

SERVICE DEFINITION

G-Cloud 15

Abstract

Service definition document for G-Cloud 15

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1. Service Outline

In a constantly evolving marketplace, technology frequently changes and inherently requires additional training for employees. Combined with the costs associated with this, there is still often a shortage in niche skillsets such as application packaging and associated technologies.

HRP can reduce the risks and overheads associated with skillset shortages by providing a broad range of service offerings with a simple and transparent engagement process.

2. Services

Services provided by HRP include (but not limited to): -

2.1. Managed IT Services

i) End User Compute services

HRP are a leading supplier of end-user compute (EUC) services in the UK. Our services include software, hardware, licensing, security, and support services.

What separates us from other service providers is our wealth of expertise, our high attention to detail, our insatiable appetite for hard work and our dedication to best practises.

Our services are designed to seamlessly integrate into our client's existing processes, providing an instant increase in capacity where required.

ii) Business intelligence, quickly gather detailed analysis of the current end user device estate. Identify application footprint.

Some examples of our most requested BI services.

- Windows 11 Upgrade Readiness
- Application usage
- Application inventory
- Hardware inventory and location mapping
- Patch management compliance

- Build metrics
 - Encryption compliance
 - Anti-Virus compliance
- iii) Enterprise toolset design and deployment
 - iv) Cloud adoption (Moving workforce to Cloud PC's for example)
 - v) Build creation (Windows 10 / 11)
 - vi) Hardware integration
 - vii) Robust operating system and 3rd party patching
 - viii) Hardware refresh services. Identify and replace aged and out of support hardware

2.2. Cloud / On Premise digital transformation services for Applications

- ix) Application inventory
- x) Business intelligence to identify application usage

Where adequate tooling is in place HRP can data mine the information to provide detailed application usage based on user role / functional area / department / location.

- xi) Application rationalisation

Identification of old software versions, functional duplicates, deprecated software and software no longer used.

- xii) Creation of master application list

- xiii) Application discovery

- xiv) Application compatibility

Assessment of applications for compatibility with the clients target operating system and desired packaging technology

xv) Application remediation

Where an application is found incompatible HRP's development team will work with the application vendor to identify a solution.

xvi) Application packaging / virtualisation

xvii) Quality assurance

xviii) User acceptance testing

xix) Deployment

2.3. On demand UK application packaging service

HRP are the leading experts in the use of the appropriate packaging and associated toolsets such as App-V / ThinApp / MSI / MSIX / PowerShell / SCCM

i) Application discovery

ii) Application packaging

iii) Quality assurance

iv) User acceptance testing

v) Backed by agreed SLA's

vi) Application warranty

vii) Volume discounts available

viii) Discounts available to the education sector

2.4. Infrastructure / support services

i) Architecture design and implementation

ii) Bespoke support requests

2.5. Web development

- i) Full stack web development

3. Associated Benefits

- Provide the client with the ability to carry out burst of activity to deliver projects with strict deadlines.
- Packages designed to allow reuse across multiple departments where available and subject to licensing constraints, providing potential cost savings.
- Packaging applications reduces the total cost of ownership by providing increased resiliency and a consistent configuration across all machines, reducing support calls
- HRP will manage its resources to meet the demands in workload in line with the agreed SLA.
- The client has no overheads associated with application packaging training costs and/or skills shortages
- Simple engagement process with transparent pricing.
- HRP will work to agreed standards and provide technical documentation for each application package which supports internal development and learning.
- Warranted Application development (within agreed timescales)

4. Service Delivery

HRP provide the following service levels for its on-demand application packaging service: -

- Standard
- Emergency

4.1. Standard SLA

- New work requests will be reviewed within two (2) working days.
- Work requests will only be accepted where all the prerequisites are provided. See **APPENDIX A**
- Upon receipt of the relevant request, approval and prerequisites, Application Packaging requests will be delivered for User Acceptance Testing within five (5) working days.

4.2. Emergency SLA

- New work requests will be reviewed within one (1) working day.

- Work requests will only be accepted where all the prerequisites are provided. See **APPENDIX A**
- Upon receipt of the relevant request, approval and prerequisites, all Application Packaging requests will be delivered for User Acceptance Testing within one (1) working days.

4.3. Service Framework

- The work package will be provided to the customer for UAT testing prior to sign off.
- Any defects identified in the UAT testing will be addressed within seven (7) working days.
- Where issues affecting delivery are outside of the control of HRP and the Client, HRP will review the SLA expectations, allowing a re-baseline of service deliverable with the Client.
- Where applications fail UAT for any of the followings reasons these will be exempt from SLA:
 - i. Where a fault exists with the application prior to packaging
 - ii. Where the application has been classified as incompatible using suitable reporting prior to packaging/sequencing, whilst every step is taken to ensure compatibility and functionality of applications, the classification is flagging potential real issues with those applications, HRP will package those applications, but due to the higher risk associated have removed them from SLA calculations.
- Where the information supplied within the request or accompanying package documentation is subsequently discovered to be incorrect and work has been undertaken the Client will be charged for the work units consumed. The client will be required to submit a new request which will be subject to a new charge.

