

Introduction

We offer a set of cloud-based services that are provided from our hosted services.

This enables us to provide standard, off-the-shelf cloud services that can be configured using existing platform features to meet customer requirements.

The service includes software features that support evaluation and adoption of cloud services. No consultancy, delivery, or migration services are included as part of the Lot 2 cloud software offering.

Training

Our training services are designed around the requirements of the services and any specific client requirements all delivered by our own trainers. The costs for specific client training are calculated in terms of any additional development time and the delivery of any courses. Factors such as; duration, location and frequency will impact the overall cost. These costs will be incorporated at the proposal phase, providing visibility at an early stage.

Any optional training is delivered using standard, published pricing as set out in the G-Cloud Pricing Documents.

Commercial Aspects

Issured provides standard, off-the-shelf cloud software services under Lot 2. Pricing is fixed and published in the associated G-Cloud Pricing Documents. No resource-based services, SFIA rates, proposals, or rate cards apply.

Ordering Process

To place an order please send an e-mail to Info@issured.co.uk in the first instance, briefly outlining your requirements. Issured will engage with you to confirm the services that are required.

Invoicing will be made monthly in arrears. Please make reference to the specific G-Cloud Service ID number or title within your e-mail.

Trial Service

Any trial services offered are optional, non-chargeable, and provided at Issured's discretion. Trials are not a prerequisite to purchasing the service.

Exclusions

For the avoidance of doubt, the Service does not include the following:

- Delivery of hardware.
- Bespoke software licences and third party licences.

Termination

Termination of an order prior to completion of delivery of the service will be managed in line with the Framework Terms and Conditions.

Customer Responsibilities

Issured will work collaboratively with the customer in a team with inputs and outputs on both sides related to the specificities of individual tasks. It is the customer's responsibility to provide:

- Named Senior Responsible Officer (SRO).
- Dedicated resources to the project in order that Issured and the customer can work collaboratively to achieve the agreed targeted results of the task.
- Access to appropriate systems and information within timeframes agreed within the order.

Security

All staff in Issured hold national security clearances and are willing to undergo additional vetting if required.

Certifications

Issured is certified ISO27001, ISO9001 and ISO22301.

Backup/Restore and Disaster Recovery

Issured has internal plans, processes and systems in place regarding business continuity and resilience. Any specific requirements for backup/restore and disaster recovery, where appropriate, would be discussed and agreed with the customer prior to an order being placed. We are certified to ISO22301.

Service Management

Issured is an experienced service provision manager. We operate 9 to 5 business days.

Service Constraints

Issured will establish service constraints where appropriate to a customer requirement; these will be detailed in the order.

Service Levels

Service levels will be agreed with customers on a case by case. Recompense for failure to meet agreed service levels will be defined within the proposal and order if required.

Pricing Elements

All pricing for this Lot 2 cloud software service is fixed and published in the associated G-Cloud Pricing Documents. No consultancy, scoping activities, or additional pricing elements apply.

On-boarding costs

On-boarding is included within the published service pricing and is delivered remotely. No additional on-boarding charges apply.

Off-boarding costs

Off-boarding support is included within the service pricing and is typically delivered remotely at no additional cost. There are no exit fees.

On-going/Licence/Subscription Costs

Any third-party services required are optional and are not included within the Lot 2 cloud software pricing unless explicitly stated in the Pricing Document.

Support

All standard support required to operate the service is included within the published pricing. No additional support charges are required.

Price List

There is no separate price list or rate card for this Lot 2 service. All charges are defined in the published G-Cloud Pricing Document.

User Journey

Services are delivered primarily remotely. Any optional on-site activity is not required to use the service and is outside the scope of the G-Cloud offering.

Service Levels

Service levels are standard and are defined in this Service Definition.

Priority	Description	Response Time	Target Resolution	Urgency
P1	Security Incident – data breach, loss of data Software and or applications down or inaccessible for all users. Entire tenancy unavailable. A major component of an application is down for all users – for example, video calls on Teams.	20 mins from incident being raised	With 4 business hours of the incident being raised	High
P2	Multiple users unable to access software or applications. Group of users experiencing issues with applications such as Apple or Windows users. Partial elements an application unavailable for example, unable to upload documents.	45 mins from incident being raised	Within 8 business hours of incident being raised	High

Priority	Description	Response Time	Target Resolution	Urgency
P3	Individual or a small number of users affected with application degradation Applications running slower than normally expected. Individual experiencing application access difficulties.	4 hours from incident being raised	Within 24 business hours of incident being raised	Normal
P4	Service Requests (ordering new equipment etc.) Query or questions Softcat Licencing and Procurement Laptop Building* Mobile Device Set Up*	48 hours from incident being raised	Within 7 working days of incident being raised *Mobile and Laptop building depends on the asset arrival from the vendor	Normal