



Crown
Commercial
Service

G-Cloud 15 Service Definition

Managed Drupal Hosting

Lot 3 - Cloud Support

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1 Introduction

1.1 Company Overview

Annertech is a multi-award-winning digital agency, focussing on creating exceptional user experiences. We do this while providing the most performant and secure solution that delivers on the needs of the organisation.

Put simply, we partner with great clients to create digital success stories.

We are perceived in the market as one of Europe's leading Drupal specialists, are Drupal certified Platinum Partners and are highly prominent within the international Drupal community. We are also Drupal Signature Supporting Partners and Upsun (formerly called Platform.sh) Platinum Partners for hosting.

We are strong supporters of the Drupal project and its ecosystem, and regularly contribute code and time, and help organise Drupal events. With thousands of code contributions and over 500 years' combined Drupal experience, our team is responsible for in excess of 50 contributed projects on drupal.org. We're also proud to have, not 1, but 2 Drupal Core maintainers and 1 Security Team Member on our team.

Annertech specialises in Managed Drupal Hosting services. We are a trusted partner for public sector organisations across the UK and Ireland, working together to design, develop, and share Drupal code to improve service outcomes. Our aim is to help organisations efficiently serve their users by identifying and resolving challenges they face. We support public sector organisations looking to adopt and utilise the free, publicly owned open-source software Drupal.



Our History

Annertech (UK) is part of the Annertech group which was established 15 years ago in 2008 and is headquartered in Ireland. After many years of successfully delivering services to the Irish public sector, such as Dublin City Council, University of Limerick, and Department of Defence, Annertech (UK) was established in 2021 to deliver services to UK clients. Since then we have gone on to work with the likes of Essex County Council, Redcar & Cleveland Borough Council, and many others.

1.3 Upsun & Annertech – Our Value Proposition

Our Managed Drupal Hosting service solves a key problem within the public sector by helping organisations in their planning and adoption of the Drupal platform and on-going development and optimisation afterwards.



We understand that public sector organisations face challenges in efficiently serving their users, and our service addresses these challenges by supporting and enhancing the publicly owned open-source Drupal content management system. By combining learnings and developing solutions to common problems, the Drupal ecosystem is constantly evolving.

Annertech has been involved in the development of Drupal since 2008 and continues to be instrumental in its evolution, promotion and rollout. We are Drupal Certified Platinum Partners and are Signature Supporting Partners.

As respected, involved members of the Drupal community, we are perceived in the market as one of Europe's leading Drupal specialists. We are highly prominent within the international Drupal community and regularly speak at and help organise Drupal events.

At the moment we:

- have a staff member on the Drupal Security Team (one of only 29 people worldwide)
- have 2 Drupal core maintainers on staff
- have multiple Acquia-certified Drupal developers on staff
- maintain approximately 50 contributed projects on drupal.org
- are actively involved in the Drupal community and some of our staff members are on local Drupal Association committees
- are heavily involved in the organisation of DrupalCon Europe, and
- present frequently at DrupalCon and other events.

Annertech are also Upsun (formerly called Platform.sh) Platinum Partners, and having worked with their hosting solution since 2016, we are highly familiar and experienced with the Upsun hosting platform.

Upsun are best-in-class Drupal hosting specialists and provide a solution which is specifically primed for the Drupal content management system. Upsun combines innovative, container-based hosting with powerful and unique development tooling, enabling continuous, fail-proof deployments and on-the-fly cloning of production into staging clusters in less than a minute.

Upsun can provide an all-in-one hosting solution which provides:

- Individual, isolated, high-performance hosting for each site

- Shared dashboard for managing projects
- Granular access management
- Highly secure environments
- No infrastructure, hosting, or DevOps maintenance tasks

Through our involvement with the Drupal CMS and our experience with the Upsun platform, we can offer our customers an optimised, secure and managed Drupal hosting solution.

1.4 What the Service Provides

Our Managed Drupal Hosting service offers a range of benefits to councils across the UK and Ireland. We help our clients get up and running with the Drupal platform and continue to host and support them after launch.

We provide a fully managed hosting solution for Drupal websites. Key features of our offering includes:

- **Security** – We'll look after security updates to Drupal and the contributed modules on your site.
- **Server Updates** – We'll keep the server up to date with security releases for the operating system
- **Performance** – Using technologies such as Reverse-Proxy Caching, Solr, Redis and APC, we'll make sure your site works fast – all the time.
- **Multiple Environments** – We will provide multiple environments in addition to Production, such as Development, Testing and Staging.
- **Deployment** – We'll look after getting the site onto the platform.

