

EXTERNAL

ultima



Crown
Commercial
Service
Supplier

Service Definition - RM1557.13

Business Continuity Services

G-CLOUD 13



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Service Definition - Business Continuity Services

1.0 Service Definition

1.1 Introduction

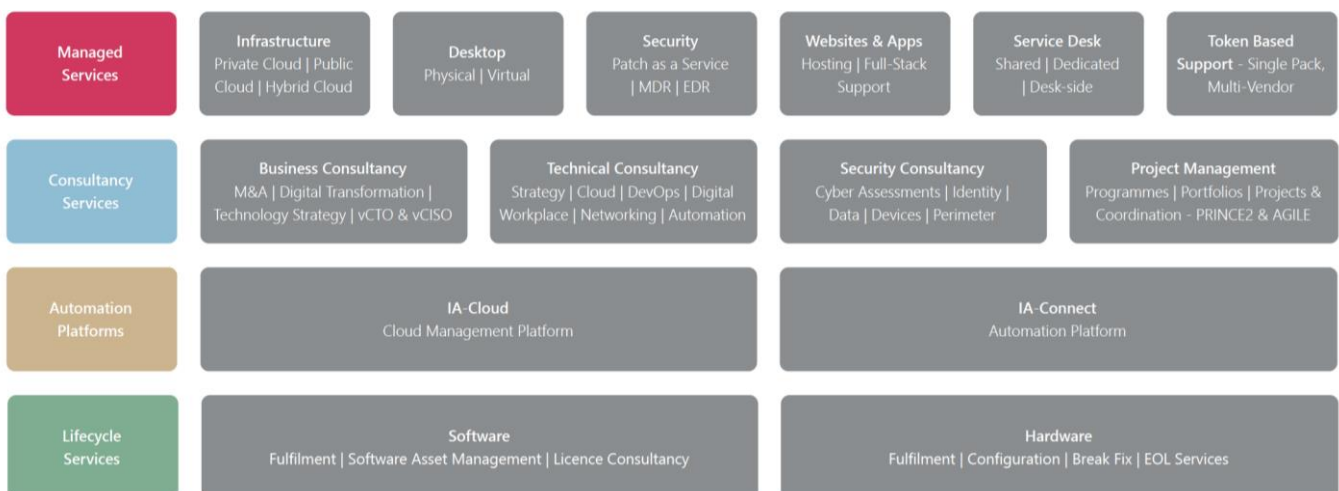
It's rare to find a public sector organisation whose success isn't inextricably linked to the execution of its IT strategy. They are no longer an assortment of standalone services, residing on a static environment. Instead they have evolved into complex, multi-faceted entities, which require a blend 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.



1.2 The Challenge

As a subset of risk management, proper business continuity planning can help organisations return to normal operations, in the event of an outage, data loss scenario, breach or degradation of service. Unfortunately, many companies are ill-prepared when it comes to protection, response and recovery, leading to significant costs, reputational damage, a loss of confidence, as well as an inability to trade or transact with customers. There has been no shortage of other headline-making attacks and outages over the past few years, and the fallout can be widespread, at best causing an inconvenience to staff and at worst shutting your business down entirely, sometimes for good. And then there is the cost of recovery, which in turn can be substantial (millions of pounds), alongside the cost to implement a range of new backup and DR technologies to prevent a reoccurrence.

- System downtime is a common pain point that many customers are having to deal with outages and disruption. Without well-architected solutions with resilient and high availability measures; business operations are exposed to unplanned outages.
- Cybersecurity threats and attacks are increasing and these breaches are causing business interruptions. The challenge is many customers under investing into security projects to identify risks, understand the exposure and to deliver appropriate changes to secure business systems and data.
- Backup and disaster recovery plans are often incomplete and not meeting recovery point / time objectives.
- Many customers are struggling with legacy solutions which results in significant overheads to maintain and as a result the execution of the plans do not deliver the results that are expected.
- A lack of skills can threaten a well-defined BDR strategy, with gaps in processed and knowledge introducing delays in restoring normal business operations.
- In many cases, the first time an organisation finds out if their backup and DR solution is working effectively, is when they have to use it for real. Periodic testing helps to ensure that it's there for when you really need it.
- Some organisations mistake backup for DR, assuming they will be able to restore operations quickly in the event of a failure. Unfortunately, having multiple copies of your data does not mean you will be able to keep your business running.
- The best disaster recovery solutions are those where the impact is wholly contained and in many cases, a next-to-normal service is maintained throughout the event, with users and customers unaware that you have had to invoke DR.

