

Alpine Resourcing Limited

G-Cloud 15

Service Definition

For

Managed Cloud Services

(Lot 3 Cloud Support Service)

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1 OVERVIEW OF ALPINE'S G-CLOUD SERVICE PORTFOLIO

Alpine Resourcing Limited has a proven record of providing exceptional resource solutions at strategic, transformational level across the UK Government and the wider Public Sector. Since our inception in 2003, we have gained a reputation across the Public Sector for integrity and transparency (Alpine is the only organisation of its kind to run an open-book policy). Our commitment is to skills transfer, ensuring that the "...customer is left better equipped" and that customers can tangibly realise the benefits of the service provided; are better equipped to deal with similar issues going forward and in using our service to rapidly upskill their own staff, are better positioned to decrease reliance on external resource going forward. We focus on achieving the most practical impact for our customers.

Our register of Alpine's working associates contains some 1,400 active, highly qualified, pre-vetted and directly referred service providers. They range from board level (including former senior civil servants) to deep operational and technical specialists. The group has unparalleled strategic and hands-on experience of large-scale transformation programmes, major outsourcing deals, complex multi-supplier delivery and new technology models.

Alpine provides for G-Cloud Services: Strategic Advisors, Specialists, Technical and Managerial consultancy, cloud experienced experts and ready-made delivery teams to customers, with a reputation for flexibility and collaboration which is second to none.

Alpine is ISO accredited with ISO 9001, ISO 14001 and ISO 27001 plus Cyber Essentials certified.

2 SERVICE DEFINITION FOR MANAGED CLOUD SERVICE

Alpine's Managed Cloud Service provides customers with the ability to enlarge or reduce the capacity of its team to meet the tasks at hand. Alpine provides units of capability to achieve a desired outcome. Any of Alpine's portfolio of services can be provided under this unit based delivery model.

2.1 Overview

Our "Managed Cloud Services" are Lot 3 (SCS) Cloud Support Services.

Alpine's Managed Cloud Service builds on a ten year long reputation whereby a customer can enlarge or reduce the capacity of its team to meet the tasks at hand. Instead of named individuals allocated to a project, Alpine provides units of capability to achieve a desired outcome. For example, at a certain point in a project or transition, there maybe five key

documents for drafting. The typical approach would be to have a single named individual take a certain period of time to produce them. With Alpine's Managed Cloud Service, we undertake to provide skilled resources so that those documents can be drafted in a fraction of the time in parallel, without taking on additional headcount to a project. Clearly, this improves the flow of work in a project helping to minimise those typical bottlenecks to progressing a project or transition.

We have maintained our current G-Cloud portfolio services offerings for the following service portfolio:

1. Programme Management
2. Project Management
3. Transition Management
4. Supplier Management
5. Commercial Management
6. Cloud Strategy and Adoption
7. Cloud Consulting
8. Organisational Design
9. Organisational Process
10. Business Analysis
11. Change Management
12. Architects (Technical, Enterprise, Business, Solutions, Product)
13. Analytics

As noted in our introduction the people at the heart of these services are our 1,400 highly qualified, pre-vetted and directly referred consultants and suppliers, ranging from board level senior civil servants to deep operational specialists. The group's strategic and hands-on experience of large-scale transformation programmes, major outsourcing deals, complex multi-supplier delivery and new technology models, is ideal for making an impact on difficult Cloud computing programmes and projects.

2.1.1 Functional Overview

The following table provides a high-level summary of the type of functions provided by our Managed Cloud Services:

Title	Summary
Business Analysis	Identify and analyse the Customer's current systems and fully understand all of the Customer's needs and requirements. Analysis of the existing systems and produce recommendations to transfer some or all systems to a Cloud solution. Highlight the benefits including cost and efficiency savings.

