

Your IT partner in a changing world

Project and Programme management (PPM) services

G-Cloud | Service Definition and Pricing Document



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Services Overview

The Project and Programme management (PPM) services are designed to help public sector organisations set up and manage their cloud environments. Our Programme and project management (PPM) services within this lot are designed to ensure these technical transitions are delivered on time, within budget, and aligned with business goals.

The services can be provided on a 'delivery' or 'assurance' basis and cover the following areas:

1. Strategic Planning & Delivery

- Cloud Strategy & Adoption: Developing roadmaps for moving legacy systems to the cloud, including 5-case business case development and maturity reviews.
- Agile & Waterfall Delivery: Management of complex delivery programmes using frameworks like PRINCE2, MSP, or Agile methodologies (AgilePgM, SAFe, Scrum@scale) to ensure rapid, quality-focused progress.
- Integration of projects and programme into the Standard 5 phase lifecycle for service delivery.
- Digital Modernisation Programmes: Large-scale oversight for initiatives such as hybrid/multi-cloud implementations and data warehouse migrations.

2. Governance & Risk Management

- Embedded Governance: Establishing reporting structures and decision-making frameworks to balance oversight with rapid delivery.
- Compliance: ensuring that the necessary security and governance is embedded into the projects and programmes, such as the 'six core principles'.
- Risk & Dependency Management: Proactive identification of emerging risks and issues, providing transparent, data-driven reporting to stakeholders.
- Quality Assurance: Taking responsibility for process quality to ensure cloud solutions meet predefined technical and security parameters.

3. Implementation & Operational Support

- Transition & Change Management: Helping organisations manage the "people" side of cloud transformation to ensure high user adoption and buy-in.
- Supplier & Commercial Management: Procuring and managing third-party resources, licenses, and materials needed for successful project completion.
- Programme Turnarounds: Specialized diagnostics and recovery plans for complex delivery programmes that are at risk of failing.

4. Specialist Microsoft/Cloud Specific Support

- Ecosystem Implementation: Specialized management for specific platforms, such as Microsoft Planner Premium or Power Platform services, tailored for public sector needs.

- **ProjectWise Provisioning:** Managed services for hosted project environments that allow global teams to connect and collaborate on shared data.

These services are intended to be integrated into and work alongside larger or more complex PPM requirements (e.g., end-to-end departmental transformations) if required. These would be sourced from Lot 4, which is specifically designed for complex cloud support through further competition.

Approach

Delivery of our PPM services typically follow a structured delivery lifecycle that aligns with public sector standards (like the GDS Service Manual) or industry best practices (PRINCE2/Agile).

The delivery approach is generally broken down into the following key stages:

1. Initiation & Onboarding

- **Kick-off & Alignment:** The supplier conducts an initial project initiation meeting to define the project schedule, introduce the team, and agree on the Statement of Work (SoW). This ensures expectations, deliverables, and budgets are formally agreed upon before work begins.
- **Team Embedding:** Suppliers embed their consultants into the buyer's organisation. This involves setting up security access, network accounts, and agreeing on remote/on-site working arrangements.
- **Governance Setup:** Establishing a "Design Authority" or steering committee to enforce architecture policies, standards, and decision-making frameworks early on.

2. Discovery & Strategy (Assessment)

- **Requirements Gathering:** Suppliers analyse the "As-Is" state versus the "To-Be" vision. This includes user research, identifying business needs, and creating user stories (if using Agile).
- **Feasibility & Roadmap:** Developing a detailed roadmap or "Migration Plan" that outlines the technical path, costs, and resource requirements. For cloud migrations, this phase often includes a "Cloud Readiness Assessment" to evaluate legacy infrastructure.
- **Business Case Development:** assisting with the 5-case model or cost modelling to justify the investment and ensure value for money.

3. Delivery & Implementation (Alpha / Beta / Migration)

- **Iterative Delivery:** Many Lot 3 suppliers align with the **GDS Service Manual** phases (Discovery, Alpha, Beta, Live), delivering value in iterative sprints rather than a "big bang" launch.
- **Technical Execution:** This includes the actual configuration, coding, or migration of workloads. It often involves dual-running systems (legacy and new) to minimise risk during the transition.
- **Quality Assurance (QA):** Continuous testing (performance, security, and user acceptance) is integrated throughout this phase to ensure the solution meets the predefined "Definition of Done".

4. Operational Transition & Embedding

- **Change Management:** A critical "people" phase where suppliers focus on user adoption. This involves training staff, managing stakeholder resistance, and ensuring the new technology "sticks" without indefinite external support.
- **Service Stabilisation:** Monitoring the new system against Key Performance Indicators (KPIs) and resolving early operational issues (often called "Hypercare").

5. Offboarding & Exit

- **Knowledge Transfer:** A contractual requirement for most G-Cloud engagements. Suppliers must transfer skills and documentation to the buyer's internal team to prevent vendor lock-in.
- **Project Closure:** Submission of a final Project Closure Report, revocation of supplier access, and a formal review of delivered benefits against the original Business Case.

Pricing Information

Pricing is available on a Time & Materials or Fixed-Scope basis. The appropriate model will be selected based on project complexity, workload, and customer requirements.

Day Rates

- Programme Manager: £1,250 day

Durations

Migration project durations will be agreed in advance via a solutions workshop, undertaken at no cost. All rates comply with the G-Cloud 15 pricing transparency requirements.

Pricing Assumptions

- Travel is excluded unless explicitly required.
- Any changes to scope will be handled through formal change control.
- Customer must provide required access and information.
- This migration Service does not include licensing, hosting or subscription costs

Other service roles based on SIFA table as below. Maximum G-Cloud day-rates are shown, specific services may use lower rates due to economies of scale, service discounts or locations

	Strategy and Architecture	Business Change	Solution Development and Implementation	Service Management	Procurement and Management Support	Client Interface
1. Follow	£450	£450	£450	£400	£450	£450
2. Assist	£600	£600	£600	£550	£600	£600
3. Apply	£725	£725	£725	£675	£725	£725
4. Enable	£800	£800	£800	£725	£800	£800
5. Ensure/Advise	£950	£950	£950	£800	£950	£1150
6. Initiate/Influence	£1100	£1100	£1100	£900	£1100	£1100
7. Set Strategy and Inspire	£1250	£1250	£1250	£1000	£1250	£1250

Exit Costs

Provided that the services terminate at the end of an agreed term, in line with the terms and conditions, there are no specific exit costs.

Invoicing

Monthly in Staged invoices based on Statement of Work Delivery.

Monthly in arrears for each agreed SoW phase.

Contact Details

Question related to minimum order values, design and implementation costs and other technical questions related to the Service should be addressed to:

operations@apptechology.co.uk

Or alternatively contact Martin Sweeney at:

28th Floor, the Gherkin
30 St Mary Axe
City of London
EC3A 8BF

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About APPtechnology

APPtechnology is a leader in digital transformation services, covering project and BAU delivery for large organisations in the UK, Europe and Globally.

We supply flexible teams specialising in Modern Workspace delivery, covering Endpoint Management, Security, Data protection, End User Experience management and technology migrations. We also provide and support delivery of technology solutions covering Legacy application management, and Compliance automation for NIS, ISO, CIMA, DORA and HIPPA Frameworks.



Entirely managed from the UK, we bring experienced governance to all statement of work based delivery, incorporating measurable performance metrics and results analysis in our regular reporting. Where qualified resource supply only is requested we provide models for inside and outside of IR35 payroll, as appropriate to the role and delivery method.

We supply G-Cloud services to the largest (96,000 users) and the smallest local and central government departments and NHS accounts.