We aim to be a pro-active partner. Your Account Manager will work with you to enhance your digital presence and make sure that you are getting the most out of our service.

It is important to stress that, at Annertech, we see this as a partnership, and not just another client-supplier relationship.

1.5 Social Value

Annertech is committed to social value and aligns with the Social Value themes outlined in PPN 002. We recognise the importance of kickstarting economic growth, making Britain a clean energy superpower, breaking down barriers to opportunity, and building an NHS fit for the future.

Our Managed Drupal Hosting service contributes to these themes by enabling organisations to serve their users more efficiently and effectively. Annertech is a Platinum Certified Drupal Partner and have significantly contributed to the evolution of the platform.

What initially drew us to become involved in Drupal was that we have always been huge believers in the open-source, contribution philosophy and this is what Drupal espouses.

As a digital only company, we've removed the need for paper, and travel to on-site meetings only where value can be added. We are committed to achieving Net Zero emissions by 2030.

In addition, we partner with suppliers who are committed to reducing their carbon footprint. We have zero tolerance for slavery and human trafficking and ask our suppliers to make a similar commitment and include an anti-human trafficking and slavery in their contracts wherever possible.

At Annertech, the wellbeing of our staff is very important to us. We offer all staff members fully flexible working conditions, including the ability to work from home and fully flexible working hours. We also run a wellbeing programme where staff can access online resources and avail of a 24/7 Employee Assistance Programme which covers a large range of assistance from mental health, legal and financial advice, family counselling, and more.

1.6 Overview of the G-Cloud Service

Managed Drupal Hosting is a service offered by Annertech. The service aims to help councils serve their citizens more efficiently providing fast, secure hosting for their Drupal website.

1.6.1 The Platform

Upsun provides a best-of-breed, next-generation hosting platform, designed for the needs of modern web applications. It is highly automated, extremely secure, and includes technologies which other providers are unable to match, such as highly-available storage, automatic recovery, and other features which ensure reliability and performance.

Upsun manage the stack up to the application layer, including all security updates, operating system upgrades and patches, and operations and monitoring.

Annertech then manage all security updates to your Drupal application, including contributed modules, and add additional layers of monitoring and support.

Upsun is designed from the ground up for security, consistency, auditability and control, while still providing the freedom to let development teams innovate and iterate safely and securely. Upsun removes the problems associated with the administration of web hosting and online service delivery. Their easy-to-use automation makes everything simpler and faster, including testing, deployment, scaling, security, and availability.

Upsun is a second-generation Platform-as-a-Service built especially for continuous deployment. It allows you to host web applications on the cloud while making your

development and testing workflows more productive.

1.6.2 *Git Driven Infrastructure*

The main requirement of Upsun is that you use Git to manage your application code. Your project's configuration is driven almost entirely by a small number of YAML files in your Git repository.

As a Platform as a Service, or PaaS, Upsun automatically manages everything your application needs in order to run. That means you can, and should, view your infrastructure needs as part of your application, and version-control it as part of your application.

Every branch you push is a fully independent environment—complete with your application code, a copy of your database, a copy of your search index, a copy of your user files, everything – and its automatically generated URL can be sent to stakeholders or to automated CI systems.

1.6.3 *Features*

Enterprise-grade security

Three-tier firewall, always-on DoS detection, inline mitigation via WAF, automatic SSL certificates, and immutable containers provide unbeatable out-of-the-box security, on ISO 27001 certified providers.

Auditable deployment certainty

A full audit trail for every change guarantees that the code you commit is the code that is deployed, with every change auditable via revision logs. Once in production, code is unchangeable without an audited commit, giving unprecedented visibility on system state.

Predictable, reliable, repeatable

Version-controlled, fully composable infrastructure, defined in code, results in fully testable, repeatable infrastructure deployments. Code always runs as designed because infrastructure is predictable.

3-zone Resiliency and Failover

Even the smallest projects are backed by three availability zones and high-availability storage, with automated failover in the event of a zone outage. Noisy neighbours are automatically rebalanced to less busy hosts to maintain optimum performance for all users.

Automated, complete backups

For when only a complete rollback will do, automated and on-demand full cluster snapshots offer peace of mind.

Upsun is about Agility

All Upsun architectures come with the Upsun Continuous Deployment workflow based on Git.

