



**G-Cloud 15 Service
Definition Document -
Procurement and
Commissioning as a
Service (PCaaS)**

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1. Background

Impart is a training and consultancy organisation that specialises in providing procurement and commissioning support, consultancy and training services to public and private sector clients across multiple sectors, helping them adopt a more strategic, proactive and structured approach to their commercial activity. Our experienced staff and best practice approach allow us to provide the support you need to maximise your business success.

We operate across all public sectors, including central government, local government, healthcare and emergency services.

2. Procurement and Commissioning as a Service (PCaaS)

Our PCaaS supports public sector organisations in preparing for and running robust procurement and commissioning processes. We can flex around customers' in-house capacity and capabilities, undertaking some or all aspects of cloud procurement, from producing specifications, questions and criteria, to performing evaluations and providing feedback.

Over recent years, many of our public sector customers have explored the benefits of migrating to cloud-based systems and Impart has supported them in a variety of planning phases, including business cases, investment papers, procurement, migration and in-life operational planning.

As part of PCaaS, we work with buyers to develop and challenge specifications and ensure they are operationally and commercially robust and all risks have been identified, managed and mitigated. We can do this for all customers, including those procuring cloud-based solutions.

For many public sector customers, we have helped develop specifications for the implementation of services, ensuring technical requirements are met and timescales taken into consideration.

For example, through the development of an ITT specification, we supported a local council to plan the implementation of its community cloud system to create and deliver a common, shared ICT platform, serving public services in their region.

Quality assurance

Maintaining the highest level of quality assurance (QA) is a fundamental aspect of our PCaaS. Our obsessive attention to detail not only supports buyers to develop high-quality procurement documentation but also provides QA at every stage of our PCaaS.

To provide QA throughout the production of procurement documentation, we:

- Run comprehensive kick-off meetings, where we assess and agree the requirements and outcomes, identify responsibilities and accountabilities, and establish a timeline and deadlines
- Evaluate and provide feedback on the organisation's draft documents at multiple review points, analysing them to ensure the specification, quality questions and evaluation criteria meet requirements
- Undertake a final peer review of the documents to provide assurance of their quality and that requirements have been addressed
- Use customer feedback to undertake a lessons learnt review on project completion to further improve the quality of our tailored approach to procurement support

Our QA process leads to more focused specifications, well-defined evaluation criteria and more precise quality questions, ensuring a robust procurement and better outcomes.

3. Presentation support

Impart recognises the importance of presentations in preparation for and during procurement and commissioning processes. As such, we have a robust and well-proven process to support public sector organisations in preparing for them. The key stages are:

- Planning workshop – Impart will facilitate a workshop with the presenting team to share best practice, practical preparation for presentations (e.g. venue, parking restrictions, rendezvous timings, multiple laptops) and:
 - Analyse the key points to be included within the presentation
 - Design/build the presentation structure
 - Determine the most appropriate individuals to attend the presentation
 - Agree which presentation attendees will be responsible for presenting which elements and answering questions on which topics
 - Agreeing who will take the “lead” role for the presentation. This is a key role in managing presentation timings and controlling Q&A sessions, giving the subject matter experts time to gather their thoughts before responding
 - Agree who will be responsible for creating the presentation content
 - Agree what additional materials are required (e.g. slide handouts) and coordinate their production
 - Agree who will attend/support the final presentation run-through
 - Finalise the timetable for the presentation preparation including timescales for producing and reviewing draft content, and presentation/Q&A run-throughs
- Presentation preparation/review – selected individual(s) produce the presentation content (e.g. PowerPoint slides), which we incorporate into a single presentation, standardise (ensuring it is consistent and in accordance with the required communication standards) and review. This draft is then circulated to the presentation team for review and comment.

- Initial run-through – each presenter delivers their allocated content to Impart and the other presenters and then as a team undergo a Q&A session. This is repeated as many times as is necessary, with Impart and the other presenters providing constructive feedback and guidance.
- Final run-through – each presenter will present their allocated content to Impart, the other presenters and the other selected attendees and then undergo a Q&A session. Again, this is repeated as many times as is necessary, with Impart, the other presenters and the other attendees providing constructive feedback and guidance. During the final run-through we restate the practical things that can be done in preparation for the presentation.

