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Service Definition - RM1557.15 Microsoft SQL Consultancy Services

G-CLOUD 15

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1.0 Service Definition

1.1 Introduction

It's rare to find a public sector organisation whose success isn't inextricably linked to the execution of its IT strategy. They are no longer an assortment of standalone services, residing on a static environment. Instead they have evolved into complex, multi-faceted entities, which require a blend of support to meet the demands posed by an increasingly disparate and tech-savvy workforce, brokering services which reside both on-premise and in the public sphere.

Since 1990, Ultima has developed into one of the UK's leading intelligent infrastructure, cloud, security and automation companies, focused on the provision of tailored IT solutions and services, including the design and delivery of industry-leading technologies, backed by the best in 24x7 support. No matter where you are on your IT journey, we make technology a positive asset, aligned with the goals of your organisation. Whether that be mitigating risks associated with changes in regulatory compliance, modernising legacy systems to take advantages of the cloud, or automating complex processes, we deliver better business outcomes at a commercial, strategic, operational and technical level.

We take a holistic approach to delivering IT services, providing multiple entry points to clients who are looking to manage IT more effectively. As an end-to-end IT solution provider, we maintain relationships with a range of strategic vendors, providing everything from independent and impartial best practice advice to managed, bespoke solutions. From our family of Intelligent Remote Infrastructure Support (IRIS) services, complete with integrated analytics for diagnosing potentially service impacting threats and trends, to our Intelligent Service Desk with built in robotic process automation (RPA) and self-service orchestration, we provide a modern take on a very traditional set of business challenges.

As outlined below, we provide a range of different services, across four primary areas, Managed Services, Consultancy Services, Automation Platforms and Lifecycle Services. This allows our customers to benefit from our holistic delivery model and maintain fewer partners to deliver the same end result. Unlike other organisations who may focus on a particular niche or specialise in a single area or genre of IT, our strengths lie in the breadth of services we provide and the close partnerships we maintain with leading vendors.

This end-to-end approach allows clients to receive support with scoping and product fulfilment, implementation and project support, through to 24x7 care. To tackle the challenges presented by a dramatic increase in IT consumption, we have devised offerings that enable you to be selective over the support you require. Having delivered 24x7 managed services since 1998, we know what it takes to foster an environment which promotes innovation, encourages service excellence and embraces emerging business cultures. Finally, in order to fulfil our obligation as a tier one MSP, we operate dedicated ISO 27001 compliant Technical Service Centres, home to first to third line specialists and service managers, each intensely passionate about the support they provide and hand-picked for their ability to act as an extension to your team.



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1.2 The Challenge

Businesses are increasingly reliant on relational databases like Microsoft SQL server to underpin mission-critical applications and complex intelligence solutions. Since SQL server is able to support thousands of databases on a single instance, ensuring the health, stability and performance of your environment is crucial. Given the exponential growth of data and the need to protect, index and retrieve it and the ease at which instances and underlying databases can be stood up, IT teams can easily lose control of their SQL estate, which can lead to inconsistencies in design, poor functionality, deviation from best practice and inadequate database management, which in turn can result in unpredictable performance, service deterioration and in some cases, even data loss. Furthermore, the risk of database sprawl and mismanagement can adversely affect organisations bottom line, including the need for additional data centre resources, increased licensing costs and additional management overheads.

1.3 Service Overview

In order to combat the common challenges posed by managing and maintaining a modern Relational Database Management System (RDBMS), Ultima can provide a wide range of SQL skills and services, aimed at reducing the risks associated with operating such a platform, including health checks, performance analysis, consolidation assessments, alongside providing recommendations around remaining on premise - or adopting a more cloud-first PaaS (Platform as a Service) or IaaS (Infrastructure as a Service) solution, before helping you migrate to a new database environment. This Service Definition outlines the services that Public Sector customers can consume from Ultima, on per-skill or per-project basis.