1.6.4 Hosting Tiers

Upsun offer Professional and Enterprise tiered plans.

	Professional	Enterprise
Uptime	99.5%	99.9%
Storage	50G	50G
Additional storage	In increments of 5G	In increments of 5G
Number of environments	Minimum 3	Minimum 4
Backups	Basic, retained for max 2 days	Advanced, GFS rotation, retained for max 1 year
CDN	Not included	Included, 1TB monthly bandwidth
WAF	Not included	Included
Traffic volumes (page views)	See pricing document	See pricing document

1.6.5 Reports

All subscription clients are given access to a dashboard which allows them to query at any point site availability, upcoming SSL certificate renewals and other reports such as details on performance and accessibility.

1.7 Associated Services

Our Managed Drupal Hosting service includes a range of associated services that can be bought alongside the main service. These include:

1. **Maintenance and Support:** We provide ongoing maintenance and support services to ensure the smooth operation of Drupal, including bug fixes, security updates, and technical assistance. For more information, see the “On-Going Engagement via our Subscription Packages” section above.
2. **Professional Services:** Our team of experts can provide consultancy, training, and implementation services to help organisations maximise the value and impact of Drupal. These can be in the areas of UX research & design, content design and strategy, content writing, development, and performance and SEO optimisation. Please see our pricing document for our daily rates.
3. **Training:** We provide Drupal content editor and administrator training, as well as “train the trainer” training. Each course is tailored to meet your specific requirements and can be delivered on-site or online via Teams, Zoom or similar tools. We can also offer Drupal developer training course to get your in-house development team up-to-speed with the platform. Please see our pricing document for our daily rates.
4. **Cookie consent management:** To help clients comply with cookie consent regulations, we provide a managed service which includes a cookie consent widget, monthly scans of your site for new cookies, monthly management and classification of any new cookies found to ensure you always remain compliant, monthly updating of your cookie policy page, and reports.
5. **Vulnerability scanning:** Annertech are AppCheck Partners and we provide monthly and quarterly scanning of your website to check for new vulnerabilities and an optional management or consultation service.
6. **Accessibility scanning:** Annertech can provide monthly scanning of your site to detect potential accessibility issues along with quarterly consultations and reports.

These associated services can be tailored to meet the specific needs and requirements of each organisation, providing a comprehensive and integrated solution for their digital transformation journey.

2 Data Protection

2.1 Information Assurance

As a service provider, we prioritise the security and protection of information. We have robust processes and facilities in place to safely manage information and ensure data confidentiality, integrity, and availability. We comply with industry best practices and standards, to maintain a secure environment for our clients. We are ISO 27001 certified, as well as Cyber Essentials and Cyber Essentials Plus.



Our team follows strict information security policies and procedures to safeguard sensitive data. We continuously monitor and update our security measures to mitigate risks and ensure the highest level of information assurance.

2.2 Business continuity statement/plan

Our business continuity plan ensures that Annertech can continue to operate should a disaster occur, which could jeopardise Annertech's ability to carry out its normal business. The plan covers when and how it will be invoked and defines what actions need to take place, when, and the responsible people.

It identifies the main areas of risk to Annertech as being:

- loss of key systems or utilities
- loss of staff

As Annertech is a distributed company, with the majority of staff working remotely, the loss of premises is not a main area of risk to Annertech.

A more detailed plan can be provided to the buyer on request.

2.3 Privacy by Design

Annertech has data protection by design embedded across the business. In advance of Annertech engaging with any customer data, Annertech will agree data management and data protection protocols with the customer, assigning clear roles and responsibilities in respect of the data.

Annertech is registered with the Information Commissioner's Office (ICO) as a Data Processor. We have a dedicated Data Protection Officer to ensure compliance with the regulation. As a data processor, we comply with GDPR principles and ensure all our processing meets Data Protection law. We are happy to work with clients to help meet their regulatory requirements.

3 Using the service

3.1 Ordering and Invoicing

To order services from Annertech for Managed Drupal Hosting, please contact our team to discuss your requirements in more detail. You can reach us at hello@annertech.com or by phoning +44 20 458 600 65. Our team will assist you with the call-off contract, to formalise the agreement.

Our fees are invoiced monthly in arrears for any on-going engagement via our subscription packages, while other work is usually invoiced upon completion of agreed milestones. Payment terms are 30 days net of receipt of the invoice. If you have any questions or need further assistance, please don't hesitate to reach out to our team. We are here to help you throughout the ordering and invoicing process.

