

ALPHA SERVICES

Service Definition
G-Cloud 15

REPLY

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SERVICE DESCRIPTION

Pioneering Cloud-Based Solutions with Precision and User-Centricity

In the dynamic and ever-evolving domain of digital services, the Alpha phase represents a critical juncture in the development of cloud-based solutions. Our Alpha Services are meticulously designed to navigate this phase with a strategic, user-focused approach, emphasizing the exploration of ideas, validation of assumptions, and collection of user feedback. By developing and testing small-scale versions of digital services, we not only assess their feasibility and viability but also ensure that they align closely with user needs and deliver substantial value to our clients.

Exploration and Validation

The Alpha phase is characterized by exploration and experimentation. It is a sandbox for innovation, where ideas can be tested, and assumptions challenged without the constraints of full-scale development. Our process involves a series of rapid prototyping efforts, each designed to answer specific questions about the potential service. This approach allows us to validate the conceptual underpinnings of a project before significant resources are allocated, minimizing risk and focusing efforts on viable solutions.

User Feedback and Iteration

Central to our Alpha Services is the prioritization of user feedback. Engaging with end-users early and often provides invaluable insights that guide the development process. This feedback loop ensures that the service evolves in a direction that is both meaningful and beneficial to its intended audience. Iteration is key; each cycle of feedback and refinement brings the service closer to its optimal form, ensuring that when it progresses to the Beta stage, it does so with a solid foundation of user validation.

Assessing Feasibility and Viability

Our Alpha Services go beyond mere technical experimentation; they assess the broader feasibility and viability of cloud-based projects. This assessment encompasses technical considerations, such as integration with existing systems and compliance with security standards, as well as strategic concerns, like alignment with organizational objectives and potential for market impact. By evaluating these factors early in the development process, we ensure that projects are not only technically sound but also strategically positioned for success.

Delivering Value for Clients

The ultimate goal of our Alpha Services is to deliver value for our clients. By meticulously exploring, validating, and refining ideas before proceeding to further development stages, we ensure that resources are invested wisely, and efforts are directed towards solutions that truly meet user needs and align with business objectives. This value-driven approach maximizes the return on investment and sets the stage for successful, impactful digital services.

Aligning with GDS Standards

Our Alpha Services are fully aligned with the Government Digital Service (GDS) standards, ensuring that our cloud-based solutions adhere to the highest principles of digital development. These standards emphasize user-centric design, open innovation, and the strategic use of technology to improve public services. By adhering to these principles, we not only deliver solutions that are effective and efficient but also contribute to the broader goals of digital transformation and service excellence in the public sector.



Creation and Evaluation of Small-Scale Digital Services

The creation and evaluation of small-scale digital services is a pivotal step in the development process, offering a strategic approach to innovation and problem-solving. This methodology allows for the exploration of new ideas and concepts in a controlled, manageable environment, significantly reducing the risks associated with larger-scale implementations. By focusing on small-scale projects, organizations can more effectively validate assumptions, gather targeted user feedback, and identify potential improvements or pivots at an early stage. The benefit of this approach is multifold: it not only accelerates the innovation cycle but also ensures that the development of digital services is highly responsive to user needs and market demands. Furthermore, small-scale evaluations serve as a proving ground for scalability, security, and integration capabilities, ensuring that the foundation of the digital service is solid before broader rollout. This meticulous attention to early-stage development and evaluation maximizes resource efficiency and sets the stage for the successful deployment of robust, user-centered digital services.

Thorough Development and Testing of Digital Services, Reducing Errors and Enhancing Quality

Thorough development and testing are cornerstones of high-quality digital service delivery. This comprehensive approach ensures that every aspect of the service—from its user interface and functionality to its backend systems and security measures—is meticulously crafted and rigorously tested. The primary benefit of this thoroughness is the significant reduction in errors and defects, leading to a smoother, more reliable user experience. By identifying and addressing potential issues early in the development process, organizations can avoid costly fixes and disruptions down the line. Moreover, this focus on quality enhances the overall performance and usability of the digital service, contributing to higher user satisfaction and engagement. Thorough testing, including user testing, stress testing, and security testing, ensures that the service can withstand real-world challenges and threats, further reinforcing its quality and reliability. In an era where digital services play a critical role in business operations and customer interactions, committing to their thorough development and testing is essential for maintaining competitiveness, trust, and compliance with industry standards and regulations.



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 CESG 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