For our Advisory Services, we adopt a simple but effective four stage process, allowing us to forensically interrogate your SQL-based RDBMS estate, making recommendations around how to remediate issues, resolve performance bottlenecks or consolidate instances and in many cases, move them to a more appropriate platform. Delivered by one of our certified Microsoft SQL consultants, these engagements typically deliver a service optimisation report, containing our findings, alongside a list of strategic recommendations, which can be actioned by yourselves or our team on your behalf.

Depending on your requirement, we typically start by considering your Current Operating Model (COM), in order to outline a database strategy which delivers reductions in both cost, resource footprint and support overheads, before going on to implement those recommendations, transforming and modernising your SQL estate, so that you receive the benefits outlined in the strategy.

Should you just need to bolster your existing SQL skills or wish to receive support around an upcoming SQL project, Ultima are able to provide architectural, consultancy and project governance support, including;

- **Architectural Services** - Our principle goal is to help clients maximise their ROI and solve real business challenges using IT, support business imperatives and become a trusted cloud technology advisor. By fostering an understanding of business drivers and strategic direction, we can facilitate the decision-making process through evidence-based assessments, stakeholder engagement, outcome analysis and market and technology insights. They help drive business transformation effectively including solution evaluation, strategic planning, design, integration, execution, and operations.
- **Consultancy** - Our consultancy team are able to provide the experience and processes necessary to deliver an extensive range of on-trend solutions and cloud services, transforming your organisation's IT infrastructure and delivering efficiencies and cost savings across the board, so that your company can realise its full potential. Our consultants hold top tier partner accreditations and can demonstrate extensive design and deployment experience, helping to expedite and de-risk delivery.
- **Project Governance** - Acting as a centre of excellence, our PMO provides everything from practice management, training and skills development, to maintaining control over time, cost and quality constraints, ensuring that each project is delivered efficiently and effectively. With a track record in delivering a wide range of engagements, from the introduction of cloud managed EUC support

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services to complex data centre consolidations and cloud transformations, we work in a flexible and dynamic way, integrating into your business and the way you operate.

1.3.1 Service Features

- Delivered by our certified Modern Data Centre architects and consultants
- Backed by straightforward four and eight stage project methodologies
- Evaluate the health of Microsoft SQL hosts, instances and databases
- Identify non-compliance with vendor and industry best practice
- Understand the root cause of performance issues affecting your SQL platforms
- Conduct a SQL Server High Availability and Disaster Recovery assessment
- Identify candidates for consolidation and / or migration to cloud-hosted or based SQL PaaS / IaaS
- Produce actionable list of recommendations and take the next steps
- New SQL instance and database design, following vendor best practice considerations
- Define architectural blueprints that deliver the required functional and non-functional requirements
- Migration activities from Current to a new Target Operating Model

1.3.2 Service Benefits

- Help prevent issues turning into performance degradations or critical failures
- Gain peace of mind that your SQL environment is in an optimal state
- Deliver SQL assessment report detailing Server, Instances and Databases
- A range of pre-packaged tactical services e.g. health checks and performance analysis
- Assist clients with the deployment of new database infrastructure, in the private and public cloud
- Additional technical capacity to de-risk projects and enable organisational agility
- Help facilitate decision making through technical forums and workshops
- Up-skill existing team members through shadowing and other forms of knowledge transfer
- We provide flexible engagement models (skills, frequency and duration) at competitive rates
- Access to extensive technical IP, including vendor and Ultima best practice and project collateral
- Vendor certified, so that you can be sure our consultants have passed the relevant exams to be proficient in their chosen specialism

1.4 Scope

Delivering cost-effective, secure, scalable and highly dynamic IT services can be a challenge in and of itself. Between the weight of technical debt, regulatory compliance, budget constraints, competing demands for increasingly limited resources and pressures from outside your organisation, finding the right partner to help relieve the burden is important. As a result, many organisations are either looking at initiating or have already started programmes of change to upgrade, maintain or modernise their RDBMS platforms.

Where they do not have the capacity or the specific experience to take-on these kind of complex change programmes, they look to partners like Ultima to complement existing teams, providing access to additional horsepower to drive home key projects. Ultima are able to deliver an extensive range of on-trend solutions, including traditional SQL and its PaaS equivalent. In addition to recruiting the best talent across the industry and integrating their knowledge and experience, we invest heavily into our existing teams, ensuring they have the skills to become experts in their chosen field. The following section outlines some of the technical advisory and support services that our Public Sector customers can procure, in addition to standalone SQL skills and project support.

