



ARRIMO

SERVICE DESCRIPTION

G-CLOUD 15

Arrimo

“A – ri – mo”] - Adjective

from the Portuguese word Arrimo: someone who is committed to helping or supporting someone else.

its our name, with a meaning.



Arrimo was selected to be our company name and our brand because it runs true. It represents what Arrimo aims to achieve every day as a business and shows that we are committed to supporting solutions, for those that seek them, open to change.



OUR SERVICES

Bespoke and Fixed Solutions

FIXED SOLUTIONS

“Working in partnership with you”

Our fixed product solutions are services that Arrimo are most commonly asked to provide, within both Public and Private sector organisations. As such we decided to bundle these services that we offer together to give a clear understanding and fast-track route to working in partnership with you. Choose from Immediate Assistance, Assurance and Compliance Checks, Contractual State Review and Readiness Assessment and see their services included.

BESPOKE SOLUTIONS

“Tailored support around your needs”

Sometimes you need support that's specifically designed around your needs. That's where our bespoke solutions come in. Intended for organisations with complex and longer-term requirements, our tailored support will fit around you. Perhaps you're not yet sure exactly what your challenges are, or what the right path might be. Or you may be dealing with a complex situation that requires carefully considered support from experts. Whatever the situation, we'll work in partnership with you all the way. See our detailed breakdown of each of our services to choose from.

Fixed Product Solutions

Immediate Advice and Response

The friendly team at Arrimo are always here to give you 30 minutes of urgent and rapidly arranged support to help you decide what to do next. There is no obligation, no costs, just a confidential chat with one of our highly experienced team or directors. This advice can be followed up with a more structured series of meetings, investigations, due diligence, and discovery to get quickly to the heart of the challenges your organisation is facing. Rather than remaining in this state for any length of time, (Arrimo recommend no longer than 10 days), we would recommend a list of actions and tasks to get things back on track or progressing just as you would like. Should you require more support from Arrimo, we would recommend moving to one of our other 4 structured products (Contract Status and Review, Assurance and Compliance, Readiness Assessments, or a Fully Bespoke Service.)

Contract Status and Review

Whether your contract is unsigned needing a review, or already signed, needing a brief opinion about your situation, our contract status review product allows for a range of support services. Arrimo help all kinds of businesses with their commercial contracts and documents. Getting good instructions and generating the required documents means listening closely to our customers' needs and objectives. We're dedicated to supporting organisation of all types, Micro, SMEs, Public Sector and to supplying bespoke commercial documents across a wide range of products, services, professions, and businesses.

Assurance and Compliance

Auditing is an important part of public sector accountability. In order to ascertain whether accountability objectives have been met, three main types of audits are usually conducted, financial, compliance and performance. Whilst Arrimo does not claim to cover all areas of compliance and auditing, we can certainly cover a range of commercial, procurement and business operational areas. Assisting with upholding NHS Trust policy and procedures is a daily task for our experienced team who can ensure that not only does the task in hand get completed but that knowledge transfer exists at all levels to continually improve our clients skills with keeping track of a fast-moving environment.

Readiness Assessments

Be it a business case, aspects of assurance and compliance, contract exit or termination, procurement of an Electronic Patient Record, an alternative clinical information system, IT System or Service, in fact any strategic agreement or service, Commercial readiness is imperative. Each stage and gateway decision requires assurances and confidence to move forward whilst continually delivering value for money and benefit. Assurance forms a critical part of the governance of an organisation. The Arrimo team working alongside our clients' own teams (The Review Team) will highlight key risks, issues, or concerns to the deliverability of the programme, project, services or approval process allowing our clients to be assured of success.

