

PRODUCT DELIVERY

Service Definition

G-Cloud 15

REPLY

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SERVICE DESCRIPTION

At Glue Reply we are committed to elevating government operations and services through strategic product delivery. Glue Reply's Product Design and Delivery practice develops and implements innovative cloud-based products that align with the unique strategic goals of government agencies.

We apply our proprietary Glue Reply GDS Framework. It starts with Ideation to find opportunities, proceeds on to Discovery to define problems and ends with Alpha to test theories. The service is developed and refined in Beta. It then moves into the Live phase for continuous maintenance and iterative enhancements to guarantee sustained value delivery.

Features

- Product and service ideation and design for government
- Product co-creation with government stakeholders and users
- UCD Product development approach
- Agile product development following an iterative development methodology.
- Continuous Improvement

Benefits

Design Validation Support: Glue Reply offers prototyping services that allow government agencies to validate designs before full-scale implementation, mitigating risks associated with untested solutions.

User Experience Optimisation: Leveraging Glue Reply's expertise in user experience design, government agencies can ensure seamless and intuitive digital services, eliminating bottlenecks that hinder user engagement.

Continuous Improvement Facilitation: Glue Reply's iterative approach to service design enables continuous feedback loops, fostering improvement and refinement of government digital services based on user input and evolving needs.

User Engagement Promotion: Glue Reply facilitates user engagement initiatives for government agencies, promoting transparency and involving citizens in the development process to create services that meet their expectations and needs.

Accessibility Assurance Commitment: With Glue Reply's commitment to accessibility standards, government digital services are designed and tested to ensure inclusivity, catering to users with diverse needs and abilities.

Comprehensive Testing Assurance: Glue Reply conducts rigorous testing, including automated, penetration, and integration testing, to ensure the reliability, security, and interoperability of government digital services.

Government Experience Advantage: Glue Reply's team comprises experts with extensive experience working with UK government agencies, possessing the necessary security clearances and domain knowledge to navigate regulatory requirements and deliver tailored solutions.



Service Management Provision: Government agencies benefit from Glue Reply's provision of service management tools and training, empowering them to efficiently manage and maintain digital services post-implementation.

Cutting Edge Technology Adoption: Glue Reply leverages cutting-edge technologies, including AI, machine learning, and cloud computing, to enhance the functionality, efficiency, and scalability of government digital services.

GDS Compliance Assurance: Glue Reply ensures full compliance with Government Digital Service (GDS) standards and undergoes regular assessments to verify adherence to guidelines, guaranteeing the quality and reliability of government digital services

Challenges

Inefficient Digital Infrastructure

Glue Reply offers specialised solutions tailored to the unique needs of government agencies, addressing challenges such as outdated systems and fragmented workflows with custom-built digital infrastructure designed for the public sector.

Poor User Experience

With a citizen-centric approach, Glue Reply ensures that digital products are intuitively designed, accessible, and inclusive, prioritising user satisfaction and engagement in government digital services.

Limited Scalability

Glue Reply's solutions are designed for scalability and efficiency, enabling government agencies to handle increasing demands with ease. Leveraging cloud-based infrastructure and optimised workflows, Glue Reply ensures seamless scalability without compromising performance.

Lack of Focus on Core Activities

Through collaboration and partnership, Glue Reply works closely with government agencies to manage digital product delivery, allowing organizations to focus on core development activities such as innovation and feature enhancement while Glue Reply handles deployment, maintenance, and support tasks.

Compliance and Regulatory Issues

Glue Reply showcases expertise in compliance and security standards relevant to government organisations, ensuring data privacy, integrity, and regulatory compliance throughout the digital product lifecycle. With proven track records and successful implementations, Glue Reply provides assurance of compliance and security in government digital services.

Our Approach:

Product Delivery is a comprehensive service offered by Glue Reply, tailored to meet the unique needs and challenges of government agencies in the UK. Leveraging our specialised solutions and expertise in compliance, security, and collaboration, we ensure seamless delivery of digital products aligned with the Government Digital Service (GDS) framework.



Phase 1: Ideation

In our Ideation phase, we pinpoint needs, clarify scope, and prioritise effectively. We also assess risks, urgency, and importance, setting the stage for Discovery. This results in a clear understanding for end users of the need for change and the exciting benefits it brings. During this phase we:

- Identify and pinpoint user needs and opportunities for improvement.
- Clarify and define the scope of the project or initiative.
- Prioritise needs and opportunities based on importance and urgency.
- Assess risks associated with potential changes or solutions.
- Agree on the importance and urgency of addressing identified needs.
- Schedule and sequence the discovery phase activities.
- Capture and document opportunities and associated risks for further evaluation.
- Engage stakeholders to gain alignment on project goals and objectives.
- Develop initial concepts or hypotheses for addressing identified needs.
- Conduct preliminary research to gather insights and data supporting the need for change.