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SQL Server Health Check

Businesses are increasingly reliant on Microsoft SQL Server to create mission-critical applications, or complex intelligence solutions. Therefore ensuring the health of your SQL PaaS or IaaS-hosted SQL environment is crucial. Given the exponential growth of data and the need to protect, index and retrieve it, IT departments can easily lose control of the number of databases. If not maintained, this can result in inconsistencies, poor functionality and inadequate database management, which can lead to unpredictable performance, service deterioration and in some cases data loss.

Whether you are preparing to transform or migrate your database services into the Public Cloud, or just want to check things are running smoothly, Ultima can provide visibility of the configuration, condition and performance of your Relational Database Management System (RDBMS), ranging from a single SQL (Structured Query Language) instance to an enterprise farm spanning multiple locations. Leveraging best practice and exposure to real-world implementations, we can provide the insight and support needed to resolve any issues found, giving you the confidence to make changes to your production databases, alongside the reassurance to invest in new technologies, supported by SQL Server.

Step 1 : Analyse - Our consultant will lead a planning call to agree the scope and objectives of the SQL Health Check, to further understand the issues and operational challenges affecting your current database platform. Once a schedule of engagement has been completed, we will review the following aspects of your environment:

- Identify known SQL Server services, establishing how the databases are currently being used
- Windows Server - OS versions, specification and underlying health
- SQL Services - database, analysis and reporting
- SQL Editions - including Express, Standard and Enterprise
- SQL Security - Service Packs, cumulative and security updates
- High Availability (HA) and Disaster Recovery (DR) - replication, backup, recovery time objective (RTO) / recovery point objective (RPO), AlwaysOn, availability groups and mirroring
- Licensing – Subscriptions, editions and models across development and testing environments
- Performance of SQL server workloads

Step 2 : Review - Following this, we will examine the data to ensure optimal configuration and consistency as per best practice while capturing, qualifying and prioritising issues which may impact business operations, alongside identifying areas where the service could be optimised. Our assessment includes:

- Checking the overall system health to ensure key services related to SQL Server are operating correctly
- Qualify issues being experienced with the service and identify potential resolutions
- Review single points of failure alongside high availability and DR readiness
- Create a performance baseline and make recommendations around future optimisation (standard health check only)
- Assess if functional requirements are implemented in accordance with best practice
- Check the current component versions and potential upgrade roadmaps
- Identify design changes or feature implementation to deliver business requirements

Step 3 : Define - The ability to understand precisely what's going on inside your environment, is as important as diagnosing the issues or threats facing it. Our comprehensive service improvement report will provide your organisation with the following insights:

- Management summary highlighting key risks, issues, recommendations and a prioritised list of next steps
- SQL Server configuration, highlighting any deviation from best practice guidelines

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- Document the HA and DR configuration at the SQL Server layer, alongside any misconfigured services
- Outline the potential threats which may affect service operations
- Highlight performance bottlenecks within workloads, and our recommendations (standard health check only)

Step 4 : Present - Once complete, Ultima will email the report for review, before presenting the management summary to your team via a remote Teams session. We will drill down into the headline findings including the risks, issues and recommendations we have made regarding your SQL Server estate. This provides you with the opportunity to ask questions, receive advice and plan for potential remediation activities.

SQL Server Consolidation and Migration Assessment

Increased reliance on SQL (Structured Query Language) to create mission-critical applications for online transactions, or to build complex business intelligence solutions, has resulted in organisations depending on Microsoft's flagship database technology as a strategic business tool. Given the exponential growth of data, and the need to protect, index and retrieve it, IT departments can easily lose control of the number of databases in use. If not maintained, this can result in inconsistencies, poor functionality and inadequate database management, which can lead to unpredictable performance, service deterioration and, in some cases, even data loss.

