

## STRATEGY AND PROCUREMENT FOR CLOUD ADOPTION

### SERVICE DEFINITION

Landseer Partners Strategy and Procurement for Cloud Adoption fully supports an organisation's transition to Cloud Services.

#### An overview of the G-Cloud Service

Landseer Partners has a proven track record of supporting Public Sector clients in their strategic approach to procurement and in doing so we have advised on some of the largest and complex procurements within the Public Sector. We advise clients on the best route to market by assessing the current delivery model of the client's organisation using this to identify the right sourcing approach and procurement routes. The sourcing strategy options and recommendations are assessed in terms of the organisation's long-term business objectives and ensuring effective use of suppliers to support the delivery of the objectives.

Landseer Partners works with our clients to define and evaluate their needs including the level of organisational and process change required to adopt them and the ability of the market to meet those needs. Through this process of strategy specification it is important to evaluate the following four key factors:

- **Market Capability Analysis and Testing:** It is important that the capability of suppliers in the market to deliver that requires products and services competitively is understood. In addition, where there are specific legislation or regulation requirements, these must be fully understood at the outset to ensure the Cloud services are able to meet the business need. Landseer Partners is able to test the market and, working with the client, discuss with suppliers requirements that are likely to form the basis of the formal procurement.
- **Business Environment Analysis:** The success in implementing the sourcing strategy is dependent on several factors including the ability of the client's organisation to implement and manage the chosen strategy and the amount of flexibility the client has in re-assessing business priorities and requirements to avoid placing un-realistic constraints on potential suppliers. In addition, the method of implementing the strategy needs to take into account existing contracts and the ability of the organisation to manage change. Landseer Partners is able to work, highly collaboratively with our clients through this process as part of the strategic sourcing process.
- **Technical Analysis:** It is essential to have a thorough technical understanding of the organisation's existing IT infrastructure and applications to identify IT services best suited to exploit the Cloud. Here it is important that the strategy includes an assessment covering scalability and architectural issues, such as modular design for easy transfer and adoption and key metrics. Landseer Partners are able to evaluate the opportunities for Cloud solutions that take advantage of the client's current IS/IT infrastructure.
- **Procurement Options Analysis:** It is important to understand the drivers for procurement so that the procurement strategy is fully compliant with the procurement regulations and the right commercial model is put in place e.g. is the priority de-risking the supply chain or driving value (MEAT) from suppliers? Landseer Partners can provide in-depth advice to the client in defining and implementing procurement strategies including optimising existing processes and procedures.

Having identified above the key factors for successful strategy and procurement to support cloud services adoption, we highlight, in the following section, the key features and benefits of our service:

**Service features**

- Sourcing strategy development
- Procurement strategy development
- Market analysis
- Supplier relationship management
- Business /investment case review
- Procurement management and support
- Optimising procurement processes and procedures
- Deal negotiation and execution
- Strategy health check reviews

**Service benefits:**

- A comprehensive and independent sourcing strategy
- Accelerated Procurement strategy development
- Market analysis – getting it right, first time around
- Efficient Market testing/warming/engagement for Cloud adoption
- Effective and efficient Supplier relationship management
- Business/investment case review
- Procurement management and support including knowledge and skills transfer
- Optimising procurement processes and procedures based on best industry practice
- Deal negotiation and execution
- Independent health check reviews by experienced practitioners

Landseer Partners provides these services in a manner that is most appropriate to the support required by the client. This support will range from focused workshops to off-site analysis, the provision of full time support for specific activities or on-going strategy and procurement support.

**On-boarding and Off-boarding processes/scope etc.**

As a provider of Specialist Cloud Services this is not applicable to our response. We are however able to support clients in defining on-boarding and off-boarding requirements and process and to assist with the assurance of suppliers throughout the procurement.

**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.