Impart can also attend presentations and supplier/stakeholder meetings as required, not only to present but to provide support and guidance through what can be long, interactive and difficult sessions with numerous attendees on both sides.

4. Onboarding / offboarding support

As an “aaS” business, there is little requirement for traditional onboarding/offboarding support. However, we will work with the customer to produce a “Scope of Works” (SoW), from which the nature of our engagement will be defined, including any agreed SLAs and performance metrics.

Due to our flexible working processes, we often work with customers’ SMEs in whichever way best supports their requirements/needs, including on-site face-to-face. A kick-off meeting will ensure stakeholders understand our role and responsibilities as defined in the SoW, and how we will work together over the duration of the contract. Onboarding can take place in less than a day.

Regarding offboarding support, we will ensure the customer is updated regularly about the progress of the service we are providing until completion. If we are performing a service that requires Impart to submit a document, the customer will receive a copy of the final submission, plus any earlier iterations (if requested).

If required, we will deliver the outcome of the submission to the customer, and undertake a lessons learnt workshop with them.

Implementation plan

As an “aaS” business, there is little requirement for a traditional implementation plan, however as part of our quality assurance process we will create a high-level plan for the project, including timescales (and deadlines), and roles and responsibilities, which will be presented at the kick-off meeting and shared with all stakeholders. This will ensure the seamless implementation of our service with the customer’s business operations, through clear responsibilities, accountabilities and governance.

5. Business continuity

As an “aaS” business, we have secure Cloud-based systems that ensure all data is highly available, mirrored and backed up. This eliminates the risk of data loss and, should a disaster scenario occur (e.g. loss of offices), all employees can work remotely with no impact on the customer as successfully evidenced during the COVID pandemic. This information is presented in our Business Continuity Policy and our Disaster Recovery Policy, which can be provided on request.

6. Data protection

We are a controller of the personal data disclosed by or on behalf of the customer, and a processor of it for the purposes of performing the service. Impart will comply with all of the obligations imposed on a controller/processor under the applicable data protection legislation (including the Data Protection Act 2018 and GDPR), in respect of personal data. We will process personal data in accordance with our Privacy and Data Management Policy, which is available (on request).

All data gathered during the course of our involvement will be provided to the customer upon request at the exit stage. This will comply with our data protection commitments as specified above.

7. Support levels

We are readily available to support customers, answer questions and offer guidance for all of our services. We are available for calls and meetings as and when required and can work out of office hours to ensure deadlines are met without compromising quality.

We will provide every customer with a Lead who will be their primary point of contact and ensure our quality assurance process is followed.

After-sales support

We will happily provide ad-hoc advice and guidance where required outside of the scope of our services.

Hours of operation

The standard service hours will be Monday-Friday 0900-1700hrs, excluding public holidays.

Impart will, however, provide services out of hours (evening and weekends) to make the most of the time available, adapting our engagement with the customer to ensure the highest quality deliverables, including having a regular on-site presence throughout the process if required.

8. Service constraints

The services we provide have no constraints, restrictions or limitations.

We tailor our approach to each customer, providing capacity and capabilities to complement their in-house resources. Our flexible resource model and access to a pool of skilled resources means we are always able to support client demand, all underpinned by our cost-effective "aaS" model.

9. Technical requirements

As an "aaS" supplier, we require customers to be able to produce content electronically and have access to email and a phone.

10. Outage and maintenance management

As an "aaS" supplier, we ensure all previous versions of documents are stored on our Cloud server, creating an effective audit trail. Should data need to be recovered for audit purposes, all previous versions are available.

This also allows for our employees to operate during outages or maintenance periods, with all documents available both locally and on the cloud.

11. Ordering process

Impart will issue an Engagement Letter to the customer which will operate as an invitation for the customer to issue an order (which may be a formal purchase order or an informal email). Any Engagement Letter is only valid for a period of 30 days from its date of issue. More detail can be found in our Terms and Conditions.

Invoicing process

Impart's standard terms are:

- Invoices are raised monthly in arrears for work undertaken during that period
- Full payment is due from the customer within 30 days (unless stated otherwise in the Engagement Letter) of the date of the invoice

Charges are quoted exclusive of VAT, which shall be added to each invoice at the applicable rate and paid by the customer. More detail can be found in our Terms and Conditions.