Database sprawl can adversely affect organisations in a number of ways, including additional data centre resources, deviation from best practice, increased licensing costs and additional management effort. Given that SQL Server can support thousands of databases on a single instance, Ultima's consultants can interrogate your data platform and identify candidates for consolidation, alongside providing recommendations around remaining on premise - or adopting a cloud-based PaaS (Platform as a Service) or IaaS (Infrastructure as a Service) solution. Our service considers your current operating model to outline a strategy which delivers reductions in cost, resource footprint and support overheads.

Our assessment focuses on the following areas;

- Existing status i.e. your current operating model
- Consolidation advantages and disadvantages
- Indicative total cost of ownership (TCO) reduction across the environment
- Potential cloud migration solutions (IaaS, SaaS and PaaS)
- Options for a new target operating model

Step 1 : Analyse - We will lead a planning call to agree the scope and objectives of the review, alongside identifying the operational challenges affecting your current database platform. Once agreed, we will review the following:

- Underlying Server Configuration - virtual vs. physical, including specification
- Licensing - entitlement, subscriptions, editions and models
- Segregation - production, development and testing (QA/UAT) environments
- Versions - Express, Standard and Enterprise including service level and cumulative updates
- Active Components - database, analysis, reporting and integration services
- Instance and Database Management - isolation, single or multiple, as well as collation and Unicode support
- Topology - HA and DR, including aspects such as replication, backup, RTO, RPO, AlwaysOn and mirroring
- Usage - resource, sizing, performance, activity and associated apps and services

Step 2 : Review - We examine the data to ensure optimal configuration and consistency as per best practice while capturing, qualifying and prioritising issues which may impact business operations, alongside areas where the service could be optimised.

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- Understand the existing SQL Server estate, establishing how the various components are currently being used
- Check the current component versions and potential upgrade roadmaps
- Create a performance baseline and identify potential consolidation and coexistence options
- Review production, development and testing workloads, in order to determine consolidation density
- Identify server location suitability, including on premise, hybrid or cloud data platforms (e.g. SQL, PaaS or IaaS)
- Confirm the licensing position and determine if further value can be gained from the existing entitlement

Step 3 : Define - The ability to understand precisely what's going on inside your environment, is as important as diagnosing the issues or threats facing it. Our comprehensive service optimisation report will provide your organisation with the following insights:

- Management summary highlighting the proposed consolidation strategy, including potential virtualisation and consolidation at instance and database level, as well as a prioritised list of next steps and indicative cost savings
- Outline of the current operating model, inc existing SQL standardisation, topology, performance, lifecycle and licensing
- Consolidation advantages / disadvantages, related to; target environment (on-premise, hybrid or cloud), security and compliance requirements, HA and disaster recovery, resource management, density and manageability trade-offs

Step 4 : Present - Once complete, Ultima will email the report for review, before presenting the management summary to your team via a remote Teams session. We will drill down into the headline findings including the risks, issues and recommendations we have made, providing you with the opportunity to ask questions, receive advice and plan for potential consolidation activities.

SQL Server High Availability and Disaster Recovery Assessment

The goal of this assessment is to map out the HA and DR capabilities of specific SQL Server instances and databases. This helps customers understand what level of data loss and downtime they could expect in the event of a disaster or service impacting event. The results of this process look at the databases, configured SQL Server features, alongside any infrastructure capabilities in use. The deliverables for this workshop will typically be a report which will contain the following items:

- Overview of the servers / databases assessed.
- Overview of the infrastructure.
- High availability features configured at the following levels:
 - Infrastructure / Hypervisor
 - Server
 - SQL Server Instance
 - SQL Server Database
- Disaster Recovery features configured at the following levels:
 - Infrastructure / Hypervisor
 - Server
 - SQL Server Instance
 - SQL Server Database
- Recovery Point and Recovery Time (RPO / RTO) capabilities of the current system at the different levels.
- Recommendations to improve RPO / RTO for the environment based on customer requirements.

