

SERVICE DEFINITION **Specialist Cloud Services** **Technical and Management Consultants**

An Introduction to Fuel

Founded in 2003, The Fuel Group has established itself as one of the UK's top providers of technical and management consultants.

- **Listed in 2017 as one of the 1000 Companies to Inspire Britain**, Fuel is a SME with a diverse workforce that has a proud history in providing consultants within the Public Sector.
- We have worked with organisations including **The Cabinet Office, HMRC, Valuation Office Agency, Care Quality Commission, MMO, DEFRA, Department for Business, Energy & Industrial Strategy, Disclosure and Barring Service, MOJ, NHS and MOD.**
- We provide expertise to help organisations deliver Cloud Services and IT transformation projects - supplying teams of **BPSS, SC and DV cleared consultants** within secure environments.

An overview of our G-Cloud Services

Our consultants work with you throughout the project lifecycle; initially helping to **define your Cloud Strategy**, helping to **develop the resulting Transformation Roadmap** and ensuring the **successful implementation of your desired Cloud Services**. Fuel's consultants are well versed in implementing all types of cloud platforms. We help drive **cost savings, flexibility, security and compliance** for mission-critical applications. We will help you choose the best cloud technologies and map out a strategy for you. Our consultants work with you in establishing your priorities and evolving a strategy that meets those priorities. We are not tied to, nor do we have any commercial association with, any vendors or hosting companies, so can provide impartial advice and guidance to you.

Fuel currently has **over 200 technical and functional consultants** working on customer sites and offers a **full SoW approach as well as** a fast call-off service on a **time and materials** basis for specific projects, backfill and operational needs. Our resources provide expertise in their area as well as mentoring and **providing skills-transfer to permanent staff**.

Fuel's consultants cover a wide range of Services including:

- Project, Programme and Portfolio Management Services
- Business Analysis Services
- Transformation, Change and Transition Management Services
- Architect Services for Cloud Transformation
- Software Development Services
- User Experience Services and UX Design Services
- Infrastructure and Support Services
- DevOps Services
- Quality Assurance Management / Test Management Services



- Big Data Consultancy Services
- Network Manager, Network Engineer and Network Architect Services
- Cloud Security Services
- Agile and Cloud Training Service
- Database Administration Services (DBA)

Fuel provides BPSS, SC and DV security-cleared consultants for secure environments. We have a proud history in providing consultants within the Public Sector and have worked with organisations including The **Cabinet Office, HMRC, MMO, Valuation Office Agency, Care Quality Commission, DEFRA, Department for Business, Energy & Industrial Strategy, Disclosure and Barring Service, Homes England, MOJ, NHS and MOD.**

Information Assurance

As an **ISO 9001:2015** accredited organisation and currently holding **Cyber Essentials** (IASME-A-07772), Fuel ensures that our processes and procedures surrounding information assurance meet the needs of both our clients, and the consultants we provide, on a time and materials basis. We conduct weekly internal audits and are also externally audited on an annual basis to fully test that our processes are robust.

Our client surveys rate our organisation in areas including understanding their needs, response times, quality of candidates, reliability, performance in relation to our competitors and whether they would use our organisation again. 100% of our customers would use Fuel again.

Fuel also takes great pride in its approach to **GDPR** and compliance with the 7 key principles are fundamental to our approach to processing personal data.

Service Management

Effective service delivery is the conduit through which Fuel have become a strategic partner to our clients. We have a dedicated Account Director in **Steve Willmore** (Head of IT and Public Sector) and a secondary point of contact in **Rich Giles** (Public Sector Recruitment Specialist).

Steve Willmore	swillmore@fuelpsc.co.uk	01926 487498	07780 963104
Rich Giles	rgiles@fuelrecruitment.co.uk	01926 455939	

Steve is a co-founder of Fuel, which was established in 2003, and he has in excess of 20 years' experience. He stands apart from the competition, operating ethically, honestly and effectively and with exceptionally high standards.

Fuel are a high-touch company, working with you in a collaborative and transparent fashion. This ensures accountability, clear communication lines and a continual focus on delivering the best end-result.

