Applied Informatics

G-Cloud Service Definition

# Interim Technical Resourcing

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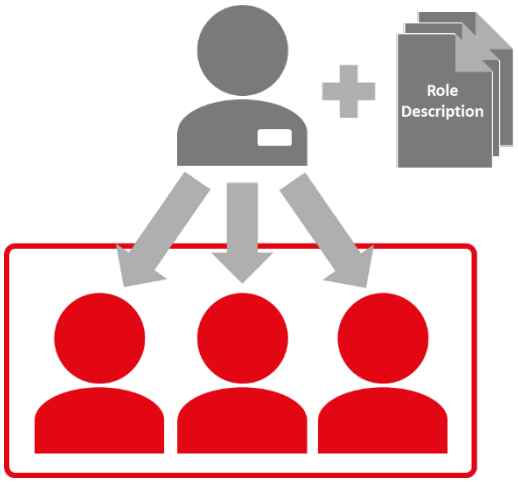
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# 1 Service Description

To initiate and successfully deliver projects to meet today's shrinking time-to-market goals, organisations need to be able to source experienced technical specialists, reliably and efficiently.

Our Interim Technical Resourcing service is designed to help clients meet their contingent technical resourcing needs and ensure successful project delivery, by sourcing and providing Interim Technical Specialists with the right skills, experience and values, at competitive rates.

As a specialist software architecture and development consultancy we have a deep understanding of the technical needs of our clients' projects and have built an extensive network of skilled and experienced associates who we are able to utilise to help deliver specialist expertise that has a positive impact on our clients' projects.




Interim Technical Resourcing focuses on providing specialist and hard-to-find expertise to support clients at all stages of their projects - from problem definition and solution option appraisal, through design and procurement, to implementation support and assurance. Areas for which we provide specialists to fulfil contract technical roles include:

- Data architecture
- Data engineering
- Data science
- Data analysis
- Technical architecture
- Security architecture
- DevOps engineering
- Software development
- Systems operation / administration
- Business analysis
- Agile delivery management
- Quality assurance
- Performance analysis

Interim specialists are typically hired for a fixed period at a specified daily rate. To engage a specialist, the client provides a description of the role, which we then use to find suitably skilled and experienced candidates. The client is then able to choose the candidate considered most suitable based on CV and interview. Working with the client, the primary focus of our process is to find the right interim specialist for the role *first time*, thereby mitigating the risks of wasted time, effort and money and adverse business impact, that can result from selecting an unsuitable candidate.

## 1.1 Service features

- Work closely with clients to identify key evaluation criteria for role.
- Specialists with CTC, SC and DV clearance sourced and provided.
- Multi-channel sourcing using networking, CV databases, paid advertising and social media to find best specialists.
- All candidates screened for both technical and cultural fit.
- Provide structured CVs highlighting each specialist's matching skills and experience.
- Right-to-work and references checked, including personal recommendation where possible, to verify each specialist's suitability for the role.
- Additional vetting available on request, e.g. BS7858 security screening, confirmation of educational qualifications and professional certifications.
- SFIA skill and DDaT professional capability frameworks used to help assess each specialist's technical fit and rate for public sector roles.
- Full GDPR compliance throughout including personal data stored and shared only with explicit consent of data subjects.

## 1.2 Service benefits

- Flexible provision of specialist expertise to maintain and enhance project delivery.
- Benefit from friendly and knowledgeable advice to help identify the best Interim Technical Specialists to meet client's requirements.
- Use time and effort saved searching for Interim Technical Specialists to focus on core business.
- Upskill in-house teams with knowledge provided by interim specialists.
- Manage resourcing costs to meet peaks in demand without increasing permanent headcount.
- Cover sickness leave, maternity leave or recruitment gaps in permanent staffing.

## 1.3 Related services

- **Managed Teams service** – for clients requiring a team of technical specialists, coordinated by a Delivery Manager, to deliver specified project outputs for a fixed price.

# 2 Service provision

## 2.1 Requesting the service

Following a request from the client, we will make contact to discuss the client's needs for interim technical expertise and agree a timeline for the recruitment process.

## 2.2 Required inputs

- Client provides a description of each required role, including role title; details of engagement – including working location(s), project overview, start date and expected duration; role requirements in terms of technical and cultural fit; vetting level; services to be provided by the specialist; key evaluation criteria; and budget.
- Agreed timeline for the recruitment process.

## 2.3 Providing the service

1. A Technical Resourcing Consultant will source candidate specialists that best match each role description using our own network of recommended associates as well as CV database searches, paid advertising and social media.
2. Candidates for each role are contacted directly and screened for technical and cultural fit, including verifying the specialist resource meets all key evaluation criteria and verbally checking the specialist's right to work in the UK.
3. We will contact the client if we need clarification or further information during our search.
4. For each candidate specialist that passes initial screening, we compile a structured CV for the client to review. The CV is specially designed to highlight and make it easier to compare each specialist's relevant skills and experience. The CV also includes the specialist's availability and day rate.
5. The client reviews the CVs for each role and shortlists specialists that we then contact to arrange interviews, based on slots provided by the client. We also ensure each candidate is suitably prepared.
6. We forward interview feedback to each candidate and notify the preferred specialist.
7. Subject to their acceptance, we will formally verify each preferred specialist's right to work in the UK and obtain 2 x references from their previous work. We will also thank all unsuccessful candidates who were interviewed.
8. The client will then be asked to issue a Purchase Order (PO) to enable the specialists to be engaged and the resources onboarded.
9. A Service Account Manager will be assigned who will help the client complete the PO, which will set out in detail the services the specialists will provide.
10. The Service Account Manager will schedule regular meetings throughout the duration of the engagement to monitor performance and ensure the client's needs are being met.
11. Each specialist's time can be recorded using either our own or the client's time recording system and timesheets provided at any interval the client requests. Invoices are issued monthly.