The workshop allows us to go through your current SQL setup and requirements, before running a number of checks using MAP, SQL Server discovery scripts, DBAtools PowerShell module and SQL queries to confirm the state and health of the platform. Engagements typically run for

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a minimum of three days, during which a maximum of five SQL Server instances can be checked. Additional time can be procured if the scope of this engagement is larger. Activities include;

- Environment discussion to run through the setup of the existing infrastructure.
 - Infrastructure layout – HA/DR capabilities, are these working, have they been tested
 - Current expected RPO requirements.
 - Current expected RTO requirements.
 - SQL configuration and technologies in use, e.g. clustering, AlwaysOn etc. backup configuration.
 - SQL Server key applications and databases.
 - Challenges with existing configuration.
 - Performance bottlenecks.
- Data gathering, assessing the existing SQL Server and server setup to identify what is included in the HA and DR configuration and if it is working in accordance with vendor best practice
 - Identification of the systems in use
 - Backup history and schedules
 - Test restores
 - Identification of maximum RPO for each database.
- Writeup of report and findings

SQL Performance Workshop

This engagement will allow a customer to understand the cause of performance issues affecting their SQL database system, the outcome of which can help provide opportunities for issue resolution. Our SQL Server Performance workshop provides analysis and potential resolution for two types of issues; for general performance analysis of a SQL server instance or database, to identify potential reasons for a performance bottleneck, or specific analysis of a performance issue, e.g. a slow stored procedure or query.

During this engagement, Ultima will use several tools and scripts to assess the current state of the SQL Server infrastructure for the business and collect performance data for the system. Analysis of the collected data will then be performed and recommendations will be provided in a written report, recommendations for long term improvements of the SQL Server estate for budgeting purposes.

- Health check of each SQL Server instance and documented recommendations for improvements
- Implementation of monitoring process of server infrastructure
- Identification or monitoring recommendations of critical SQL Server workloads

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1.5 Service Transition

1.5.1 On-Boarding

We will work with key stakeholders to capture the scope, deliverables and acceptance criteria within a formal Statement of Work or Schedule of Engagement, before initiating and running the project in accordance with our Advisory Service, Agile or PRINCE2 stage-based methodology. Where Project Management services are taken, additional governance activities will be provided, commensurate with the size, scale and complexity of the engagement. Acting as a centre of excellence, our PMO provides everything from practice management, training and skills development, to maintaining control over time, cost and quality constraints, ensuring that each engagement is delivered efficiently and effectively.

1.5.2 Off-Boarding

For traditional projects, we will confirm completion of deliverables to the satisfaction of the Project Sponsor and communicate final disposition and status to all stakeholders, alongside any recommended follow-on activities. Where agreed in advanced, Ultima will conduct a closedown meeting to ensure that the deliverables of the project are reviewed and any lessons learned captured as part of a formal project closure report.

1.6 Service Management

Accountability for our relationship with you lies with Ultima's Executive Sponsor for the proposed solution or service, together with your Account Manager and where applicable, a designated Service Delivery Manager. These individuals are responsible for providing strategic governance, working closely with your Project Board or Executive team to ensure that the relationship between our two organisations remains strong, the service continues to be fit for purpose and the governance model we adopt is delivering value.

Our traditional eight stage project methodology combines real world experience, alongside appropriate elements of PRINCE2, ITIL and vendor best practice. The scope, stages, governance activities and deliverables will vary between engagements and shall be confirmed within the Statement of Works. For Advisory Services projects, a more streamlined four stage approach is taken, following an Analyse, Review, Define and Present path, with appropriate deliverables across each stage.

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1.7 Service Constraints

For this service to be delivered the following constraint considerations should be made:

- Windows admin and Microsoft SQL system admin access rights should be granted to the consultant performing the work
- While most SQL databases can be analysed, legacy platforms such as SQL 2008 and older mean that the tools to retrieve information may not be as deep as more modern versions, and the advice provided may be limited
- The service will be on the basis of review and report the advice for SQL configuration and the databases therefore no modifications or repair work will be performed

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1.8 Implementation Approach

Our eight stage project methodology combines real world experience, alongside the appropriate elements of PRINCE2 and vendor best practice. The scope, stages, governance activities and deliverables will vary between engagements and shall be confirmed within a Statement of Works, once the project has been initiated. An example of our standard project lifecycle is outlined below.



