

OFFICIAL SENSITIVE CLOUD

Service Definition
G-Cloud 15

REPLY

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SERVICE DESCRIPTION

SHIELD REPLY IS A DIGITAL CONSULTANCY FIRM, DELIVERING BESPOKE APPLICATIONS AND INNOVATIVE SOLUTIONS FOR THE DEFENCE, INTELLIGENCE AND SECURITY SECTORS.

We provide expert advice and innovative digital solutions that enable faster, smarter decision-making in defence, intelligence and security.

From bespoke Oracle APEX applications to UK Classified Cloud Platforms, we deliver practical solutions to complex challenges.

Our analytics expertise helps organisations uncover actionable insights from data, equipping them with the right tools, skills, and strategies to drive digital transformation at pace.

OUR SERVICES



BESPOKE APPLICATIONS



ACCREDITED CLOUD PLATFORM



BUSINESS ANALYTICS



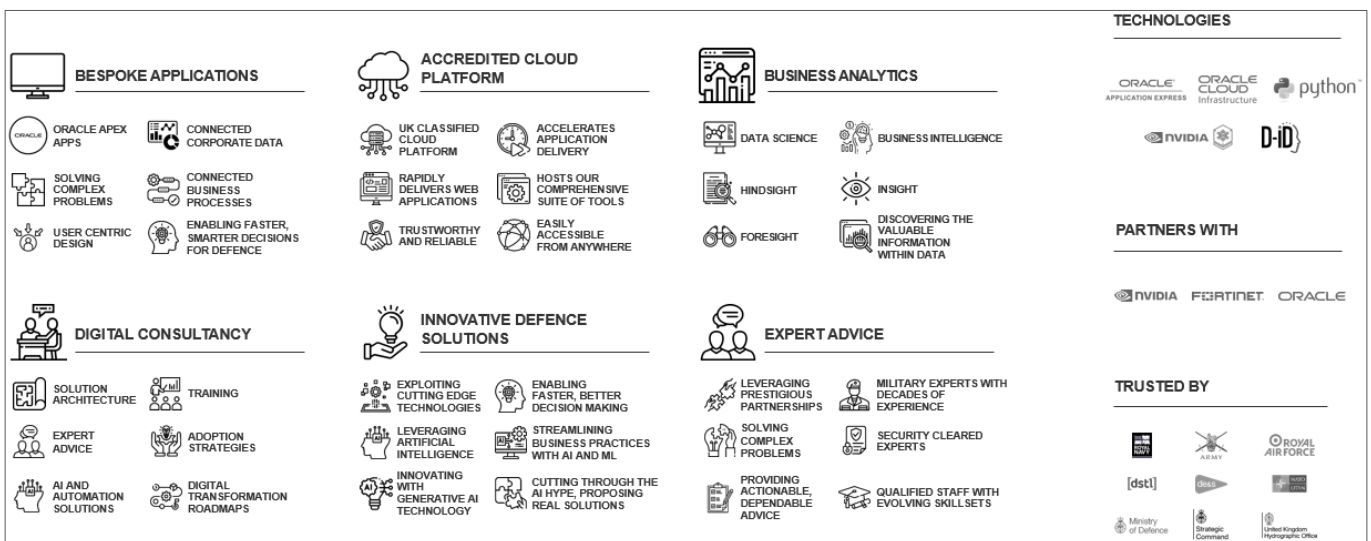
DIGITAL CONSULTANCY



INNOVATIVE DEFENCE SOLUTIONS



EXPERT ADVICE



This document provides the Business Proposal by Reply Ltd (hereafter “Reply”) for an Official Sensitive (OS) Cloud environment – Infrastructure as a Service (IaaS)

The full scope of any project would establish partnership between Reply and the Purchaser where Reply delivers the following:

- Replace aging infrastructure with public cloud-based infrastructure solution suitable for holding OS information and data.
- Deliver a fully managed service and ensures that the provided solutions meet the Purchaser’s requirements.
- Provide platform administration services for selected Databases and products such as SharePoint and web portals.

This Proposal offers to deliver OS IaaS with migration and transformation support as needed. Specifically, to provide Discovery, Build, Transition, Transformation and Run phases of delivering the cloud-based infrastructure solution.