3.2 On-Boarding, Off-Boarding, Service Migration, Scope etc.

The on-boarding process for our Managed Drupal Hosting service is designed to help users start using the service effectively and efficiently. Here's how we support users during the on-boarding phase:

1. **Kick-off Meeting:** We start by scheduling a kick-off meeting with key team members to understand your specific requirements and goals.
2. **Dedicated Point of Contact:** We assign you an Account Manager who will provide assistance and guidance during the on-boarding process and throughout the contract. They will be available to answer any questions and address any concerns you may have.
3. **Documentation:** We provide comprehensive documentation that includes user guides to help you utilise the Drupal platform effectively.
4. **Training:** We offer training sessions tailored to your needs, whether it's for administrators, content editors/designers, or developers. These sessions can be conducted remotely or on-site, depending on your preference.
5. **Account Management:** Throughout the on-boarding process, our account management team will be available to ensure a smooth transition and address any issues that may arise.

Regarding off-boarding, when you decide to stop using our service, we will work closely with you to ensure a seamless transition to your new provider. We will provide all code, documentation and data access as needed.

We are committed to supporting you throughout your journey with Drupal, ensuring that

you have the necessary resources and expertise to maximise the value of our service.

3.3 Training

Our training facilities for Managed Drupal Hosting service include a range of resources to support users in acquiring the necessary skills and knowledge. These facilities include:

1. **Online Help/Assistance:** Comprehensive online documentation and user guides are available on Drupal's website to assist users in understanding and utilising the features and functionalities of Drupal. These resources are easily accessible and available 24/7.
2. **Introductory/On-boarding Services:** As part of our commitment to facilitating orientation to the new service, we offer introductory and on-boarding services. This includes personalised training sessions, either remotely or on-site, to help users get started with Drupal. Our experienced trainers provide hands-on guidance and support to ensure a smooth transition and effective utilisation of the platform. Please see our Pricing document for daily rates.

3.4 Implementation Plan

A detailed implementation plan can be provided to the buyer on request. We offer a partnership approach, working closely with organisations to identify and resolve challenges they face.

3.5 Service Management

We manage our Managed Drupal Hosting service using a combination of people, processes, and technology. Here's how we ensure effective service management:

- **Certifications and Standards:** We adhere to industry best practices and standards, including ISO/IEC 27001 certification for data security and are currently working towards our ISO 27001 certification. Our team follows ITIL service management principles to deliver high-quality services.
- **Continual Improvement:** We have a proactive approach to continual improvement. We regularly assess our processes, identify areas for enhancement, and implement necessary changes to optimise service delivery.
- **Service Constraints and Incidents:** We have a well-defined process for handling service constraints and incidents. Our ticketing system acts as a single point of contact for customers to seek support and make requests.
- **Progress Reporting:** We provide regular progress reports to our customers, keeping them informed about the status of their projects. Our reporting includes key milestones, deliverables, and any relevant updates.

3.6 Service Constraints

Service Hours

Annertech support is available between 9am and 5:30pm Monday-Friday, excluding public holidays. Additional 24/7/365 support is available for Critical issues for an additional cost.

Upsun support is available 24/7/365.

3.7 Service Levels

Package sizes

Upsun offer Professional and Enterprise tiered plans.

	Professional	Enterprise
Uptime	99.5%	99.9%
Storage	50G	50G
Additional storage	In increments of 5G	In increments of 5G
Number of environments	Minimum 3	Minimum 4
Backups	Basic, retained for max 2 days	Advanced, GFS rotation, retained for max 1 year
CDN	Not included	Included, 1TB monthly bandwidth
WAF	Not included	Included
Traffic volumes (page views)	See pricing document	See pricing document

Response Times

At Annertech, we provide a number of communication channels: phone, email, ticketing system – basically, we'll make it as easy as possible for you to talk to us (and directly to a developer if you wish).