<i>Products</i>	<i>Immediate Advice and Response</i>	<i>Contract Status and Review</i>	<i>Assurance and Compliance</i>	<i>Readiness Assessments</i>	<i>Bespoke Services</i>
<u>Procurement, Contract and Commercial Solutions</u>					
Procurement Delivery and Support	Yes		Yes		Yes
Contract Management	Yes	Yes	Yes		Yes
Supplier Management	Yes	Yes			Yes
Supply Chain Management	Yes	Yes			Yes
Negotiation, Mediation and Dispute Resolution	Yes	Yes			Yes
Field Guides and Plain English Guides (Hands Off Approach)	Yes	Yes			Yes
GDPR	Yes		Yes		Yes
Document Management and Control	Yes	Yes	Yes		Yes
Contract Registers, Contract Estate Review and Audits	Yes	Yes			Yes
Financial Modelling, and Investigation	Yes	Yes	Yes	Yes	Yes
Contract reviews, Conformance, and Resets	Yes	Yes	Yes	Yes	Yes
<u>Programme and Project Management Solutions</u>					
Programme and Project Commercial Support	Yes				Yes
Bid Management and Bid Creation.	Yes				Yes
Exit and Transition Support	Yes				Yes
<u>Compliance and Assurance Solutions</u>					
Framework Reviews, Applications and Support	Yes			Yes	Yes
Business Case Drafting and Review	Yes			Yes	Yes
Commercial Readiness Assessment	Yes			Yes	Yes
Public Sector Assurance and Compliance	Yes			Yes	Yes
Business Benefits Realisation	Yes				Yes
<u>Strategic People Solutions</u>					
HR Data Audit	Yes		Yes		Yes
HR Policy Review and Advice	Yes		Yes		Yes
Employment Contracts and HR Templates	Yes		Yes		Yes
Employee Relations Advice & Guidance	Yes		Yes		Yes
HR Database Administration/ HR System	Yes				Yes
HR Programme & Projects support	Yes				Yes
HR and Organisational Change Management	Yes				Yes
Manager Training and Support	Yes		Yes		Yes
Executive Coaching	Yes				Yes
HR Strategy Advice	Yes				Yes

Bespoke Solutions

Arrimo offers a wide range of commercial services tailored to the specific needs of our clients. Typically, clients already have established program or project structures in place where they intend to utilise our services, whether through procurement, change control, funding processes, or other means.

We customize our solutions based on our clients' needs, resources, and capabilities, whether that means working alongside existing teams, independently, or leading small teams when necessary.

While SFIA primarily focuses on IT delivery, its skills complement the commercial expertise that Arrimo possesses. Rather than attempting to list every possible service configuration, Arrimo relies on the widely recognized SFIA 8 model to provide a clear overview of our capabilities and define the scope of our services.

When engaging with potential clients, Arrimo expects a clarification of requirements as part of the call-off process. We encourage clients to conduct pre-market engagement to ensure that our services align with their needs and to facilitate accurate initial advice. We're willing to sign non-disclosure agreements to safeguard any confidential information shared during these discussions.

Our Approach To Our Services

Arrimo thrives on collaborating with our clients, seamlessly integrating into their existing teams and embracing their organizational culture and practices. Our experience has shown that achieving optimal outcomes often involves operating within the client's natural environment rather than imposing new solutions or processes that conflict with the status quo.

We advocate for grassroots solutions that foster stakeholder engagement and encourage input, a principle applicable across various levels within a Trust. While we frequently collaborate with executives and senior teams who typically implement top-down directives, we've observed that adopting a democratic and less rigid approach with these teams leads to significantly enhanced results.

In essence, Arrimo believes that offering advice and imposing an external perspective onto a client isn't helpful and rarely successful. We typically designate a single point of contact within a Trust for administrative convenience, but once engaged, we are flexible to collaborate with any number of stakeholders, teams, and third-party organizations. This approach ensures the delivery of meaningful change and customized solutions that align with our clients' objectives, not ours.