1.3 Service Overview

1.3.1 Advise - Business Continuity Advisory

A service is only as resilient as its weakest part. Depending on your industry, service criticality and disaster scenario, an adverse event such as a network outage, power failure, data loss or breach can have dramatic implications on your organisations ability to operate, not to mention the reputational damage caused. Even a brief outage can lead to frustrated customers and loss of revenue. Having an up-to-date Business Continuity Plan (BCP) that meets your needs can help raise awareness around potential disruptions should the worst happen, establish recovery goals, as well as provide a mechanism to reduce risk, increase fault tolerance and ensure a planned return to operations regardless of the circumstances.

- We conduct a threat and impact analysis on business operations, outlining potential areas of risk and mitigating actions that should be taken, in order to sure up your existing BCP.
- Understand how to organise recovery teams and develop relocation or workspace recovery plans that enable the business to continue functioning under various recovery scenarios
- Identity a prevention strategy, outlining the proactive measures that will ensure SLAs are met in the event of a service-level event (e.g. clustering, replication)
- We can work with you to define a response strategy, in the event that an abnormal event occurs (e.g., service outage). Your operations team can then follow the process to determine its impact and severity, notifying consumers and attempting to contain the incident and bring it under control.
- With the issue well understood, we can help you define a recovery strategy to allow operations teams to follow a predefined process to return the service to its former state
- We can help you specify a suitable Recovery Point Objectives (RPO), ensuring that that the maximum tolerable data loss for each activity is not exceeded.
- Furthermore, we can consult with the business to describe the Recovery Time Objective (RTO), outlining the acceptable amount of time to restore operations to a steady state
- Define a series of tests and live simulations (e.g., data loss, power outage, network failure or physical disruption), designed to uncover gaps in processes, identify additional training and any failure in technical procedures, ensuring that every aspect of your BCP remains valid and your organisations preparedness against different types of events remains high
- Satisfy regulatory requirements and evidence to customers and shareholders that you have a formal BCP that addresses the possibility of significant business disruption, alongside a set of procedures to respond to evens of varying scope.

In addition to bespoke consultancy, architectural and project management services, we provide access to the following packages.

- **Business Continuity Advisory Service** - Aimed at reviewing the suitability of your existing BCP strategies, before performing a gap analysis and making recommendations via a continual service improvement plan on how the business should invest in its people, processes, premises and technologies to meet the business need.
- **Disaster Recovery Advisory Service** - Review current infrastructure plans, DR approaches and requirements and provide insights on application and technology considerations, strategies to mitigate risks such as system outages, disruption to business applications, technical roadmaps and a program of works to deliver a Disaster Recovery solution or service.
- **Data Protection Advisory Service** - Provide insights on application and technology considerations, strategies to mitigate risks such as ransomware, managing retention from backup to archive data, and ensure data can be recovered for legal purposes

1.3.2 Design and Plan - DR and BCP Planning

Operating without a suitable BCP plan is like working without a safety net. And for those that do maintain a BCP, they have historically been focused on physical disasters, cyber-attacks and disruptions to the supply chain, rather than a global pandemic with its periodic lockdowns and enforced remote working conditions. At the start of the Covid-19 pandemic, many organisations found themselves scrambling to provide secure access to corporate systems and data from outside the traditional workplace, having only ever provided this on a tactical, part time basis. In most cases, this kind of scenario did not appear in its BCP, leaving them having to conduct several months if not years of transformation in a few short weeks.

- Our disaster recovery and business continuity planning services are based on vendor best practices, alongside real-world experience from Ultima consultants and architects.
- Designing a hybrid cloud DR and data protection solution offers the right mix of infrastructure, allowing you to mitigate the risks associated with outages, as well as reduce total cost of ownership through the placement of systems and data either on-premises or in the public cloud.

In addition to bespoke consultancy, architectural and project management services, we provide access to the following packages.