In order to maximise the value of the initiative, Reply offers to collaborate on the development of a technological solution based on Agile principles.

The application of the mentioned methodology is intended to maximise the value of the solution delivered by applying the following principles:



- **Transparency:** developing with the purchaser project goals, acceptance criteria, progress status and semi-finished products (designs, code, documents, etc.) during the service realisation.
- **Collaboration:** Full involvement of the purchaser during all phases of the process, covering the key role of “Service Owner.”
- **Flexibility:** Possibility of evolving, during the realisation phase, requirements and functionalities included in final deliverables.

The methodology will be tailored to the project by following the Scrum framework. It must be underlined that the success of an Agile initiative depends on the reasonable compliance with the delivery process by all involved participants, on their commitment and their performances in relation to the executive functions.

The team will use Reply’s Cloud Adoption Framework For Enterprises (CAFEE) and deliver four phases of activity, summarised in Figure 1.

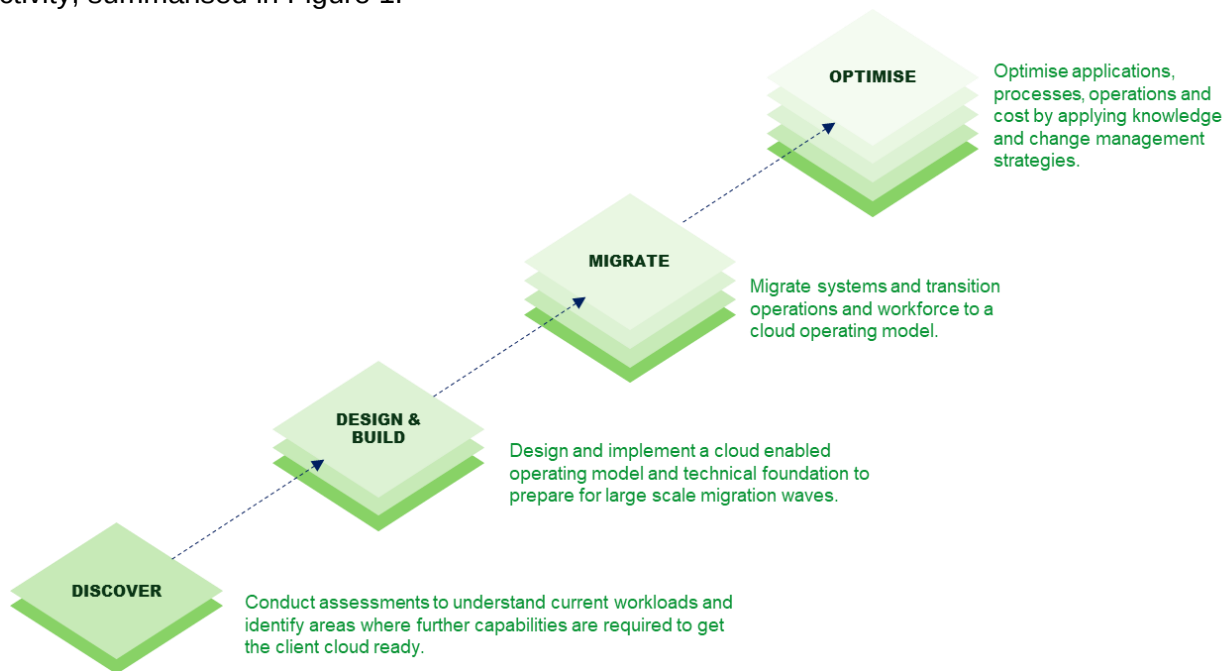


Figure 1 - CAFEE Cloud Journey

Any legacy data centre workloads will be transitioned through a series of migration waves. Each Migration Wave will collect a set of workloads identified and prioritised during the Discovery phase. The planning will be performed by the Purchaser and the Reply team during a planning meeting. Migration waves will be detailed in advance and formalised in a Migration Runbook.



HOSTING INFRASTRUCTURE

Reply specialises in the development, implementation and operation of solutions based on new communication channels and digital media. With its network of highly specialised companies, Reply effectively supports European leaders in Automotive, Telecommunications and Media, Industry and Services, Banking and Insurance in business models based on the new paradigms such as Big Data, Cloud Computing, Digital Media and the Internet of Things. The services offered by Reply include Consulting, System Integration, Rollout Management, Training, Operations and Digital Services.