Legacy to Cloud Rationalisation	Fully understand current (legacy) systems, determine sections of the system that can be transitioned to Cloud to achieve the Customer's requirements. Design and implement solution in line with the Customer's requirements and including any obligations.
Cloud project specification & selection	Develop and produce cloud designs for systems migration and maintenance of any existing cloud services. Clear presentation of the roadmap for transition with a clear explanation of the current system, solution and how to implement including effective procurement options.
Programme Management	Managed Cloud Service - Programme Management of complex transformation. Support of Cloud implementation and transition. Application of SCRUM, Agile and Waterfall methodologies.
Project Management	Managed Cloud Service - Project Management of complex transformation. Support of Cloud implementation and transition. Application of SCRUM, Agile and Waterfall methodologies.
Transition Management	Managed Cloud Service - - Provision of expertise and consulting experts to scope, manage and implement transition Services.
Supplier Management	Managed Cloud Service - Provision of Supplier expertise and consulting experts to manage and negotiate supplier arrangements.
Commercial Management	Managed Cloud Service - Commercial expertise to manage and negotiate supplier arrangements. Commercial modelling and business case definition and approval.
Cloud Strategy and Adoption	Managed Cloud Service - Provision of expertise and consulting experts to define and implement Cloud Service strategy, including target operating model and commercial comparison models.
Cloud Consulting	Managed Cloud Service - End-to-end Cloud strategy to implementation modelling, using as much or as little input as required. Can be tailored to suit specific requirement. Can consist of multiple resources each operating within a sphere of expertise, utilising only the time required per person. Efficient model to engage a team on an 'as required only' basis.
Organisational Design	Managed Cloud Service - Creation of Target Operating Models (TOM), full design strategy, commercial modelling and output statements. Design Authority.

Organisational Process	Managed Cloud Service - Creation of Target Operating Models (TOM), full process strategy, commercial modelling and output statements. Design Authority
Change Management	Managed Cloud Service - Business change impact analysis/modelling, change strategy, change planning, programme/project communications, business understanding of Cloud computing (executive to front-line).
Analytics and Financial	Managed Cloud Service - Forecasting and interpretation of data, modelling, analysis, benefits realisation and planning, comparative evidence, benchmarking, briefings and reviews.

2.2 Service Management / Delivery

Managed Cloud Services will be provided directly by Alpine, as the Prime Contractor for this Framework Agreement.

We manage a register of consultants over 85% of who come to us through referral. We do not work with consultants we do not know unless they come recommended to us by a trusted source. This 'people resource' is provided to our customers on an as-required basis following a thorough evaluation of their needs, and the desired outcomes and deliverables in their work streams or packages. This creates a resource typing and profile that is then provided as Service Units to the agreed charge.

We work very closely with the customer to make sure we are able to optimise the use of the consultant or supplier – understanding the issues they are trying to resolve and ensuring the resource fully understands what the customer requires as an outcome. A call-off contract is put together on the basis of the discussions with the customer, including a detailed outcome and delivery model.

Once a call-off contract has been put in place, the consultant or supplier is contracted on the same terms including all pre-agreed milestones and deliverables. Pricing may be either per unit, or fixed price, details of which are fully disclosed and broken down in the agreement.

During the course of the assignment, we ensure both the customer and the consultant/supplier participate in reviews at least once a month.

2.2.1 SLA

To be defined in further detail with customer to ensure it is tailored to customer requirement, but as a minimum:

- Enquiries will be responded to within 24 hours, confirming receipt and to clarify the required outcomes in detail.
- Suggested solutions will be provided between 48-72 hours after initial receipt of requirement.
- All arrangements regarding initial briefing to be arranged by Alpine within 24 hours of request.
- Briefing meeting to take place within 48 hours of request, unless directed otherwise.
- Resource available to commence services within 7 days of request for services, unless directed otherwise.
- Review meetings to be undertaken regularly – our preference is for monthly reviews, but to be tailored to customer preference.
- In the unlikely event of dissatisfaction with service, replacement offered within 48 hours of notification.