Every assignment is different and we at Fuel pride ourselves in providing the right resources for your requirements. So that we provide the right resources, we always stage a kick-off meeting with you as one of our key objectives is to provide you with a quick and easy route to the consultants and services you need.



Properly understanding your requirement will allow Fuel to provide a collaborative approach. Not only would we agree the scope of the service to be delivered (deliverables, timescales, constraints etc) but based on our experience, we can often contribute by suggesting alternative solutions or additional areas of scope that may deliver extra benefits.

Fuel can typically respond to a project brief within 48 hours. All our consultants are trained internally when they join the organisation and are then placed on an industry-leading 12-month development plan which comprises internal and external training relevant to the specialist areas in which we operate.

With the highest standards of professionalism and a commitment to quality and openness, Fuel's Public Sector team provide excellent service and excellent value for money, working to our core values of **Integrity and Respect, Humility, Accountability and Passion.**

Training

Fuel can provide a full SoW approach as well as a fast call-off service on a time and materials basis; depending on your needs. Training will be in the form of skills transfer and mentoring and this can be in the form of one-to-one training, shadowing or workshops. Our aim is to ensure the value to you continues beyond the assignment term.

Our consultants are subject matter experts, with recognised industry qualifications such as:

- Red Hat Certificate of Expertise in IaaS
- VMware Certified Professional
- Salesforce.com Certified Professional
- Google Certified Deployment Specialist
- IBM Certified Cloud Solution Architect
- Cloud Certified Professional
- CompTIA Cloud Essentials
- CompTIA: Security+ and CASP
- Cisco Systems: CCNA, CCNP and CCIE
- EC Council: CEH and CNDA
- ISACA: CISA, CISM, CGEIT and CRISC
- CompTIA: Security+ and CASP
- (ISC)²: CISSP, CSSLP, CAP, SSCP, CCFP
- Enterprise Architecture Frameworks: Zachman, TOGAF, FEA, Gartner, Oracle (OEF)
- eCPPT
- OSCP
- QSA
- CloudU
- CCSK
- CESA
- ITIL
- PRINCE
- CHECK
- AGILE



Pricing - Resource Based Pricing

The following table details Fuel's day rates for Consultancy Services and is based upon its published SFIA rate card. Fuel will work with the you to offer best value for each contract and flexibility on the advertised rates would be considered.

	Strategy & Architecture	Business Change	Solution Development & Implementation	Service Management	Procurement & Management Support	Client Interface
1. Follow	£400	£400	£400	£400	£400	£400
2. Assist	£500	£500	£500	£500	£500	£500
3. Apply	£600	£600	£600	£600	£600	£600
4. Enable	£750	£750	£750	£750	£750	£750
5. Ensure / Advise	£850	£850	£850	£850	£850	£850
6. Initiate / Influence	£1,000	£1,000	£1,000	£1,000	£1,000	£1,000
7. Set Strategy / Inspire	£1,250	£1,250	£1,250	£1,250	£1,250	£1,250

Day Rates

Fuel will work with the customer to offer best value for each assignment.

Working Hours

Professional Working Day

Working Week

Monday to Friday excluding national holidays.

Office Hours

08:00 – 18:30 Monday to Friday (available for calls outside of these hours)

Travel and Subsistence

Included in day rate for a named site. Rates for travel and subsistence to other locations are not included in the day rates. These are charged at the department's standard T&S rates and must be agreed in advance.

PI Insurance

Included in daily rate



Exclusions to the Service Definition

Fuel provides consultancy services on a time and materials basis, so the following information sets have not been included as they do not apply:

- Details of the level of /backup/restore and disaster recovery that will be provided;
- Financial recompense model for not meeting service levels;
- Data Restoration / Service Management
- Consumer Responsibilities
- On-boarding and Off-boarding processes/service migration/scope etc.;
- Termination process
- Technical requirements (service dependencies and detailed technical interfaces, e.g. client-side requirements, bandwidth/latency requirements etc.); and
- Details of any trial service available

