

CLOUD TECHNOLOGY EVALUATION AND SELECTION

Service Definition
G-Cloud 15

REPLY

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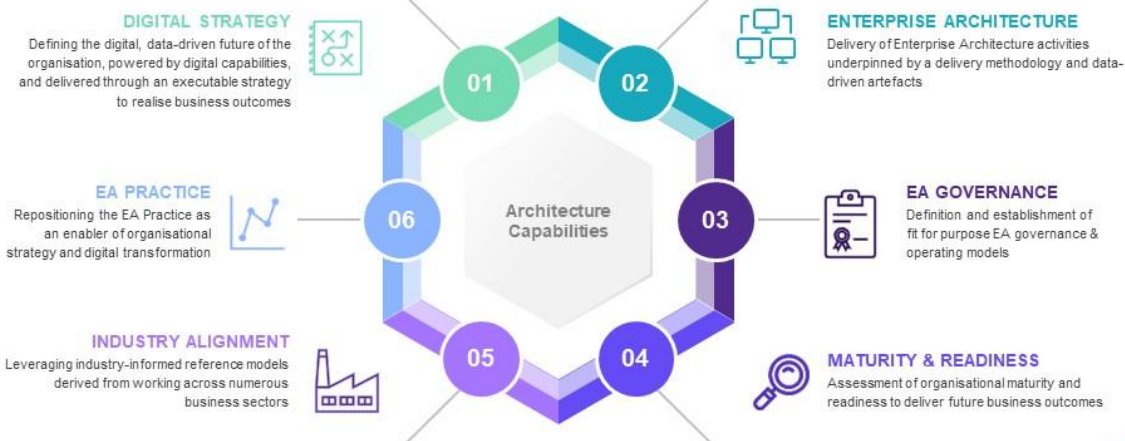


SERVICE DESCRIPTION

Our Cloud Technology Evaluation and Selection service empowers your organisation to navigate the complexities of cloud adoption with confidence. We provide comprehensive support at every stage, from initial requirements analysis to final vendor selection. With a focus on aligning cloud solutions with your business objectives and architectural principles, we ensure that you make informed decisions that drive efficiency, innovation, and sustainability. Leveraging our expertise in SaaS, PaaS, and IaaS, as well as our knowledge of major cloud providers, we enable you to harness the full potential of cloud technology while meeting government standards and regulations.

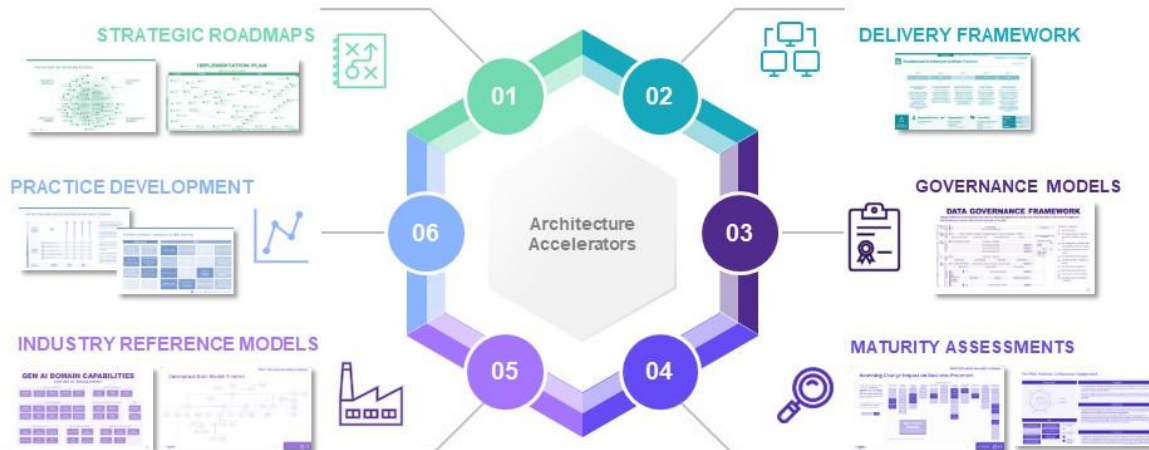
OUR CAPABILITIES

ENABLING ORGANISATIONS TO REALISE VALUE FROM THEIR ARCHITECTURE THROUGH EFFECTIVE EXECUTIVE ADVISORY, GOVERNANCE AND STRATEGIC PLANNING



OUR ACCELERATORS

ESTABLISHED METHODOLOGIES, TOOLKITS AND FRAMEWORKS TO MATURE ORGANISATIONS AND ADDRESS THEIR DATA CHALLENGES





RECOGNISED AS ARCHITECTURE LEADERS

 Market Guide for Business-Outcome-Driven Enterprise Architecture Consulting	Recognised by Gartner in their Market Guide as a leader in business outcome driven EA consulting. The only UK based architecture consultancy to achieve this		Platinum Approved by BCS, the highest level of accreditation only held by a handful of organisations. Recognised for furthering the IT profession
	Key Contributor to the Open Group Architecture Framework and an active Gold Member Led the development of the initial Business Capability Modelling concepts within TOGAF.		Member of the Business Architecture Guild, contributing to the discipline and maturity of Business Architecture and Enterprise Architecture.
	Active Architecture contributor to DAMA, the Data Management Community. Our focus is on improving Data Governance across Financial Services.		The Awards recognise projects that demonstrate improvements, or potential improvements, in innovation and collaboration across defence. The commended project, titled 'Governing Master Data within Defence Logistics', marks the second time the strategy and architecture specialist has received an award at the Team Defence Information Excellence Awards.