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When it comes to our Advisory Services, Ultima adopts a simple but effective, four stage process, allowing us to interrogate existing platforms in order to deliver best practice recommendations, and a prioritised list of next steps to remediate issues and define a new transformational strategy which improves the overall maturity of your environment. Once sized to your requirements, a Solutions Architect from either our Modern Workspace or Modern Data Centre practice will provide forensic analysis of your environment and articulate the findings and recommendations, aligned to your emerging business goals.

01 ANALYSE	02 REVIEW	03 DEFINE	04 PRESENT
1.1 - Project Initiation	2.1 - Rationalise Datasets	3.1 - Service Review	4.1 - Develop Presentation
1.2 - Automated Discovery	2.2 - Health Check	3.2 - Gap Analysis	4.2 - Present to Customer
1.3 - Manual Discovery	2.3 - Evaluate and Analyse	3.3 - Create Documentation	4.3 - Confirm Next Steps
1.4 - Questionnaire	2.4 - Identify Changes		4.4 - Close Project

1.9 Technical Requirements

To be captured within the Statement of Works, depending on the scope of the engagement defined.

1.10 Customer Obligations

The customer will refer to the associated Terms and Conditions for their obligations related but not limited to acceptable use, data protection and information security, intellectual property, confidentiality, termination, anti-bribery and payment terms. As part of this engagement, your responsibilities will include:

- To oversee the overall project work streams or programme, acting as a point of escalation for Ultima
- Raise all change requests and obtain approval in line with the dates in the project / programme plan
- Ensure that all required hardware, software or services is available, unless being provided by Ultima
- Complete any agreed local site / system preparation prior to the commencement of any planned work
- Provide physical or remote access for Ultima personnel to the location where the work is to be conducted, along with access to a suitable area of work and typical office facilities if the work is being conducted on-site.
- Provide necessary security access and clearance to enable completion of tasks in a timely manner
- Ensure internal resources are available to enable completion of allocated tasks in a timely manner. (Tasks allocated to the Business will need to be communicated and agreed as soon as they are identified throughout the engagement.)
- Provide primary and secondary contacts to which any technical, project or commercial issues may be addressed
- Manage any local site logistics and business communication, e.g. arranging any system downtime
- Make Ultima aware of any company or site-specific requirements e.g. specific standards and procedures
- Escalate to the Ultima Account Manager any such issues or concerns with regard to the quality of services being provided or anything that affects the scope of works or agreed commercial terms

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1.10.1 Further Recommendations

Where applicable, we recommend the business form a project board consisting of an Executive Sponsor, Senior Users, Senior Supplier and the Project Management team. The board's responsibilities will be to:

- Approve the scope, solution, resources, plans and any subsequent changes
- Resolve conflicts and act as a point of escalation
- Maintain an appreciation of resource requirements and facilitate requests for personnel in a timely fashion
- Review and monitor the risk register and mitigating actions associated with the project
- Maintain a holistic view over the engagement and resolve inter-project issues as required
- Approve all major plans and authorise any deviations from agreed stage plans
- Sign off the completion of each stage as well as authorise the start of the next
- Keep a watching brief over change requests and any project variances

1.11 Delays and Deficiencies

Ultima will not be liable for any delay or deficiency in providing this service if they result from the customer's failure to fulfil the required dependencies and recommended responsibilities. Should a delay to the service result from the customer's failure in relation to the above dependencies or obligations, for example if there is insufficient access to relevant information or key meetings or workshops are cancelled or not attended in full, we shall be entitled to amend the service, schedule and / or the associated charges with no liability and shall be entitled to charge you for any cost incurred as a result.

1.12 Pricing

Ultima believe that value for money is derived from an aggregation of a number of aspects, including but not limited to product delivery, quality, cost, time, resource investment and effectiveness, confidence in delivery and technical assurance. Throughout this Service Definition and into the delivery phases, Ultima aim to be transparent about our costs, the way in which we deliver services to you and the manner in which we intend to operate and work with your organisation as an integrated team.

