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HM Government | G-Cloud

Aphari Cloud Services Mediation and Recovery Service

Crown Commercial Service

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1.1 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 Cloud Services Mediation and Recovery Service provides commercial, technical and delivery expertise to help customers resolve potential conflict or poor performance within their supply chain.

With the complexities of service disaggregation, it is inevitable that there will points of dispute between client and suppliers and; between the suppliers themselves. Such matters are divisive and can quickly erode strong working relationships. Issues often arise from differing interpretations of the contractual obligations placed upon each party, the solution gaps that emerge as a result and the commercial implications of resolution.

What is often neglected is the reality that the time spent disputing such matters can often be more costly and threatening to the overall programme than addressing the issue swiftly in the first instance.

Our objective is to help organisations resolve disputes quickly, confidentially and cost-effectively. Our team brings a wealth of major programme delivery experience and we aim to provide high quality, independent advice and guidance. We conduct an independent assessment of the issues, considering relevant contextual documentation and supporting evidence from all parties. Our priority is to keep the programme moving forwards and as such our recommendations and corrective action plans will always be aligned with the objectives of the programme.

1.2 Features

Service features include:

- Offers independent assessment and recommendations against specific points of conflict to enable all parties to accept a resolution and move forward.
- Considers pertinent contractual, solution and delivery product inputs from all parties to ensure assessment is fair and balanced.
- Provides guidance and recommendations, where appropriate, to prevent future recurrence of similar disputes.
- The service is conducted by a multi-disciplinary team, with extensive supply-side and multi-source delivery experience.
- We take a holistic view across service, technical, financial, commercial and related functions to find a balanced viewpoint.
- Leveraging 'real world' experience to bring rapid resolution to key issues.
- Assessment approach based on pragmatic application of public-domain best practices, including MOP, MSP/PRINCE, COBIT, TOGAF, ITIL, CCS guidance.

1.3 Benefits

Our service delivers an independent recommendation on how to rectify points of potential conflict. To expedite resolution and to protect the overall programme business case, it is strongly recommended that all parties are bound to the recommendations of the report prior to publication. Benefits of the service include:

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- Expedites resolution of conflicts, mitigating delivery risks and delays.
- Reduces risk of client 'step-in' clause activation by offering alternate resolution approach.
- Avoids invocation of other contractual rights and remedies.
- Helps customers and suppliers reach acceptable positions and unblock delays.
- Reduces the overall cost of dispute management.
- Highlights cross-functional inter relationships and lays foundations for structured collaboration.
- Protects client/supplier relationships by bringing expedient closure to known issues.

1.4   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 Mediation and Recovery Service.

2.2   Information Assurance
All staff delivering Aphari's 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.
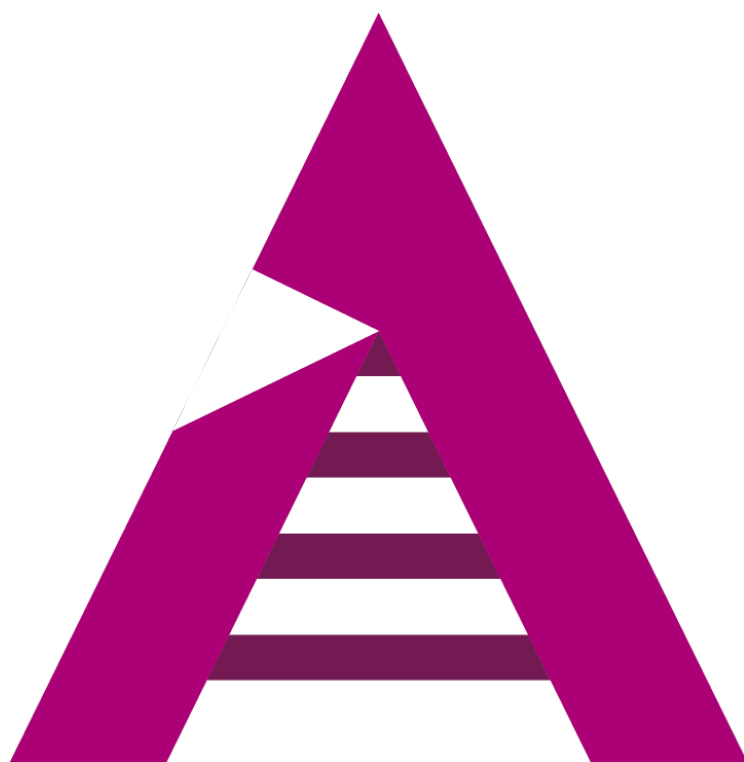
2.7   Ordering and Invoicing
Specific order requirements and delivery dates will be agreed and documented in the Call Off contract, supported with the submission of an accompanying Purchase Order. Invoicing will be based on the submission of monthly timesheets and any incurred expenses for the consultants 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 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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