2.2.2 Constraints

Support is available Monday to Friday, 9am to 6pm.

2.3 On-Boarding and Off-Boarding Processes / Scope

We take great care to engage with the relevant stakeholders to define the requirements and the key challenges clearly and unambiguously, creating an understanding of what is expected in the course of the assignment/engagement.

In relation to the transition to cloud computing services we are of course able to support customers in successfully on-boarding and off-boarding our other services and those of other providers.

2.3.1 Customer Responsibilities

With regard to Technical Requirements and due to data security the customer may prefer to provide their own laptop/desktop or other device. Otherwise necessary equipment will be provided as part of the service.

Access to any information as required with agreement in advance if necessary by the customer.

Access to the building as required.

A full and clear description of the services required and the required outcomes to be provided in advance.

A complete handover process to be agreed in advance.

Any training requirements for customer staff to be agreed in advance.

A Purchase Order and signed G-Cloud Order to be in place prior to service commencing.

Any other approvals required for invoice processing to be completed in advance of service commencing.

Notification of dissatisfaction with service to be made to Account Manager immediately, with up to 5 working days allowed for the Provider to resolve.

2.4 Training

During the course of the engagement we undertake to transfer the skills brought by us to the customer, to their staff. This includes knowledge transfer relevant to the work undertaken by us. This service is integral to our approach and processes. We also provide coaching and mentoring services. Agreement is reached with the customer at the outset of the engagement outlining the capabilities he/she would like staff provided with – and as appropriate, on-the-job training is provided. During the reviews, we cover the requirement for knowledge transfer and ensure this is tied into the deliverables schedule.

2.5 Pricing

We price on a “daily rate” basis – customers do not pay for time not utilised by the resource.

Service Unit Charges vary according to the skill and experience required to provide the necessary resource, and is agreed with customers in our proposals pre agreement.

Other forms of pricing (including “fixed price” or “project pricing”) are available.

Please refer to the separate pricing rate card document.

2.6 Financial Recompense

In the unlikely event that the service provided is not to the customers satisfaction, no fee margin will be chargeable for the disputed service between the point of notification of dissatisfaction and the replacement of the service offered.

2.7 Ordering and Invoicing

Ordering from customers within public sector is generally done via the presentation of a Purchase Order following confirmation of the purchase of a service.

Once we are in receipt of a Purchase Order/framework Call-Off Order, we invoice at the end of every calendar month, giving a precise breakdown of the services purchased,

including unit pricing, units charged and VAT/other expenses (other expenses are only charged with prior agreement with the customer).

Each invoice is accompanied by an authorised statement by the customer confirming the number of units worked/charged for and confirmation of satisfaction with the work undertaken and delivered. We are able to provide consolidated invoices if required. Invoices can be issued electronically or via post. We accept payment by BACS.

2.8 Termination

Our standard terms and conditions provide termination by either party. Termination can commence without notice in the event of a customer citing dissatisfaction with the service provided and the issue not being rectified within three working days, or upon the event of a material breach of contract.

Please see a copy of our standard terms and conditions.

2.8.1 By Customers

Our standard terms and conditions provide termination by either party. Termination can commence without notice in the event of a customer citing dissatisfaction with the service provided and the issue not being rectified within three working days, or upon the event of a material breach of contract.

2.8.2 By Supplier

30 days notice would be the minimum given in the unlikely event that we were to withdraw from providing G-Cloud Services. Ongoing assignment commitments would be maintained through to their completion.

2.9 Trial Services Available

Should the customer wish to engage on a trial basis we would be happy to undertake an appropriate trial period with them. The acceptable norm for a trial period is generally 2 days whereby half fee is charged by the consultant or supplier to cover costs and no margin fee is charged by us. In some cases, this trial period may be extended if we (and the consultant or supplier delivering the work) are assured that a successful trial period will lead to a full engagement.