Reply excels in Oracle Cloud Computing, showcasing their expertise in application suites, technologies, and leading vertical solutions for the industry. As an Oracle partner since 1996, Reply participates in the 'Modern Oracle Partner Network (OPN)' programme and has retained the title of Oracle Cloud Managed Service Provider for the sixth consecutive year. With highly specialised companies and over 1,500 Oracle certifications, Reply operates one of the leading European competence centres, boasting 17 active Oracle Cloud Service Expertise title, 11 Oracle Cloud Sell Expertise and 7 Oracle Cloud CSPE Expertise, a testament to its experience and success in implementing projects related to Oracle cloud products and services.

Reply also has a business unit focused on digital solutions for Defence, with many years of experience of working within the UK MOD and delivering specialist Oracle products for military activity.

Reply will host this service on OCI OC4, Oracle's government-grade UK cloud environment, offering fully sovereign, secure cloud infrastructures located in London and Newport. Tailored for stringent data-residency and compliance needs, it enables UK government and regulated bodies to deploy OCI services under the OC4 realm.

OCI Services span IaaS, PaaS, DBaaS, analytics, AI/ML, integration, and security.

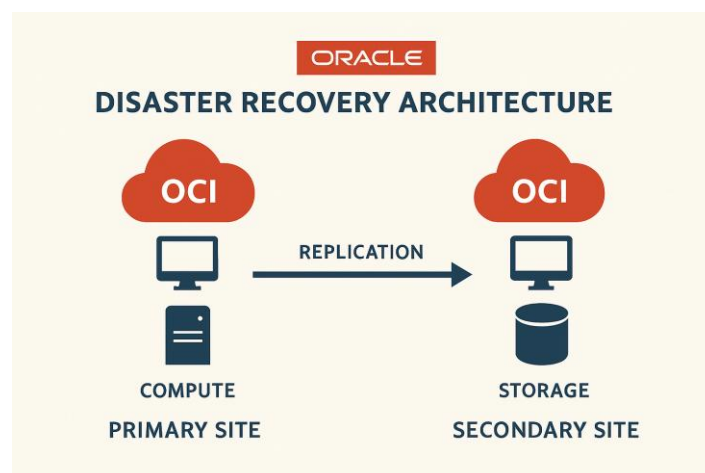
Endpoints follow the pattern `service.uk-gov-region-id.oraclegovcloud.uk`.

Oracle introduce advanced integration features (like new AI, UI or disaster-recovery integrations) across all their infrastructure ensuring consistent access to the latest services.

Disaster Recovery

Oracle Cloud Infrastructure offers:

- Cross-region replication for databases and storage.
- Disaster Recovery Service for orchestrating failover/failback between regions.
- Automation for testing DR plans without impacting production.



- Primary Site: Runs compute and core workloads in one UK Gov region (e.g., London).
- Secondary Site: Maintains replicated storage and standby compute in another UK Gov region (e.g., Newport).



- Replication: Continuous data sync between sites for failover readiness.

Disaster Recovery Orchestration Steps

- Validate replication status between primary and secondary regions (London and Newport).
- Ensure standby compute resources are provisioned and ready in the secondary site.
- Initiate failover using OCI Disaster Recovery Service orchestration workflows.
- Redirect DNS and application traffic to the secondary region.
- Monitor application health and confirm operational continuity.
- After primary site restoration, initiate failback to original region.
- Validate data integrity and resume normal operations.

Recommended RPO and RTO Targets for UK Gov Workloads are shown in the table below.

Workload Type	RPO Target	RTO Target
Mission-Critical (e.g., Gov ERP)	< 15 minutes	< 1 hour
High Priority (e.g., Citizen Services)	< 1 hour	< 4 hours
Standard Workloads	< 4 hours	< 24 hours



ONBOARDING

This section defines how customers come on board.

Method Statement

The processes and implementation methodology adopted by Reply Ltd for the delivery of its solutions is based upon the principles of its core delivery model.

The following sections provide a high-level outline of Reply Ltd's approach for the implementation of a hosting service solution.