Phase 2: Discovery

In the Discovery phase, the project's problem space is explored extensively. This involves defining the core problem, understanding user requirements, assessing contextual factors, and planning prototypes. During this phase we:

- Define challenges within existing systems, quantify their impact on productivity, and identify pain points and risks.
- Conduct stakeholder interviews and prioritise user needs to guide development.
- Map user journeys, analyse feedback, and develop accessibility plans.
- Review constraints, analyse processes, and prioritise improvements based on ROI.
- Provide objective advice on development approaches and support publicity through blogs and press releases.

Phase 3: Alpha

Alpha is about testing options and hypotheses through prototyping and problem-solving. This phase aims to address challenging aspects of the project and validate its potential value. During this phase we:

- Conduct rapid prototyping to explore and test innovative ideas.
- Engage in continuous user feedback sessions to validate assumptions and refine concepts.
- Assess technical feasibility and strategic viability of cloud-based projects.
- Align development efforts with organisational objectives and adhere to GDS standards for effective digital service delivery.

Phase 4: Beta

In the Beta phase, the focus shifts to building and refining the service, aiming for simplicity, clarity, and high performance. This stage emphasizes creating a functional product ready for further testing and improvement. During this phase we:

- Build and configure solutions with expert coding to ensure robust functionality.
- Conduct comprehensive testing cycles to validate service performance and reliability.
- Implement meticulous change management to effectively handle updates and improvements.
- Perform thorough service evaluation and asset/configuration management for optimal outcomes.
- Provide seamless transition planning and support to facilitate successful deployment and adoption.



Phase 5: Live

The service is continuously improved and supported during this phase. It entails keeping up with the current version of the product, finishing up beta features, and iteratively developing it in response to customer input and changing requirements. During this phase we:

- Provide sustainable support for the live service to ensure continuous functionality and reliability.
- Complete the development of beta features to enhance the service's capabilities.
- Scope, plan, and implement iterative improvements based on customer feedback and evolving requirements.
- Manage release and deployment processes to ensure smooth updates and upgrades.
- Facilitate knowledge management and training delivery to optimise service utilisation.
- Offer early life support to address initial issues and ensure seamless service introduction.
- Focus on continuous improvement to refine the service based on performance data and user feedback.
- Prepare for decommissioning by evaluating service usage and planning for eventual retirement or replacement.



ONBOARDING

Kick-Off Meeting

When we start an engagement with a new client, we begin with a workshop introducing the team (from both Reply and the client), the project objectives, and our anticipated timelines and approach. This workshop is most impactful when the majority of client stakeholders involved in the project are present and involved (either in person or remotely). Where this is impossible, we can hold separate sessions with teams that cannot participate in the kick-off workshop to ensure all stakeholders are engaged and bought into the project's objectives.

Account Management

Designated Account Manager

Each client has a designated Account Manager, who will be the main point of contact throughout the engagement. This individual is responsible for ensuring that delivery progresses and is executed to the standards that Reply and our clients expect.

Fortnightly review meeting

Alongside regular ceremonies and informal daily interaction between the Reply project team and the client, we hold formal review meetings with key stakeholders, usually fortnightly. This includes critical client stakeholders, senior Reply project team members, and the Reply Account Manager. Where appropriate, these meetings will consist of a review of work completed and demonstrations or walk-throughs of deliverables.

Offboarding

Where an engagement continues to completion, unless the client requests an extension or new engagement, all client IT, documents, artefacts and deliverables will be returned to the client. Our team will ensure a complete handover of data and knowledge to client staff. An ongoing support or retained advisory service may be implemented where appropriate to provide additional continuity.

Access to Data

Ensuring secure access to client data upon exit is paramount to maintaining confidentiality and integrity. We begin by conducting a comprehensive inventory of all client data stored within our systems, encrypting it both in transit and at rest using industry-standard protocols. Strict access controls and authentication mechanisms are implemented to restrict access to authorized personnel only, with permissions regularly reviewed and updated. Client data is segregated from other data within our systems, ensuring isolation and protection. Upon exit, all access rights to client data are promptly revoked, including user account deactivation and permission removal. If requested, we securely delete or anonymise client data in accordance with retention policies and regulatory requirements. Detailed documentation and audit trails of data access are maintained, providing transparency and accountability. Before exiting, we verify with the client that all necessary data access has been revoked. Finally, we adhere to legal and regulatory obligations regarding data protection and privacy, ensuring compliance with contractual agreements and applicable laws such as GDPR or HIPAA. Through these measures, we ensure that client data remains secure throughout the exit process, mitigating the risk of unauthorized access or data breaches.