4.4. Operational Hours

The core operating hours are Monday to Friday, 09:00 until 17:30 (excluding public holidays).

4.5. Operational Locations

Services will be provided by HRP and its representatives remotely and on-site as required.

5. Changes

For application packaging services: -

- Where application packaging services have been requested from HRP, and the packaging work has commenced, but then a change is advised such as updated source media or a revised

configuration. HRP will request that the job be withdrawn – which will be invoiced, and that a new request is raised.

- Charges will apply for changes to application requests that have gone through the packaging process and are subsequently rejected by the Client for any of the following reasons:
 - i. Incorrect or missing information supplied to HRP by the client when requesting that an application be packaged or remediated after the packaging request was initiated.
 - ii. Reworking of packages due to changes to an application functional specification or requirements
 - iii. Any modifications that require a re-capture or re-sequence will not be classed as rework and will need to be raised as a new chargeable request.
- Where HRP are unable to remediate an application based on the original request specifications, this will be communicated to the requester, and no new packaging cost will be applied.
- If the requester can find a remediation; HRP will continue the packaging/remediation process at a full unit charge
- If the request for change occurs prior to any effort being expended by HRP, then the application will be delivered to the new revised request, at no additional charge.
- Request for changes will only be accepted by the clients nominated individuals and will require the change to be fully documented.

For changes taken place when providing support services

- If the request for change occurs prior to any effort being expended by HRP, then the request will be delivered to the new specification, at no additional charge.
- Where a request has been submitted, and the work has commenced, but then a change, updated design or a revised configuration is submitted. HRP will request that the job be withdrawn and charged for, and a new chargeable job raised.

6. Data Protection

The Data Protection Act is concerned with the processing, storage and exchange of personal and other sensitive data. The Data Protection 1998 (DPA) governs the processing of personal data including the collection, use of and disclosure of such information. The legislation requires that data controllers meet certain obligations. The main standard for processing personal data is compliance with the eight data protection principles.

The most significant principle is the first principle which states that personal data shall be processed fairly and lawfully and shall not be processed unless at least one Schedule 2 condition and in the case of 'sensitive personal data', at least one Schedule 3 condition is also met. The Parties to this Agreement confirm that their processing of personal data to be shared complies with the requirements of Schedules 2 and 3 of the Data Protection Act 1998

Each Party to this Agreement will have in place mechanisms for ensuring compliance with the DPA, and where relevant an up-to-date notification setting out the way in which it processes personal data.

The Data Controller (the Client) will retain ownership of the personal data it discloses. HRP will ensure that any Personal Data continues to be disclosed on a strict 'need to know' basis.

Any requests by data subjects for their own Personal Data (or by authorised individuals acting on their behalf) will fall within the remit of the Data Protection Act 1998. Dealing with such requests is the responsibility of the Client.

7. Confidentiality

A Party that receives ("Receiving Body") Confidential Information from the other Party ("Disclosing Body"), whether before or after the date of this Agreement shall:

- I. keep the Confidential Information confidential;
- II. not disclose the Confidential Information to any third party without the Disclosing Body's prior written consent, except to such third parties and to such extent as maybe necessary for the performance of this Agreement or except where disclosure is otherwise expressly permitted by this Agreement; and
- III. only use the Confidential Information for the purposes of this Agreement.

The above shall not apply to Confidential Information which:

- i) is in or enters the public domain other than by breach of and/or non-compliance with this Agreement;
- ii) is obtained by a third party who lawfully acquired it and who is under no obligation restricting its disclosure;
- iii) is independently developed without access to the Confidential information;
- iv) must be disclosed to ensure compliance of the Receiving Body with FOIA; or
- v) must be disclosed to ensure the Receiving Body's compliance with any judicial, administrative, governmental or regulatory process in connection with any action, suit, proceedings or claim or otherwise by applicable law or regulations.

Each Party shall take any steps necessary to ensure compliance with this Clause by its staff, contractors, sub-contractors and agents.