OUR SERVICE PRICING

Indexation

Any amounts or sums in this document shall be adjusted to reflect the effects of inflation. Where Indexation applies, the relevant adjustment shall be:

- applied on the first day of April following the Effective Date and on the first day of April in each subsequent year (each such date an “adjustment date”); and
- determined by multiplying the relevant amount or sum by the percentage increase or changes in the Consumer Price Index published for the 12 months ended on the 31 January immediately preceding the relevant adjustment date.

SFIA Rate Card –AKA Pay-As-You-Go Service

The pay-as-you-go scheme provides our clients with the utmost flexibility to engage Arrimo for small, short-term projects. Our pay-as-you-go options are only available on projects of less than 90 days. Once you require more than 90 days of effort Arrimo recommend utilising a bespoke model as this represents better value for money and provide guaranteed availability.

<u>SFIA Level</u>	<u>Day Rate</u>
0. Observe*	£0
1. Follow	£535
2. Assist	£535
3. Apply	£640
4. Enable	£800
5. Ensure/Advise	£910
6. Initiate/Influence	£1070
7. Set Strategy/Inspire	£1285

All our pricing is aligned with the standard SFIA model and associated definitions. We have created a level 0. "Observe". This level of resource shall not be responsible for any specific task or output and shall be utilised only in the instances where shadowing or observation is required to ensure said resource remains up-to-date with the latest information in a project. This allows us to keep more resources up to date with a project at no extra cost to a customer.

Volume Discounting

Arrimo are more than happy to work with customers on a long term project or programme of work, or on a series of disparate projects. This model is our greatly simplified Volume Discounting model that allows customers to maintain the longer term arrangements with improved discounts and a more transparent approach.

SFIA Level	Day Rate	Volume Discount Bands (Days)			
		60 - 119	120- 179	180 - 239	240+
7	£1,285	£1,237	£1,189	£1,165	£1,141
6	£1,070	£1022	£974	£950	£926
5	£910	£862	£814	£790	£766
4	£800	£752	£704	£680	£656
3	£640	£592	£544	£520	£496
2 & 1	£535	£487	£439	£415	£391

Volume Discounting Terms

Arrimo aim to ensure our customers receive the benefit of volume discounts upon their commitment to a given volume of work; however, Arrimo also wish to honour the termination clauses of G-Cloud 14 given proper notice. When agreeing the scope of work, Arrimo and its customer shall agree an indicative effort to complete the desired outcomes. Arrimo shall then agree the volume discount band and confirm final pricing for the project(s). This shall allow the customer to receive the benefit of discounted day rates upon contract signature and all invoices shall be calculated in accordance with the agreed discounted rate.

If a customer chooses to terminate the agreement earlier than the agreed effort then Arrimo shall adjust the volume discounting accordingly and the customer shall be liable for the difference between the discounted rates and the appropriate rate for the actuals volumes consumed. Arrimo shall issue a final invoice for this amount as part of closing down the contract.

Worked Example:

A customer procures 240 days of effort to complete a series of 10 projects over the course of 12 months. After completing 5 of the projects within 110 days, the customer decides to terminate the contract. The volume discount adjustment shall be calculated as follows:

Original Contract Value Using Volume Discount Band : 240 Days x £926 (Level 6) = £222,400

Invoiced Value at Termination: 110 Days x £1022 (Level 6) = £112,420

Value using original volume discount band: 110 Days x £926 (Level 6) = £101,860

Adjustment value in final invoice: £10,560

Notice Periods

Arrimo wish to offer the utmost flexibility to our customers and are happy to permit termination within any contracts as set out within the specific contracts. To assist in setting expectations to our customers we will permit the following notice periods to be entered into the call of contract order form (see “Ending (Termination)”))

Length of contract	Termination without cause	Notice Period
Less than 5 days	Same working day	1 working day
6 to 14 days	1 full working day	1 working day
15 to 30 days	3 working days	5 working days
31 to 90 days	5 working days	20 working days
91 to 200 days	20 working days	90 working days
More than 200 days	30 working days	90 working days

The notice periods above are required to adequately transfer information back into the customer and undertake any exit services. Arrimo shall minimise all costs within this period including completing any projects i.e undertaking further activity without approval from the customer. The customer shall be responsible for prioritising and identifying the services and outcomes required during the notice period. The customer may request that Arrimo undertake no further activity and no exit services in which case Arrimo shall cease all operations from the point that such a request in writing is received.