SECURITY

Personnel Security

As a Specialist Cloud Service, the capability being offered is not limited to specific Impact levels (as it is not infrastructure, software or a platform) and can be used, subject to personal Security Clearance levels. Reply consultants are mostly Security Cleared (SC), some have higher-level Developed Vetting (DV) clearances. We also have a pool of NPPV3 Consultants for Policing work. The majority of our work for both public and private sector clients is at IL2 but we work in the Official, Secret and Top-Secret domains. Our hard and soft information security processes have been designed and approved by independent CESC CLAS accredited consultants.

Information Security

We are ISO27001, Cyber Essentials certified and our Quality Assurance processes are based upon and compliant with our ISO 9001 accreditation. Our Information Security processes are directly guided by our ISO27001 accreditation. We shall adhere to local information and other security policies and will apply local Security Operating Procedures (SyOPs) as may exist. If such do not exist we shall apply our own SyOPs.

Physical Security

The Main Reply Office (London, UK) is a Police Accredited Secure Facility (PASF) with access controls for each point of entry. All Laptops/Phones must be stored securely overnight. When working on a client-site our consultants adhere to client security policies.



TRAINING & KNOWLEDGE TRANSFER

We enable customer teams throughout delivery by embedding knowledge transfer alongside implementation activities. Training is aligned to organisational roles, ensuring relevance for finance users, operational staff, and system administrators.

Knowledge transfer is delivered through:

- A train-the-trainer approach to establish internal subject matter experts.
- Technical training for administrators covering configuration, security roles, and integrations.
- Walkthroughs of system design, data structures, and operational processes.
- Provision of comprehensive documentation, including user guides and runbooks.

Formal training is supported by ongoing access to expert guidance during delivery and early life support. Where required, refresher sessions or additional enablement can be provided to support organisational change or onboarding of new users.



ORDERING AND INVOICING PROCESS

To begin the process, please contact glue.frameworks@reply.com with details of your organisation, role and high-level requirements.

Our Framework Manager will connect you to our experts and from here we will organise an introductory discussion to go into more detail and shape a proposed engagement that suits your needs.

We invoice for both fixed price and time and materials engagements one month in arrears. For fixed price engagements, this takes place upon completion of the deliverable(s), or in stages, if the size of the engagement is greater than £40,000 excluding VAT.

Payment terms are 30 days net of receipt of invoice.



CUSTOMER RESPONSIBILITIES

To deliver our responsibilities as a partner, we require the following:

- Full access to systems and data that are relevant to the specific project
- Reasonable and timely access to key stakeholders and internal SMEs for information gathering, requirements definition and other critical tasks associated with the delivery of our outputs

Technical and Client-Side Requirements

Other than the system access specified above, there are no specific technical or client-side requirements that would limit our capacity to begin work.

Outcomes and Deliverables

Our engagement's specific outcomes and deliverables will be determined during the scoping phase before beginning the project based on your goals and objectives and the level of depth you require. These will include:

- Workshop(s) to discuss and assess the existing architectural design
- Detailed assessment of design with identification of risks and opportunities
- Report with recommendations and proposed action plan



ABOUT REPLY

Reply is a company that specialises in Consulting, Systems Integration and Digital Services with a focus on the conception, design and implementation of solutions based on the new communication channels and digital media.

Reply partners with key industrial groups in defining and developing business models made possible by the new technological and communication paradigms such as Artificial Intelligence, Big Data, Cloud Computing, Digital Communication, the Internet of Things and Mobile and Social Networking. In so doing, it aims to optimise and integrate processes, applications and devices.

Reply's offer is aimed at fostering the success of its customers through the introduction of innovation along the whole economic digital chain. Given its knowledge of specific solutions and due to a consolidated experience, Reply addresses the main core issues of the various industrial sectors.

Through its network of specialist companies, Reply supports some of Europe's leading industrial groups in Telco & Media, Industry & Services, Banks & Insurance, and Public Administration to define and develop business models, suited to the new paradigms of Artificial Intelligence, Big Data, Cloud Computing, Digital Media and the Internet of Things.

We make innovation happen.

We started with a small team and a purpose: to help the digital revolution happen. Today, we are a team of more than 14,600 people in 16 different countries but we still have the same DNA, made up of agile, vertical task forces and an inner passion for innovation.

We are a decentralised network of specialised companies.

Among Replyers, you will find passionate geeks, visionary strategists, and creative minds, each with sharp skills in a specific business, who cooperate together and never stop learning from each other.

Make forward, act sustainably.

We know a sustainable future is possible and technology can be a strong asset to reach it. As leaders in digital transformation, we push for change and operate in full accordance with the highest ethical standards and with respect for the rights of future generations