

Cloud Commercial Support

Purpose:

To provide the commercial support you need to supplement the skills of your in-house team to ensure cost effective and successful delivery of your required cloud services.

Overview:

Maximising the benefits from moving to cloud-based offerings requires that the commercial aspects are well understood and that you know what you are signing up to. The project ICT procurement strategy will need to comply with the Government ICT strategy which aims to maximise the use of "off the shelf" service offerings and cross-government frameworks and solutions and open up the supply chain to SMEs. Actica will provide experienced commercial resources to support and advise your team with understanding the commercial aspects of cloud services, developing the procurement strategy, exiting from traditional supply arrangements, benchmarking existing services and entering into appropriate commercial arrangements for the cloud services you require. We can also support you with commercial dispute resolution with your providers, support the exit and off-boarding from your existing provider and support you on-boarding to a new cloud provider.

This service will ensure that you have the experienced commercial resources required to enable your cloud project to be delivered in a cost-effective manner that achieves your business objectives.

Planning:

- Enable you to understand the commercial aspects of cloud services
- Support development of the procurement strategy
- Enable successful exiting from traditional supply arrangements
- Ensure required commercial arrangements are put in place
- Support development of technical contract schedules
- Ensure compliance with Digital by Default standards and GDSM

Set-up and Migration:

- Technical and management consultancy services tailored to your needs
- Support commercial dispute resolution with your providers
- Support the exit and off-boarding from your existing provider
- Support you on-boarding to a new cloud provider

Quality Assurance and Performance Testing:

- Support quality assurance and performance testing for cloud services
- Conduct benchmarking to identify potential areas for improvement
- Ensure compliance with Digital by Default standards and GDSM

Ongoing Support:

- Flexible resourcing to accommodate peaks and troughs in workload
- Maximise the realisation of benefits from cloud services
- Partnership working and skills transfer to enhance your capability

Information Assurance:

We can provide commercial support to the procurement of services that operate at any classification level, including at OFFICIAL, SECRET and TOP SECRET. 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. We ensure compliance with Digital by Default standards and GDSM.

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 compliant 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 agree to send required information to Actica prior to starting the assignment. The Consumer should appoint a single point of contact for reporting purposes

Contact Details

Actica Consulting Limited
4 Stirling House
Stirling Road
Surrey Research Park
Guildford
Surrey, GU2 7RF

Telephone: 01483 484090
Email: info@actica.co.uk
Website: www.actica.co.uk

Registered Office in England as above
Company Number 03396854