Ultima are confident that we have created a cost-effective proposition; one that will deliver the required level of quality and detail within each deliverable and will provide the foundation for the on-going delivery of services to your organisation. We will continue to demonstrate our commitment to this programme by assigning a highly experienced and effective team to drive this engagement forward, alongside a proven methodology which will deliver the products outlined herein.

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1.13 Service Rates

Please see the associated Pricing Document for an overview of our service costs. When it comes to ad-hoc consultancy, our SFIA rate card is available to the entire UK Public Sector for the deployment of staff in the UK for IT projects on a time and materials and fixed price basis. The rate card is valid for 12 months from the Effective Date of the Framework Agreement.

- **VAT** - Ultima's day rates and service charges are exclusive of VAT at the prevailing rate
- **Validity** - Our rate card and service charges are applicable to internal Ultima resources only. Should third party resource be required, rates will be provided on a case-by-case basis.
- **Consultant's Working Day** - 7.5 hours exclusive of travel and lunch
- **Working Week** - Monday to Friday excluding public and national holidays
- **Office Hours** - From 09:00 to 17:30, Monday to Friday
- **Mileage** - Included in the standard day rate if within the M25. Payable at our standard T&S rates if outside the M25.
- **Professional Indemnity Insurance** - Included in day rate
- **Additional Rate Uplifts** - x 1.5 weekdays outside core business hours and x 2.0 weekends

Level	Strategy and Architecture	Business Change	Development & Implementation	Service Management	Procurement & Mgmt. Support	Client Interface
1	N/A	£350	£250	£250	£250	N/A
2	N/A	£450	£350	£350	£350	N/A
3	N/A	£600	£550	£450	£550	N/A
4	£850	£800	£850	£550	£850	£850
5	£1,000	£950	£1,000	£800	£1,000	£1,000
6	£1,200	£1,050	£1,100	£1,000	£1,100	£1,100
7	£1,400	£1,200	£1,200	£1,200	£1,200	£1,200

Commented [NT1]: Complete as per the new G13 version of the SFIA rate card. To be agreed.

1.14 Ordering and Invoicing Process

Buyers should abide by the Crown Commercial Services procurement guidelines outlined here - <https://www.gov.uk/guidance/g-cloud-buyers-guide>. A summary of the process and any conditions is included for reference below.

- Upon award, the Buyer will be required to generate a Purchase Order (PO) number from your internal ordering system. In some cases this will be what is known as a Scheduled Bill, for support performed in advance / arrears
- Once complete, you should complete the Order Form in conjunction with the Supplier (Ultima), containing information such as contact details, start / expiry dates, service description, quantity of the services required, contract value, service prerequisites and deliverables, liability and insurance, terms and conditions under which we will provide the service.
- The maximum initial length of a contract is 24 months, with the option for 2 additional extensions of 12 months each.
- You must publish details of all completed contracts on Contracts Finder if their value is either over £10k and the buyer is a central Government department, or over £25k, where the buyer is part of the wider public sector or NHS
- Each time you award a contract, the Buyer should submit a Customer Benefits Record. CCS works with organisations across the Public Sector to improve service delivery and ensure commercial relationships provide value for money.

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1.15 Termination Terms

Ultima's Terms and Conditions have been provided alongside this Service Definition.

1.16 Service Levels

Ultima's Terms and Conditions have been provided alongside this Service Definition.

1.17 Service Assurance

Ultima is certified to ISO 9001:2015 and ISO 27001:2013. Our certification provides evidence to our prospects, customers and other interested parties that Ultima is a trusted IT business partner with a strong appetite for securing our information assets and those entrusted to us by our customers, and that we meet a standard set of statutory and regulatory requirements related to our products and services. A copy of our certificate are available [here](#).

The Cyber Essentials Scheme is a government-backed standard, which identifies the security controls an organisation must have in place within their IT systems. Ultima's most recent CREST Cyber Essentials certification, confirms that our ICT defences have been technically assessed by an independent body, indicating that we have implemented a baseline of organisational cyber security.

