

Public Sector ICT Procurement Support

Purpose:

To help public sector clients make best use of Crown Commercial Service frameworks to procure discrete services that together create an end-to-end ICT capability.

Overview:

We provide specialist consultants who are experienced in navigating the complexities of CCS frameworks, including provision of cloud services. We will support you throughout the entire procurement cycle, from understanding and articulating the requirements to supporting the procurement of suppliers to deliver the integrated solution. Along the way we can help with business case development, cost modelling, navigation of internal assurance, scrutiny and approvals, navigation of GDS Spend Controls, drafting of technical schedules and service levels for ITTs, bid evaluation and security assurance (including accreditation where appropriate). Whilst for any particular requirement there may be a single CCS framework that appears to provide the most expedient route to market, better value for money and improved quality of service can often be achieved by exploiting discrete elements of different frameworks, including IaaS, PaaS and SaaS from cloud providers, and integrating them into a coherent, end-to-end capability. We have the knowledge and expertise to support you in this process.

Planning:

- Deep understanding of Public Sector ICT landscape
- Provide technical expertise in systems, infrastructure and applications
- Capture and document requirements, develop business case and cost model
- Provide considerable marketplace knowledge of cloud technology, solutions and services
- Draft technical schedules, ITT service levels and bid evaluation

Set-up and Migration:

- Support development and implementation of programme plans, roadmaps and transition plans
- Assist during navigation of GDS spend controls
- Provide expert knowledge of Crown Commercial Service (CCS) frameworks
- Advise on procurement services, focused on IaaS, PaaS and SaaS capability coherency

Quality Assurance and Performance Testing:

- Assist during navigation of internal assurance, scrutiny and approvals
- Perform audits and provide ongoing assessment throughout project
- Align programme to recognised frameworks and industry best practice

Related Security Services:

- Security Strategy
- Security Risk Management
- Security Design
- Cyber Security Consultancy

Security assurance for public sector ICT requires a combination of wider best practice with an understanding of more specialised threat environments and relevant departmental security standards. Our related security services can provide expert advice on all information assurance and security aspects of framework procurement activity.

Information Assurance:

Our services can be undertaken for any classification; we have both SC and DV cleared resources. We employ security cleared personnel who operate with information at all levels of the Government Security Classification Policy (GSCP). Our systems are approved to hold classified information.

Pricing:

This service is priced based on anticipated resource requirement. Resources will be charged in accordance with the agreed SFIA day rates. Two pricing options are available:

- Firm price. The firm price will be based on the anticipated resource requirements including provision for risk. Provision for travel and subsistence cost will be made. Payment will be required against achievement of agreed milestones. Customers may request clarification of the number of days by SFIA grade for their specific deliverables, which will be confirmed by Actica for contract award.
- Limit of liability. The limit of liability will be agreed based on an anticipated resource requirement. Charges will then be made monthly in arrears against resource effort expended. A limit of liability will also be agreed to cover travel and subsistence. Travel and subsistence costs will be charged at cost monthly in arrears against cost incurred.

Service management details and constraints:

Our service is subject to ISO9001 certified quality controls. A lead consultant shall be appointed who will have responsibility for liaising with the client and managing the Actica team providing the required services. In addition, a Project Authority will be appointed who is normally a Director within the Company who will act as the point of escalation. We support our clients on-site, via email or by telephone, during standard office hours and with a 1 business day response time to acknowledge support requests.

Data backup and recovery:

Where our staff use infrastructure and information provided by our clients, it is the clients' policies and procedures that prevail. Ordinarily, our consultants are supported by our own infrastructure up to, and including OFFICIAL, and we have facilities for higher classification information to be received, stored and transmitted. Our consultants' laptops and our corporate systems are backed up regularly and our corporate Disaster Recovery Strategy and Plan ensures that we are able to continue to provide services to our clients in any event.

On-boarding/off-boarding:

For all of our assignments we operate our standard on-boarding/mobilisation activities. At assignment closure, we undertake a review and ensure that skills have been transferred to client staff where appropriate.

Ordering and invoicing process:

Specific details of the clients requirement should be sent to cloud@actica.co.uk. Following discussions about your requirement, Actica will send a fully priced proposal detailing the services to be provided. Once approved, a valid purchase order should be sent to finance@actica.co.uk for processing. Once the work is completed and accepted by the client, Actica will invoice the client for the work. Payment is expected within 30 days. We are able to use a range of electronic purchase and payment systems (e.g. CP&F).

Consumer responsibilities:

To liaise with the Actica lead consultant and ensure access to existing information and key stakeholders.

Contact Details

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