

**FLEXIBLE INFORMATION
TECHNOLOGY
SUPPORT SERVICE**

G-CLOUD 15

INTRODUCTION

In undertaking any transition or transformation project such as migration of services to the Cloud or between Cloud services, a broad range of information technology skills are required to ensure satisfactory delivery in line with GDS/CDDO principles and best practice including user-based design.

SERVICE OVERVIEW

Our Flexible Information Technology Support Service has been developed to support buyers across the broad spectrum of information technology skillsets required to deliver change projects. We will work with your teams to identify capability and capacity shortages and develop a flexible bespoke support package to complement the in-house resources to deliver these.

At the start of a project, we can support with working with policy and users to develop business requirements and undertaking user research to define the different types of users and understand their various needs. We can deploy a range of architecture services including enterprise and business architecture to review the context for the changes, solutions architects to identify solutions and technical architects to determine technical options and feasibility.

As the project progresses, you may require product management skills to bring together shared understanding of the users, requirements and objectives and delivery management skills to oversee the work. Content, service and user interface designers may be required to support the design work, liaising with the user researchers, product managers and architects as needed.

We can provide a wide range of development and service integration skills including systems developers, infrastructure and network specialists, database and content management professionals and specialists across a broad range of products and services.

We will always seek to optimise the use of in-house resources to promote value for money, complementing these with our team members to add to capacity and capability. Our team members will have appropriate IT qualifications and product skills. They will usually have experience working within your particular sector or the wider public sector, and will bring knowledge of best practice from across the sector.

ON-BOARDING AND OFF-BOARDING

At the start of each engagement, we will work with your team to define specific work packages with agreed objectives and/or deliverables, expected timescales, required skillsets and number and levels of resources. We will then draw on our flexible pool of high quality associates to identify a team who meet your specific needs. We will provide them with a clear briefing on the project, the background to the work and the objectives and deliverables. We will then introduce them to your team to further scope and plan the work activities.

Our flexible model allows us to adjust our team rapidly to meet any changes to the requirements that emerge during the engagement. We typically hold a review meeting with your project lead at least monthly to confirm the current team or identify any required changes. We can generally off-board resources or adjust the skills mix within five to ten working days.

SERVICE CONSTRAINTS

Most assignments under this service are likely to be between one and five team members. Due to the nature of our flexible resourcing model, we can resource teams of any size in relatively short notice. We are not constrained by typical consultancy models where senior resources usually work across multiple assignments; we can provide senior resources committed specifically to your project for the duration of the work, and in many cases we can redeploy them on future engagements to provide continuity.

SERVICE LEVELS

All customers are provided with contact details for our Chief Consulting Director for ordering or to raise any issues or concerns during working hours and out-of-hours as needed. We aim to respond to any requests for new engagements or changes to existing engagements the same working day, with any new resources typically deployed within five working days. All team members work professional days, typically eight hours exclusive of travel and lunch.

ORDERING AND INVOICING PROCESS

After you have identified the required service that you wish to procure from us, the first step is to contact us to outline your requirements and for us to confirm that we are able to assist you. During this we will also agree the outline scope and understand the numbers of resources, their levels and the expected duration. This information can then be used to populate the G-Cloud Order Form. Upon request, we can support with drafting the core elements of the Order Form in line with our agreement with you and provide this for you to review and complete any additional elements before submitting it to us. Upon signature of the Order Form by both parties, a contract is formed.

The G-Cloud Order Form will define the invoicing frequency, which will typically be monthly in arrears, and the basis for the charge which will typically be time and materials. We will issue you with invoices electronically with payment within 30 days unless otherwise agreed.

TERMINATION TERMS

We have designed the service to be as flexible as possible. Services will often finish on agreed dates and/or when the required deliverables have been provided. However, if you wish to terminate services earlier for convenience, we will seek to accommodate this. We would appreciate as much notice as possible, with a minimum of ten working days, to allow us to redeploy our team members.

BUYER RESPONSIBILITIES

You will be responsible for providing access to any IT systems and any equipment needed to access it to deliver the services. Where our team works on your site, you will need to provide any necessary passes or access cards, together with appropriate office space and other facilities for working. You will be responsible for briefing team members on any local health and safety requirements, security and environmental policies.

We will expect you to provide a member of staff to coordinate the engagement with our team members, including agreeing work plans, arranging introductions and meetings with other parts of your organisation or third party suppliers as appropriate and signing off deliverables.

We will ensure that all team members deployed have undertaken vetting equivalent to BPSS. If SC or CTC cleared team members are required, we will endeavour to provide resources who already possess this clearance, but you will be responsible for holding the clearance. If any team members require clearance to SC or CTC level and do not possess this already, you will be responsible for sponsoring any required clearances.