

Service Integrator Specification and Procurement

Purpose:

To enable public sector bodies to plan and establish an internal or external SIAM function.

Overview:

The Service Integration and Management (SIAM) role is critical within a disaggregated/Tower Model for ICT provision. Achieving maximum value for money from this approach depends on ensuring that the SIAM is matched to the size and complexity of the organisation and the capability of the retained ICT organisation.

Actica's SIAM-related services include helping to understand what SIAM is and why it is important, identify what services should be undertaken by SIAM Delivery partners and what should be retained in-house, and define your requirements for SIAM in a format that is suitable for procurement.

Planning:

- Develop project and programme plans
- Design of retained organisation and tower model operating structure
- Develop programme plans, roadmaps and transition plans

Set-up and Migration:

- Support procurement of the required SIAM services
- In-depth understanding of OJEU and other procurement routes

Quality Assurance and Performance Testing:

- Address quality assurance and performance testing for the service
- Conduct benchmarking to identify potential areas for improvement

Ongoing Support:

- Support to retained services including enterprise architecture
- Support to retained services including service management
- Support to retained services including transition management
- Support to retained services including portfolio management
- Support to retained services including risk management
- Support to retained services including project management
- Flexible resourcing to accommodate peaks and troughs in workload
- Partnership working and skills transfer to enhance your capability

Information Assurance:

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

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