Service Features and Benefits

FEATURES

Ensures cloud services align to business needs

Our service guarantees that the cloud solutions we recommend are tailored to meet your organisation's unique business needs, ensuring maximum value whilst accomplishing a successful transformation.

Ensures cloud services align to architecture principles

We ensure that the cloud services we evaluate adhere to your organisation's architecture principles, promoting consistency, scalability, and long-term sustainability.

Supports Mission Four of the CDDO Digital Future roadmap

Our service enables the modernisation and optimisation of your organisation's infrastructure by delivering efficient, secure and sustainable technology cloud solutions.

Shrewd RFI, Evaluation and Selection

Our service assists your organisation in conducting comprehensive Request-For-

BENEFITS

Increases productivity and efficiency by speeding delivery of cloud services

Our service accelerates the delivery of cloud services, increasing productivity and efficiency across your organisation and enabling it to realise the benefits of cloud technology sooner.

Strikes a balance between quick delivery, cost, resources and risk

By striking a balance between speed, cost, resources, and risk, we help your organisation to make informed decisions that optimise the value of your cloud investments and assist you to address the implicit challenges.

Facilitates infrastructure simplification and acceleration of cloud migration

We facilitate infrastructure simplification and accelerate cloud migration, allowing your organisation to modernise your technology stack and unlock new opportunities for growth and nurture innovation.

Ensures maximum value from cloud contracts



Information exercises and fruitfully completing the procurement process, resulting in the selection of the right cloud technologies and suppliers that best couple and can cooperate with your implementation programmes, thus aligning your delivery to your strategy.	Our sound knowledge of cloud technologies and suppliers will help your organisation to navigate the intricacies of selecting the right cloud solution and supplier, reducing risk and effort, and enabling rapid contracting, agile delivery and focus on end-to-end digital transformation of great services.
Sustainability evaluation embedded in procurement process Sustainability is at the heart of our procurement exercises. Our evaluation of cloud services covers Environmental, Social, and Governance aspects, helping your organisation to make responsible choices.	Modernises government's technology whilst ensuring sustainability Through the adoption of the right cloud technology, we help modernise government infrastructure and ensure its long-term sustainability, and in line with the CDDO Digital Future roadmap.
Can adhere to CDDO Cloud First Policy Our service can ensure prioritisation of public cloud and SaaS over PaaS and IaaS whenever feasible, and provide sound advice to select the most suitable cloud solutions that will empower cost-effective, efficient and user-centric public services.	Uses higher-level Cloud services to quickly deliver business value Leveraging higher-level cloud services, we rapidly deliver business value and tangible results, whilst enabling your organisation to be agile and responsive to evolving demands and opportunities in the digital landscape.
Ensures Cloud technology fit with government standards, policy and regulations We ensure the cloud technologies we recommend comply with government standards, policies, and regulations, ensuring regulatory compliance in your cloud initiatives.	Fosters SaaS, and uses PaaS and IaaS when needed Our service fosters the adoption of SaaS over PaaS and IaaS supporting adoption of cloud services that modernise your estate and simplify cloud hosting.
SaaS, PaaS and IaaS accelerators From configuration templates, data migration tools, integration frameworks, to pre-built connectors, APIs and middleware; as well as methodologies to foster collaboration across strategy, design and implementation, and streamline processes, reduce time-to-deliver, and enhance efficiency of your cloud initiatives.	Expedited adoption, implementation, and optimisation of cloud technologies Our service provides your organisation with the right tools and frameworks to foster collaboration and ensure correct use of SaaS, PaaS and IaaS options, achieving optimal balance, and maximising realised value from these options.
Cloud and Service Readiness and IoT Maturity Assessment Assessment of your workloads covering aspects such as infrastructure (including IoT), application portfolio, data, performance & scalability, security compliance and risk; as well as business impact and your organisation's culture and skills.	Identifies Change Readiness, Risk and Complexity levels Our thorough assessment helps you understand your readiness for cloud migration; the risks and challenges implicit in your DDaT initiatives. We also assist in identifying opportunities for simplification of your DDaT estate, assess the risks involved, and place recommendations for cloud strategy.

**Review and reuse of existing cloud technologies in your estate**

Our selection can include review of your current cloud technologies (**adhering to GovS005 digital standard**) and identify opportunities for reuse, repurpose or expand them in the design and implementation of great digital products and services.

Levering existing cloud investments and identifying redundancies

By including potential reuse and optimisation of cloud technologies in our service, we help your organisation to better manage cloud resources and foster their sustainable consumption.



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