Termination Charge

Customers terminating an Arrimo service ahead of the planned date may be liable for termination charges. For Arrimo to commit to longer term agreements and to assure adequate resourcing for the duration of a contract certain costs shall be unavoidable to guarantee our services our available. The termination charge shall be relative to the length of contract and shall be calculated as a percentage of the remaining charges committed to by the customers. Please note that this termination charge shall be in addition to any volume discount adjustment.

Length of Contract	Days Remaining				
	10%	20%	30%	40%	
Less than 5 Days	No Termination Charges				
6 to 14 Days					
15 to 30 Days					
31 to 90 Days					
91 to 150 Days				30% Of Remaining Charges	
151 to 200 Days					
More than 200 Days					

Termination Services

Some Customer may wish for Arrimo to undertake Termination Service to transfer knowledge back into their organisation or to handover to new supplier.

Arrimo are more than happy to undertake this and will provide an Exit Plan as part of the contracting process. The parties can review this plan, agree the work to be completed and relevant terms using the extant Exit Plan and the change control process at the point of termination.

Termination services are charged using the necessary day rate AFTER any volume discount adjustments have taken place. This ensures the termination services are charged at the appropriate rate.

The cost of termination service shall be deducted from the termination charge; however the termination services are chargeable e.g. if a customer has a £10,000 termination charge and wishes to have 10 x £1,000 day termination services the resultant termination charge shall be £0 but the termination service charge shall be £10,000. If the customer required further support the termination charge would remain at £0. Arrimo will not credit back effort that exceeds the termination charges.

Day Rate Terms and Conditions

Our day rates align with the standard SFIA day rate standards set out on G-Cloud 14.

- Consultant's Working Day – 8 hours exclusive of travel and lunch
- Working Week – Monday to Friday excluding national holidays
- Office Hours - 09:00 – 18:00 Monday to Friday
- Travel and Subsistence – included in day rate pricing (flights not included)
- Mileage – included in day rate pricing
- Professional Indemnity Insurance – included in day rate



HANDOVER SERVICES

Handover Timescales

At the end of the service we will possess a lot of useful material including reports, documents prepared for the Trust, board papers, strategy guides and much more. This will all be stored on our Office 365 workspace. If you do not wish to renew the service, you may wish us to undertake a full knowledge transfer and handover, in which case Arrimo will require:

- 2 weeks for all agreements up to 6 months; or,
- 3 weeks for all agreements from 6-12 months; or,
- 4 weeks for all agreement longer than 12 months;

These timescales are indicative and we will happy to discuss exit strategy with you as part of the contract and ongoing operational management of our agreement. A detailed exit plan shall be created once the scope of the Arrimo service has been defined in the G-Cloud 14 order form. However, as a guide, an exit plan shall include, but not be limited to:

- Packaging and preparation of all data from our office 365 portal
- Preparation of an encrypted usb drive containing all information generated in the course of the service.
- Handover meeting with Trust management staff
- Briefing of new supplier (if any)

Access to our Archive

Arrimo utilise an extremely secure storage facility as part of Office 365. Once the contract is completed all electronic information will be archived. We store information indefinitely.

This allows us to ensure support for our customers on all matters previously handled by Arrimo at any point after the completion of the agreement. We will always be happy to retrieve any of this information for the Trust and provide it via email, or stick if necessary.

Please note that it may take a number of days to find information if the request is particularly specific. If urgent please let us know and we will prioritise the request. Provision of information from our archive shall always be free for all customers.

We would of course suggest that you make your own backups of all information locally once handed over.