1.18 Supporting Government Organisations

In order to influence current and future design goals, Ultima consider the Government's Digital Service Technology Code of Practice (<https://www.gov.uk/government/publications/technology-code-of-practice/technology-code-of-practice>). When it comes to helping organisations design, build and buy technology. Our primary considerations include;

- Understanding both the organisational goals and end user needs, using Ultima's wide range of public cloud and IaaS, SaaS and PaaS transformational services to deliver the desired outcomes, ensuring the client is using the right platform, at the right scale, all backed by the most appropriate level of support.
- Supporting ICT cloud strategy through the provision of Ultima's family of next generation Autonomous platforms
- Being guided by the 14 cloud security principles
- Enabling business change through the use of structured PRINCE2 and Agile project methodology and governance, alongside vendor best practice and appropriate architectural standards
- Adopting ITIL for IT Service Management across our IRIS, Cortex and Autonomous platforms

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1.19 Strategic Partnerships

Operating in the space between vendors and our clients, Ultima continue to be awarded some of the highest accreditations and partnership levels, providing impartial advice, turn-key and bespoke solutions, all backed by the best in 24x7 support. Through our relationships with the following strategic partners, alongside the years of practical delivery experience across generations of products and solutions, we are able to become a trusted advisor to your organisation.



Service Definition - Microsoft SQL Consultancy Services

1.20 Disclaimers

- The information contained within this Service Definition was written for public consumption via the G-Cloud 13 Digital Marketplace, as part of a Client's evaluation process and is valid from the framework start date of 28th September 2022 until the end of the agreement, including any extensions.
- This document contains proprietary information which is confidential between Ultima and the Client. It shall not be reproduced in any form or by any mechanical or electronic means, nor its contents disclosed to a third party without the written consent of Ultima. The Client may use this document for the purpose of evaluating Ultima's proposal only.
- This document does not constitute an offer capable of acceptance by the Client and is subject to agreement of a formal contract. No contractual relationship shall arise until a formal contract has been signed by both parties. Any final agreement is conditional upon due diligence undertaken by Ultima or our business partners, the result of which may impact upon the content of this proposal, including the structure, solution, terms and financial arrangements.
- Orders against this Service Definition are governed by both the CCS framework and Ultima Terms and Conditions
- To the best of our knowledge, the information provided herein is correct at the time of submission. Should any errors or omissions be found in this Service Definition, please notify Danielle Connor, Head of Public Sector, Ultima Business Solutions, Gainsborough House, Manor Park, Reading, Berkshire, RG2 0NA. Tel: 0333 0158670



» Why Ultima?

Formed in 1990, Ultima has developed into one of the UK's leading intelligent infrastructure, cloud and automation companies, focused on the provision of tailored IT solutions and services, including the design, delivery and support of industry-leading technologies, backed by the very best in 24x7 support.

No matter where you are on your IT journey, we make technology a positive asset, aligned with the goals of your business. Whether that be mitigating risks associated with changes in regulatory compliance, optimising infrastructure to improve efficiency, modernising legacy systems in order to take advantages of the cloud, or automating complex processes, we can help deliver better business outcomes at a commercial, strategic, operational and technical level.

At Ultima, we take a holistic approach to delivering IT services, providing multiple entry points to clients who are looking to manage their IT more effectively. As an end-to-end IT solution provider, we maintain relationships with a wide range of strategic and disruptive vendors, providing everything from independent and impartial best practice advice to managed, bespoke solutions.

- Hardware and Software Lifecycle Services
- Technology Steering and Strategic Development
- Business and IT Alignment
- Enterprise Change Management
- Business Risk Management
- Assurance and Compliance
- Business Transformation and Automation Services
- IT Integrations - Mergers and Acquisitions
- Optimisation - Standardise, Rationalise & Consolidate
- 24x7 Managed Services

Ultima are proud to have been recognised by industry and channel partners for our expertise in a range of solution and service areas. For more information, visit ultima.com

- CRN Channel Finalists - 2020 and 2021
- Digital Technology Leaders Awards Winner - 2020
- AI and Machine Learning Awards Winner - 2020
- Blue Prism TAP Partner of the Year for EMEA - 2020
- Thames Valley Tech Awards Finalist - 2020
- HPE UK and Ireland Value Partner of the Year - 2019



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