

## Multi-sourced and Disaggregated Supply Chain Transition Support

### Purpose:

To enable public sector organisations to smoothly transition to an appropriately disaggregated/multi-sourced supply chain for the provision of ICT (including cloud) services.

### Overview:

Breaking the oligopoly of the large ICT providers offers the public sector the chance to multiply the benefits available from moving to cloud-based offerings. There are many names for these alternative supply chain arrangements (Tower models, multi-sourcing, disaggregated) but they only offer better value for money if they are appropriately configured (e.g. by maximising the use of commodity services, taking ownership of the design in-house).

Actica can supply experts with experience supporting organisations transition to a multi-sourced and disaggregated supply chain for providing digital services, including commodity cloud services. We have a proven track record throughout the public sector, helping various organisations to optimise their supply chains and increase the efficiency of their digital services.

### Planning:

- Development of supporting technology and Digital Strategies
- Design of appropriate disaggregated, multi-sourced supply chain structure
- Design of service integration and management arrangements (in-house or outsourced)
- Design and help establish in-house service integration and management functions
- Defining the shape of retained ICT function and skills required
- Develop procurement strategy and define requirements for each procurement package

### Set-up and Migration:

- Procurement support, drafting technical schedules, preparing ITTs and bid evaluation
- Transition planning, delivery and assurance
- Change management support to change culture and embed new behaviours
- Compatible with Public Sector Contract Regulations and CCS Framework procedures

### Quality Assurance and Performance Testing:

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

### Security:

Our NCSC certified cyber security professionals can provide security support across all aspects of this service, including:

- Security strategy to ensure security is considered from the start
- Security design to ensure that new ICT services are designed to be secure
- Security risk management throughout design, delivery and transition in accordance with NCSC guidance and HMG Manual of Protective Security
- Cyber security consultancy to ensure that services are protected from cyber threats in the widest sense
- Security testing to ensure that services provided by suppliers are as secure as they claim

### Information Assurance:

Tower Model Consultancy can be carried out for services of any classification. 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](mailto: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](mailto: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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