

MARKET ENGAGEMENT FOR CLOUD ADOPTION

SERVICE DEFINITION

Landseer Partners Market Engagement Services fully supports an organisation's transition to Cloud Services.

An overview of the G-Cloud Service

Landseer Partners undertakes market engagement for both public and private sector organisations. We advise public sector clients on cloud readiness by defining their cloud needs and required outputs. We then work with Clients to engage effectively with industry and with potential suppliers.

Our service is designed to provide:

- Continual stakeholder engagement throughout the process.
- Quicker time to source and procure the right cloud solution.
- A better cloud solution in terms of service levels and total cost of ownership.

The service is flexible to meet the client needs and is aligned to meet all public sector procurement rules including HMT Green Book 5 case model using CCS templates and guidance as necessary. Our cloud service for market engagement includes the following features and benefits;

Top Features:

- Research of market capabilities and capacity
- Documents clients' needs and requirements clearly
- Scope for innovation using language that suppliers understand
- Robust transparent process for supplier discussion and open market engagement
- Accelerates market engagement with potential suppliers
- Feedback to clients to enable requirements to be procured efficiently
- Reduces the overall procurement timescales

Service Benefits:

- Independently assured sourcing strategy including options/costings
- Accelerated Market testing for short timeframe business engagement requirements
- Effective time management via supplier relationship management with relevant suppliers

Landseer Partners provides these cloud service features and benefits in a manner that is most appropriate to the support required by the customer. This support will range from focused workshops to off-site analysis and the provision of full time support for specific activities.

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

Please see attached SFIA table.

Service management details

Where the engagement is of a sufficient scale, a dedicated project manager will be assigned who will be the client's primary point of contact during the engagement. The project manager will be responsible for assigning and allocating resource to ensure the engagement is delivered in line with the agreed service levels.

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

Landseer Partners Specialist Cloud Services is flexible and hence service levels are bespoke to the needs of each client and engagement. We work with the Client to agree service levels, availability and outcomes at the initiation of an engagement.

Performance of our people is measured through a client feedback process. We encourage our clients to give us a formal review of our service, highlighting any strengths and weaknesses and areas for improvement so that we can continue to offer a high quality and competitive service.

Training

Landseer Partners consultants will work collaboratively with the Client to ensure effective knowledge sharing during the term of the contract.

Ordering and invoicing process

Ordering from clients is generally done via the presentation of a Purchase Order following confirmation of the purchase of a service.

Landseer Partners will invoice at the end of every calendar month, giving a precise breakdown of the services purchased, including VAT/other expenses. We are able to provide consolidated invoices if required. Invoices can be issued electronically or via post.

Termination terms

By consumers (i.e. consumption)

Our standard terms and conditions provide for 30 days' notice of termination. A copy of our standard terms and conditions is attached.

By the Supplier (removal of the G-Cloud Service)

30 days' notice would be provided in the event that Landseer Partners was to withdraw from providing G-Cloud Services. Any ongoing commitments would be supported and maintained through to completion

Consumer responsibilities

The Client is required to provide Landseer Partners with enough information to enable us to complete the Call off Contract and prepare a specification which clearly outlines the scope of work and the required outcomes. The Client is encouraged to meet with us weekly to review the progress of the work being undertaken. The Client should also inform Landseer Partners immediately should they have a concern about the work being undertaken so we can take remedial action.

The Client has responsibility for providing office accommodation and facilities (including software tools where these relate directly to the service being procured by the Client) without charge where work is required to be conducted at the Client's premises.

It is the Client's responsibility to provide Landseer Partners with such access, information and staff cooperation, including any third parties as Landseer Partners may reasonably require for the proper performance of any Services.

The Client shall advise a Landseer Partners consultant or subcontractor working at a client location the rules, procedures and information relating to matters such as health and safety and security that are relevant or necessary for working at that site.

Details of any trial service available.

Where appropriate, we will discuss with potential clients their challenges or specific requirements and we can provide guidance on how a particular issue can be addressed or to better help the client understand the possible options.

In addition, for more complex client requirements, we are able to undertake a small scoping study to provide a baseline for any wider project or programme. This also enables us to demonstrate our expertise and ability to work effectively with the client. If we were to undertake a scoping study we would discount the cost of the study by 25% against our fee rates.