 On-boarding and Off-boarding

On/off-boarding can be incorporated as part of the overall specification for the work.

2.5 Service Management

Our support and account management arrangements for all our services includes the following:

- Establishment of clear and agreed reporting lines;
- Pairing our engagement lead with the appropriate client stakeholder;
- Formal and regular reporting of our services provided.

All our services are subject to a standard set of internal and customer-facing quality checks. Our directors take an active role in assurance and delivery of our services which ensures that we understand how we are performing against your requirements; and provides an escalation route in case any issues are encountered with our service provision.

2.5.1 Service Constraints

Not applicable.

2.5.2 Service Levels

Services will be delivered in accordance with the levels agreed in the Call Off contract.

2.5.3 Financial Recompense

Not applicable.

2.6 Training

Aphari will provide skills transfer to client staff throughout consulting-based assignments. We also offer in-depth knowledge transfer services in specific areas via our Accelerator Services to support Cloud solution planning and implementation.

2.7 Ordering and Invoicing

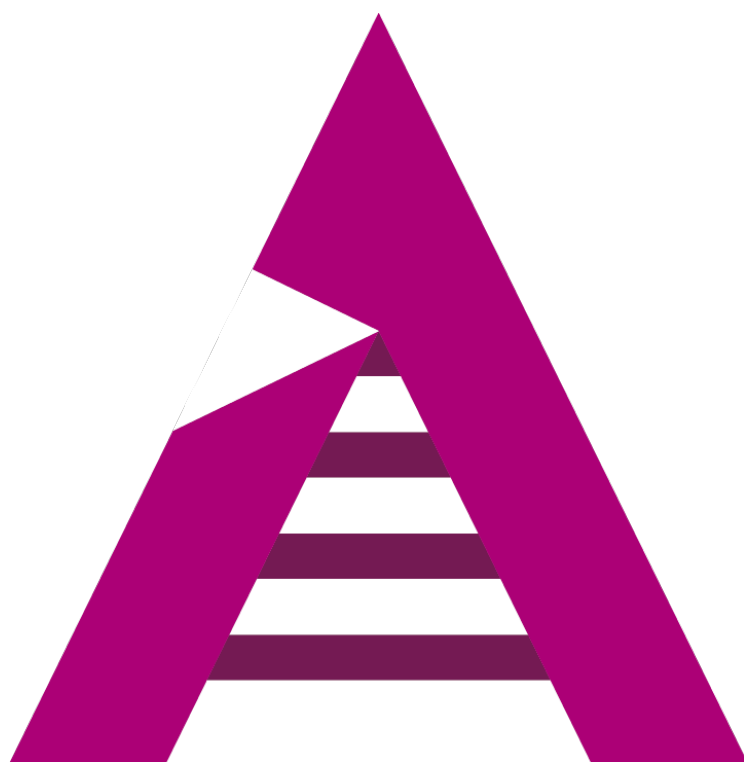
Specific order requirements and delivery dates will be agreed and documented in the Call Off contract, supported with the submission of an accompanying Purchase Order. Invoicing will be based on the submission of monthly timesheets and any incurred expenses for the consultants providing the services, supported with the submission of our invoice. Payment terms are 30 days.

2.8 Termination Terms

Termination terms will be in accordance with the Framework Agreement and the Call Off contract.

2.9 Consumer responsibilities

Specific consumer responsibilities will be agreed before commencement, and form part of the Call Off contract.



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