- **Critical priority** – immediately, with a maximum 1 working hour response time.
- **High priority** – within 8 working hours.
- **Medium priority** – within 24 working hours

- **Low priority** – within 5 working days

In addition, Upsun provide the following response times 24/7/365 on their Enterprise tier:

- **Critical priority** – within 1hr of ticket logged in their system
- **High priority** – within 8hrs of ticket logged in their system
- **Medium priority** – within 24hrs of ticket logged in their system
- **Low priority** – within 48hrs of ticket logged in their system

3.8 Outage and Maintenance Management

To prevent the risk of technical issues causing delays, we have implemented several measures in our Managed Drupal Hosting service:

- **Measuring Downtime:** We track and measure downtime to identify patterns and areas for improvement. This allows us to take proactive steps to minimise downtime and ensure uninterrupted service delivery.
- **Ad-hoc Service Needs:** We are prepared to handle ad-hoc service needs promptly and efficiently. Our team is equipped to respond to urgent requests and technical issues, ensuring minimal disruption to your operations.

By implementing these measures, we aim to provide a reliable and efficient service that minimises the risk of technical issues causing delays.

3.9 Financial Recompense Model for not Meeting Service Levels

We do not have a specific financial recompense model in place for not meeting service levels. However, we are committed to providing high-quality service and ensuring customer satisfaction. If there are any issues or concerns regarding service levels, we will work closely with you to address them and find a suitable resolution. Our goal is to deliver a reliable and efficient Managed Drupal Hosting service that meets your expectations and requirements. We value your feedback and will continuously strive to improve our service delivery.

4 Provision of the service

4.1 Customer Responsibilities

These responsibilities will vary per project but normally focus on a commitment to:

- Resourcing the project internally
- Ensuring that key project sign-off points are met
- Making key decision makers available to review progress at points identified in the project plan

4.2 Technical Requirements and Client-Side Requirements

The technical requirements for our Managed Drupal Hosting service include the following:

1. Client-Side Requirements: The client will need to provide resources to facilitate the implementation and ongoing management of the Drupal service. These requirements can be further discussed and documented during the onboarding process, ensuring a clear understanding between both parties.

We understand that each client's requirements may vary, and we are committed to working closely with you to ensure a smooth and successful implementation of Drupal.

4.3 Outcomes/Deliverables

This service will deliver the following outcomes, deliverables, and outputs:

- **Identification and assessment of the client's current situation:** We will work closely with the client to understand their specific needs, challenges, and goals.
- **Delivery of a managed Drupal hosting platform:** We will provide the client with a fully managed hosting solution tailored for the Drupal platform.
- **Documentation and materials:** The client will receive comprehensive documentation and training to support the use and maintenance of the Drupal system.
- **Expert guidance and consulting:** Our team of experts will provide ongoing support and guidance to the client throughout the engagement.

By leveraging the Upsun platform and our expertise, the client will benefit from improved service outcomes, streamlined processes, and improved performance.

4.4 After-sales Account Management

To build and maintain customer relationships, we take the following approach:

1. **Relationship Management:** We prioritise effective communication and collaboration between our team and the customer. We assign dedicated account managers who serve as the primary point of contact, ensuring smooth and efficient communication. Our account managers work closely with customers to understand their needs, address any concerns, and provide ongoing support.
2. **Reporting:** Reporting will form a major element of the communications between Annertech and the customer. These communications will take place at regularly scheduled intervals.
3. **Customer Satisfaction:** We strive to ensure customer satisfaction by delivering high-quality services and solutions. We actively seek feedback from customers to understand their experience and make necessary improvements. Our goal is to exceed customer expectations and build long-term partnerships based on trust and mutual success.
4. **Business Partnership:** We aim to grow our business partnerships by fostering a collaborative and mutually beneficial relationship. We work closely with customers to identify opportunities for innovation, provide strategic guidance, and explore ways to enhance their digital capabilities. Our focus is on delivering value and helping customers achieve their goals.

By adopting these practices, we aim to build strong and lasting customer relationships, ensuring customer satisfaction and driving mutual success.

4.5 Termination Process

In our Managed Drupal Hosting service, we have a clear approach to termination that includes specific clauses, rights, obligations, and responsibilities for both parties.

Termination Process: If either party wishes to terminate the service, they must provide written notice with a minimum of 30 days' notice. The termination notice should include the effective date of termination and the reasons for termination. If the customer terminates the service, any pre-paid hosting fees may be non-refundable.

Rights and Obligations: Upon termination, and subject to payment of any outstanding fees, the customer retains the rights to any deliverables or outputs provided during the service period. The supplier is responsible for ensuring a smooth transition and providing any necessary support or documentation to facilitate the transfer of services. Daily rates (as per our Pricing document) will apply in respect of any extra documentation or support that may need to be written or provided.

5 Client List

Here are just some of the clients we work with.



6 Contact Details

Name:

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We're looking forward to working together.