- **Disaster Recovery Design Services** - Aimed at customers requiring a solution to be designed for from private or public cloud, with solutions including Microsoft Azure Site Recovery, VMware Site Recovery Manager and Veeam DR Replication.
- **Data Protection / Backup Design Services** - Our design service covers Microsoft Azure Backup and Veeam Backup

1.3.3 Deliver - Backup and DR Service

With countless examples of businesses becoming overly dependent on untested and unreliable backup and DR solutions (BDR), IT teams need to build and maintain systems with recovery in mind. Like an insurance policy, organisations hope that they will never have to invoke a workplace recovery solution, failover data centre operations to the cloud or restore countless terabytes of critical data from a crashed server, but it is good to know that such capabilities have been designed, deployed and tested, long before they are needed.

- Ultima offer a range of Backup and DR solutions that can fit within your on-premise and cloud environments
- We can help deliver the kind of mission critical availability you can depend on, across cloud, virtual and physical workloads
- Ensure your data is backed up and recoverable on your terms with various backup and granular recovery options
- Prepare, test and orchestrate your disaster recovery (DR) strategy to protect critical applications
- Effectively manage backups from virtual testing to ensure that copies of your data are recoverable, secure and compliant
- If public cloud is part of your data centre strategy, we can help deliver solutions to backup and recover to, from and within the cloud for portability and cost savings
- Store backups in the location of your choice, including on premises, in a hyperscale public cloud or with a local service provider

In addition to bespoke consultancy, architectural and project management services, we provide access to the following packages.

- **DR Deployment and Migration Services** - Provides Disaster Recovery and migration services for the following core technologies; Microsoft Azure Site Recovery, VMware Site Recovery Manager, and Veeam DR Replication across private and public cloud.
- **Backup Deployment and Migration Services** - Provides a Backup solution and migration services for the following technologies; Microsoft Azure Backup and Veeam Backup across both private and public cloud.

1.3.4 Manage - Managed Backup and DR

Many businesses are facing challenges with providing an in-house backup and disaster recovery service to protect data, applications and workloads in the event of an adverse event such as a ransomware breach or a power outage. Despite their best efforts, organisations have significant flaws in their BDR plans, with RPO / RTOs under threat. Legacy solutions may be incompatible with newer systems and datasets, or the underlying backup and disaster recovery technology is unable to scale to meet the current and future demands of the business, meaning that there is a loss of confidence over if it will work in a time of need. Finally, they may be a lack of skills, both technical and business, to ensure critical data is adequately protected or to restore operations in the event of a catastrophic event.

- We recognise that placing critical IT services in the custody of a Managed Service Provider is a key decision, one that requires an organisation to consider reputation, completeness of vision and ability to execute.
- Ultima has been delivering managed services since 1998. Today, we support tens of thousands of users, across a broad cross-section of markets.
- While each is inherently different - from the demographic and sector, to the technology stack - we leverage our people, processes and technology to provide a first class managed service, acting as a seamless extension of your IT function.
- By outsourcing control over day-to-day backup and disaster recovery operations, you can focus on running your business and setting its strategic direction, without having to worry about managing the underlying technology or how best to deliver a service that continues to meet your expectations.
- From our Technical Service Centre, we maintain a global reach, providing Backup and DR as a Service, with escalation to your local, in-country resolver groups, should physical intervention be required.
- Our service never sleeps. While some MSPs only operate during core business hours, our Technical Service Centre is a true 24x7 facility, with teams working in shifts to provide support through the day, and across weekends and public holidays.
- Our propositions are designed to be modular and scalable, allowing you to add and remove infrastructure and services from the contract throughout the term of the agreement, in order to adapt to organic and strategic changes.

In addition to bespoke consultancy, architectural and project management services, we provide access to the following packages.

- **Backup as a Service** - A consumption-based data protection service that supports various on-premises virtual and physical workloads, as well as multi-cloud workloads and data from Office 365. This hybrid cloud solution provides a standardised and scalable design with onsite hardware to backup local data, with the capability to transfer data to an offsite private cloud facility to host data for long-term purposes.

1.4 Scope

To be agreed as part of a formal Schedule of Engagement or Statement of Work. The sections below cover the type of architectural, consultancy and project management services that can be taken, which may form part of the scope.