## 2.4 Service deliverables

- List of CVs of suitable candidate specialists for each role.
- Interviews arranged with shortlisted specialists.
- Client's preferred specialists onboarded.
- Time recording service (optional).

# 3 Service operation

## 3.1 On-boarding process

Unless stated otherwise in the PO, we will aim for the specialist to be onboarded within 7 working days of the client confirming their preferred candidate. To facilitate this, Applied Informatics will:

- formally verify the specialist's right to work in the UK and confirm receipt of 2 x satisfactory work references; and
- request the client to issue a PO, which we will help the client complete as needed, to enable the specialist to be engaged and onboarded.

## 3.2 Service levels

### 3.2.1 Service availability

- Office hours: 09:00 – 17:00 Monday to Friday excluding national holidays.
- Specialist hours:
    - Working day: 8 hours exclusive of travel and lunch.
    - Working week: Monday to Friday excluding national holidays.

### 3.2.2 Service performance

- Service Account Manager will respond to all service enquiries and requests within 24 hours.
- Service Account Manager will arrange a regular meetings throughout the duration of the engagement to monitor performance, ensure the client's needs are being met and resolve any issues.
- In the unlikely event a specialist's performance is deemed unsatisfactory, Applied Informatics will:
    - cease charging the client for the specialist's services from the time of notification;
    - offer one or more replacement candidates within 48 hours from the time of being notified; and
    - waive the first day's fee for the replacement specialist.
- Applied Informatics will agree with the client a timeframe of not less than 72 hours to resolve any issue other than unsatisfactory performance.
- Specialists will provide their own laptops as part of the service unless use of the client's own equipment is mandated for reasons of security or because of constraints on being able to access the client's data externally.

### 3.2.3 Assumptions

Providing and operating this service to the client's full satisfaction is based on the following assumptions.

- Client provides a full and clear description of the required role, including services specialist is required to provide.
- Client and Applied Informatics agree a timeline for sourcing and engaging specialist.
- Client responds promptly to any requests for clarification or further information during our candidate search.
- Client provides feedback on all candidates following interview.
- Applied Informatics receives a PO from the client within 5 working days of our having formally verified the specialist's right to work in the UK and confirmed receipt of 2 x satisfactory work references.
- Service Account Manager is notified immediately the client becomes aware of an issues concerning specialist's performance.

## 3.3 Knowledge transfer

We are keen to assist clients in developing their own technical capabilities by upskilling their own staff and in-house teams where they have the capacity to do so. We will therefore be pleased to include knowledge transfer in the PO as part of the services that the specialist will provide.

If required, the Service Account Manager will work with the client to agree a knowledge transfer plan. This may range from a hand-over workshop prior to off-boarding to more comprehensive knowledge transfer such

as mentoring staff throughout the specialist's period of the engagement; on-the-job training (OJT) or coaching; or assessed competency based training (CBT).

The need for more comprehensive knowledge transfer should be factored into skills and experience required for the role and expected duration of the engagement, from the outset. Alternatively, the client may wish to use our Managed Teams service (also available on G-Cloud) to engage a dedicated specialist who would begin by undertaking a knowledge transfer needs assessment.

### 3.4 Off-boarding process

Off-boarding requirements, such as hand-over or ongoing support, may be included within the PO as part of the specified services to be provided by the specialist. If required, the Service Account Manager will work with the client to agree an exit plan, setting out the scope of the off-board requirements and timescale for meeting them in more detail.

## 4 Service pricing, ordering and invoicing

### 4.1 Service pricing

We provide Interim Technical Specialists on a time and materials basis. See pricing document for indicative day rates for a range of roles. Buyers needing a fixed price delivery model should refer to our Managed Teams service or one of our outcome-based delivery services, all of which are available on G-Cloud.

Each specialist's day rate is based on the G-Cloud skill category (e.g. Strategy and architecture) and SFIA skill level (e.g. 5 – Ensure, Advise) applicable to the role as set out in our SFIA rate card. The rate card shows our *maximum* day rate for each skill level and category.

The pricing document lists a minimum and maximum day rate for each role at a given skill level. To attract the best candidates, this range reflects how closely the specialist's skills and experience match the client's requirements, as well as the level of availability vs demand for the skillset within the interim recruitment market.

### 4.2 Service ordering

Service ordering follows the G-Cloud framework contract process. The list of specialists the client will engage and the services each will provide will be detailed in the PO included within the Call-Off contract both parties will sign.

The PO will also provide the opportunity for the client to tailor the service to their specific needs, including use of specified:

- quality and technical standards – including vetting requirements;
- service levels;
- on-boarding and / or off-boarding processes; and
- charging and payment methods.

### 4.3 Service invoicing

Specialists accurately record their time and activity using either our own or the client's time recording system.

Subject to any variations of payment terms set out in the PO, clients are required to review and approve timesheets at the end of each calendar month. Following this we will issue an invoice detailing each specialist's days, unit cost (i.e. day rate), claimable expenses (as set out with the PO) and VAT.

We can issue invoices by email, via any suitable online payments system or by post. We request payment by BACS within 30 days of the date of the invoice.

# 5 Service termination

Our terms and conditions provide termination by either party.  Please see a copy of our Additional G-Cloud Terms and Conditions for full details.

# 6 Further information

For more information about this or any of our G-Cloud services, please email: enquiries@applied-informatics.com and include the following information:

- Name of service(s) in which you are interested.
- Your name, position and contact details.
- Name of your organisation.
- Brief description of your business needs.
- Indicative timescales for delivery the work.