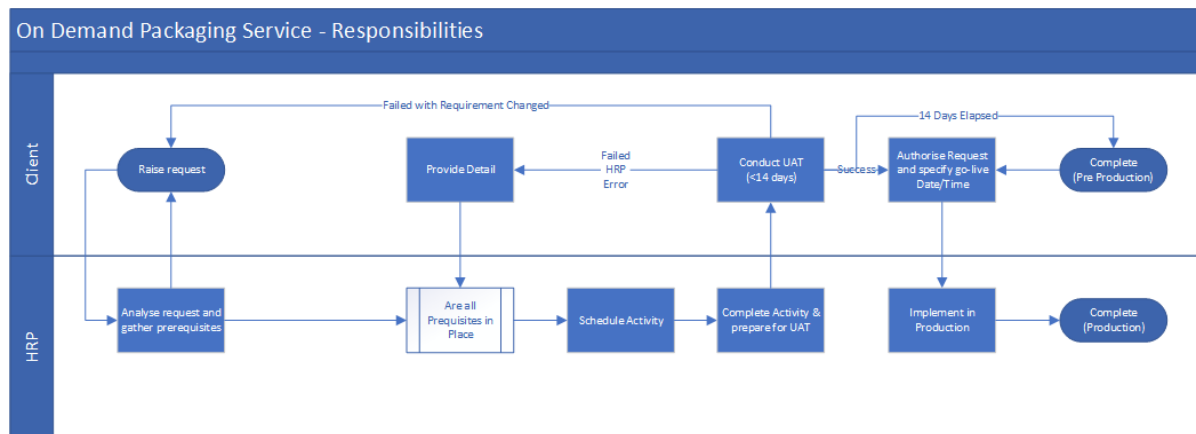
For the purposes of this clause, "**Confidential Information**" shall mean all commercial, technical, financial, patient and other information of whatever nature and in whatever form (whether written, oral, visual, recorded, graphical, electronic or otherwise) relating to the performance of the Services or the business, technology or other affairs of a Party, which has been, or may be, disclosed, supplied or made available by or on behalf of a Party to the other Party (whether before, on or after the date of this Agreement) (whether or not such information is designated in writing as "Confidential", "Proprietary" to the Party or bears a similar legend denoting the confidential interest of the Party or in respect of which it is or must have been clear to the other Party that such content or information is or was of a confidential nature);

8. Roles and Responsibilities

- HRP will provide professional application packaging services and will operate in line with the client's 3rd party arrangements.

HRP will ensure that all communication to the Client is included in the request system, so a completed history of request can be audited.

- HRP will only engage in chargeable work when submitted by the Clients authorised personnel.
- The Client shall ensure that all communications to HRP is included in the request system, so a completed history of request can be audited.
- The Client will ensure prerequisites stated in Appendix A, is provided for all application packaging requests, details will be added on the request system.
- The below sets out the expected engagement model from HRP, which illustrates the fulfilment of requests for on demand work items: -



9. Application Warranty

- HRP will provide warranty for all service types under this agreement for a period of 60 calendar days (longer periods are acceptable but only by prior agreement and subject to changes in unit pricing) from the date of delivery. Application requests where UAT acceptance has not been received will not be subject to warranty.
- For all items returned as warranty requests, a detailed method of how to recreate the error including screenshots where required will be returned with notification of the defect. This can be delivered as a screenshot series embedded in a document, or HRP preference is to use the "Problem Steps Recorder" tools installed natively in Windows 7 and beyond.

10. Pricing

- Refer to pricing document

11. Invoices / Payment Terms

- Invoices will be issued monthly in arrears for work units consumed.
- Payment of invoices will be required within 30 days. Details required to make payments will be provided on the invoice.
- All costs quoted are excluding VAT. This will be charged at the prevailing rate, currently 20%.

12. Force Majeure

Neither party shall be liable for delay or failure to perform any of its obligations under this agreement in so far as the performance of such obligations is prevented by an event beyond its reasonable control. That is an extraordinary event or circumstance such as an act of God (including flooding, earthquake, etc)

13. Monitoring and Liaison

The persons responsible for monitoring this SLA are:

- i. Service Owner on behalf of the Client
- ii. Director/Owner of HRP

Service reviews will be held quarterly to review the support arrangement in place. Monitoring may be carried out via email or telephone and will be followed up with email confirmation of the actions agreed.

14. Notice Period

This SLA covers a 1 (one) year period from **dd/mm/yy** to **dd/mm/yy**. Three months' notice of termination of this SLA specification should be given by either party during this period. Changes to systems or resources, be it inclusion or exclusion of services, will be managed in year and subject to a pro-rata increase in cost.

15. Miscellaneous

Each Party shall be responsible for its own costs incurred in connection with the negotiation, preparation and execution of this Agreement.

This Agreement shall be governed by and construed in accordance with English law and each Party hereby irrevocably submits to the exclusive jurisdiction of the English Courts.

This Agreement may be executed in any number of counterparts, each of which when executed shall constitute an original of this Agreement, but all the counterparts shall together constitute the same agreement.

16. Signatures

Signed for on behalf of HRP

Signature:	
Name:	
Position:	
Date:	

Signed for on behalf of the Client

Signature:	
Name:	
Position:	
Date:	

17. Appendix A

Packaging requests will require the following pre-requisites to be supplied to HRP

- Media
- Associated hardware (if applicable)
- Required shortcut location (if different from default)
- Specific configuration / installation options required
- Preferred packaging technology
- Fallback packaging technology
- Requested delivery date / request priority
- UAT contact (including external phone and email)

Changes to supported systems will require the following to be supplied to HRP

- Comprehensive written detail of change required
- Tester contact (including external phone and email)