1.4.1 Architectural Services

The principle goal of our architectural team is to help you maximise your ROI and solve real business challenges using IT, support business imperatives and become a trusted technology advisor. By fostering an understanding of business drivers and strategic direction, we facilitate the decision-making process through evidence-based assessments, stakeholder engagement, outcome analysis and market and technology insights. As business leaders demand more holistic views of their enterprises, presented in ways that promote insight and facilitate decision-making, we can bridge the gap between information overload on the one hand and innumerable strategies on the other, helping to drive business transformation effectively including solution evaluation, strategic planning, design, integration, execution and operations.

- **Leadership** - More than evangelists, our solution architects are hand-picked for their innate ability to equate business goals with a supported IT strategy
- **Comparison Analysis** - We are able to deliver a range of evidence-based technology option reviews, evaluating and comparing category-specific solutions
- **Strategy, Planning and Design** - Present a clear and independent approach to delivering business objectives, that promotes insight and facilitates decision-making
- **Envisioning** - We add significant value to strategic planning engagements; influencing and inspiring discussion across a wide range of disciplines
- **Transformation and Optimisation** - Our consultative approach increases the value of IT investments, by pinpointing inefficiencies and highlighting opportunities for change
- **Market and Trend Analysis** - Our industry awareness, helps you maintain a competitive edge, providing greater ROI through the adoption of a specific strategy

1.4.2 Consultancy Services

Ultima's in-house technical 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 both expedite and de-risk delivery. Throughout our Workspace, Data Centre Security and Cloud practices, we ensure that our consultants have the necessary support and are on the most appropriate certification tracks to become experts in their field. Working independently or under the guidance of a Solution Architect - either from Ultima or from your own team - they can assist business transformation through the delivery of resilient, secure, performant, scalable and cost effective solutions.

- Define architectural blueprints that deliver the required functional and non-functional requirements
- Deliver pre-packaged tactical services e.g. health checks and proof of concepts
- Assist clients with the deployment of new IT infrastructure and systems, either on premise or in the cloud
- Conduct systems upgrades as well as application, workload and data migrations
- Provide additional technical capacity to enable organisations rapidly grow or divest
- Help facilitate decision making through technical forums and workshops
- Up-skill existing team members through training, shadowing and other forms of knowledge transfer
- We provide flexible engagement models (skills, frequency and duration) at competitive rates
- Gain access to extensive technical IP, including vendor and Ultima best practice and project collateral
- Vendor certified, so that you can be sure have passed the relevant exams to be proficient in their chosen field

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1.4.3 Project Governance Services

While technology and the way it is implemented may have evolved over the years, the governance and control required in order to bring about change and deliver tangible business benefits is very much the same. Challenged with maintaining control over an increasingly complex landscape of applications, services, workloads and infrastructure, being able to adhere to the triple constraints of time, cost and scope is paramount.

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 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. As a result, customers can focus on the benefits of technical, organisation and operational change, safe in the knowledge that the governance is managed to the highest standard.

- **Programme Management** - On complex programmes of change, it may be appropriate to appoint a Programme Manager to deliver effective leadership over a group of related projects. We can provide ownership and control across the entire engagement, ensuring that business benefits are derived from the whole, rather than from its constituent parts.
- **Project Management** - Ultima's experienced PM team exploit structured project methods and controls to deliver a broad range of infrastructure, cloud and support services, bringing about significant transformational change. Typically reporting to a customer PM or Project Board, they facilitate the day to day monitoring, progression and management of each engagement.
- **Project Coordination** - For less complex engagements or where a project has entered a certain phase, it may be prudent to bring in a coordinator to deliver the remaining services in line with your requirements. Since many of the processes will have already been defined in earlier stages, PMs can delegate control, safe in the knowledge they will be followed.

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.

1.7 Service Constraints

To be agreed as part of a Schedule of Engagement or Statement of Work.

1.8 Implementation Approach

1.8.1 Advisory Services

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 will provide forensic analysis of your environment and articulate the findings and recommendations, aligned to your business goals.

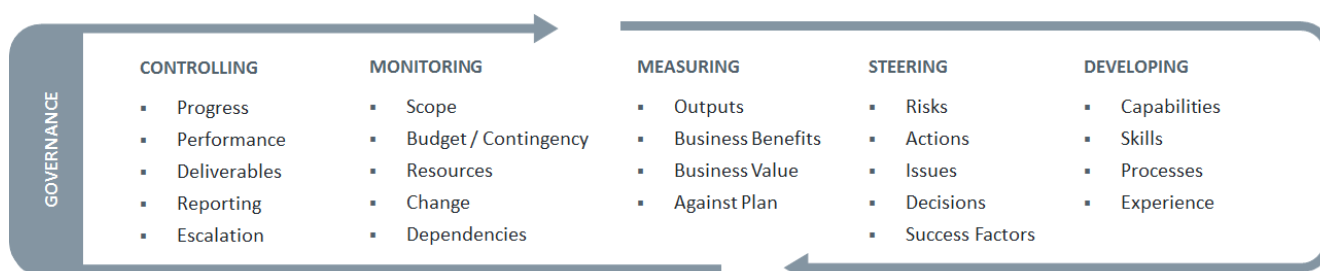
01 ANALYSE	02 REVIEW	03 DEFINE	04 PRESENT
1.1 - Project Initiation	2.1 - Rationalise Datasets	3.1 - Service Review	4.1 - Develop Presentation
1.2 - Automated Discovery	2.2 - Health Check	3.2 - Gap Analysis	4.2 - Present to Customer
1.3 - Manual Discovery	2.3 - Evaluate and Analyse	3.3 - Create Documentation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

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1.8.2 Traditional Projects

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.

01 PROJECT INITIATION	02 DISCOVERY & ASSESSMENT	03 DESIGN & PLANNING	04 BUILD AND TEST
1.1 - Project Initiation	2.1 - Discovery Workshop	3.1 - Design Workshops	4.1 - Define Test Plans
1.2 - Define Requirements	2.2 - Discovery Activities	3.2 - Planning Workshop	4.2 - Commission Solution
1.3 - Form Project Team	2.3 - Evaluate and Analyse	3.3 - Gate Review	4.3 - Acceptance Testing
1.4 - Draw Up SoW / SoE	2.4 - Gate Review		4.3 - Gate Review
Outputs	Outputs	Outputs	Outputs
Schedule of Engagement (SoE) Statement of Work (SoW) Setup Project Governance	Raw Discovery Data Discovery and Assessment Report Quality Checks Health Check Reports	Solution Architecture Design Detailed Design Project Plan Bill of Materials Baselined SoW / SoE	Completed Test Plans Build Document Configuration Guide Commissioned Solution



Outputs	Outputs	Outputs	Outputs
Pilot Issues Log Draft Client Deployment Guide or Migration Strategy	Transition Plan Training Plan / Content Operations Guide Admin Guide Successful Transition	Finalised Deployment Guide or Migration Strategy Deployment Schedule User / Services Migrated Legacy Decommissioning	Project Closure Report Lessons Learned
5.1 - Agree Pilot Approach	6.1 - Establish Training Needs	7.1 - Agree Strategy	8.1 - Closure Meeting
5.2 - Undertake Pilot	6.2 - Undertake Training	7.2 - Define Schedule	
5.3 - Issue Handling	6.3 - Finalise Documentation	7.3 - Deployment / Migration	
5.4 - Gate Review	6.4 - Handover to BAU	7.4 - Issue Handling	
05 PILOT	06 SERVICE INTRODUCTION	07 DEPLOYMENT / MIGRATION	08 PROJECT CLOSURE

1.9 Technical Requirements

To be captured within the Schedule of Engagement or Statement of Works, depending on the engagement being taken.

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

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.

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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.

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	N/A	N/A	£335 - 385	N/A	N/A
2	N/A	N/A	N/A	£525	N/A	N/A
3	£650	£500	£650	£625	N/A	£650
4	£950	£950	£950	£775	£950	£950
5	£1050	£1050	£1050	£950	£1050	£1050
6	£1250	£1250	£1250	£1050	£1250	£1250
7	£1450	£1450	£1450	£1250	£1450	£1450

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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.

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 and ISO 27001. 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 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

Service Definition - Business Continuity Services

- 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

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.



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 or email publicsectorbids@ultima.com



➤ 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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