Several key areas are highlighted to ensure the purchaser is assured of a smooth transition from its existing operating environment with minimal impact to its service provision. The points raised are not exhaustive and further discussion during the sales process and prior to project initiation will be required.

It is recommended this element, along with the indicative project plan, are developed between Reply Ltd's technical team and the purchaser during the project initiation phase.

Project Management

Reply Ltd will assign a project manager to plan and manage the transition to the hosting environment. This will be a collaborative task and carried out in an Agile manner with the use of common Agile tools such as Kanban boards to manage the backlog of onboarding tasks and regular interaction with the customer. The backlog will be actively maintained and used as a measure to monitor progress towards the deadlines set within it.

Data Migration

Any data repositories will need migration from the customer to Reply Ltd's hosted infrastructure. This will be achieved using Reply Ltd's recognised data transfer procedures.

Example

As an example, a 3-year project would follow the timeline below. We would expect to be able to deliver on the desired date, provided that the offer is accepted according to the schedule of the tender, the infrastructure is provided on time, and the onboarding can take place according to plan.

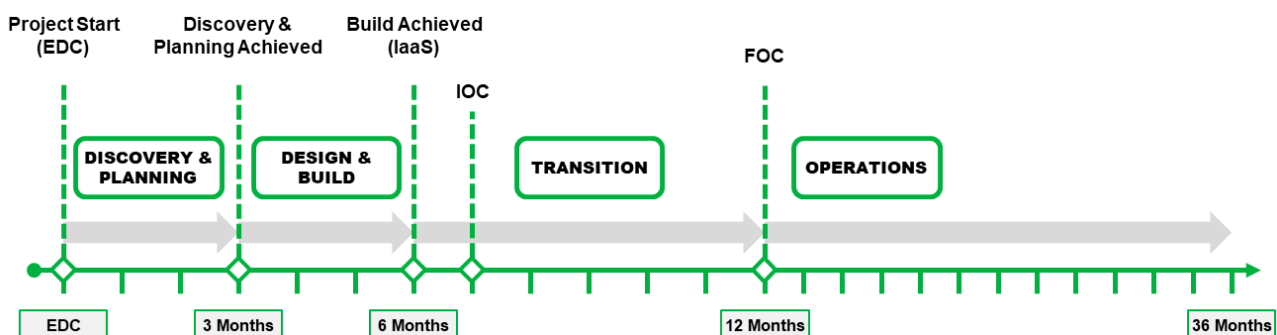


Figure 2 - High-Level Project Schedule

- EDC: Effective Date of Contract - start of contract and discovery phase
 - Discovery & Planning achieved - end of discovery phase, start of build phase
 - Build & IaaS achieved - end of build phase, waiting for greenlight for transition phase
- IOC: Initial Operational Capability - start of transition phase
- FOC: Final Operational Capability - end of transition phase, start of operations



OFFBOARDING

Reply Ltd shall be responsible for providing an “Exit Plan” for eventual termination of the hosted service contract. The initial production is explicitly listed in the Implementation Team’s responsibilities for hand-off. It is expected that Exit Plans will require minimal effort to produce.

Access to Data

It is Reply Ltd’s responsibility to provide exports of customer data from the platform and ensure that the export is valid.

Reply Ltd will charge the authority several consultancy days, depending on the system being exported, at its standard day rate for the purposes of a full data export.

A full data export comprises a full export of live data from the database and associated file storage. This will be provided in two phases; the first phase will be a full export for testing purposes and the second and final phase will be for a final export. The first supply of data will be provided within 5 working days of termination notice unless otherwise agreed with the customer.

The exported data will be provided in CSV format unless otherwise agreed between Reply Ltd and the customer.

Support discontinued

30 days after the notice to terminate has been served Reply Ltd will cease to support the customer. It is the customer’s responsibility to ensure that the appropriate new infrastructure to support any of the functions provided by the service is in place.

Usage Metrics

We provide metrics on number of users, individual app usages, where apps provide information features used.

Scaling

The Cloud Software solutions offered by Reply Ltd are hosted from a Government Accredited, secure Private Cloud operated entirely within the UK.

The solutions are developed using Oracle APEX, supported by Oracle database technology as the backbone of the system.

This provides the necessary combination of performance, in terms of speed, scalability and concurrent use, for most business applications, whilst also providing the necessary redundancy should the primary become unavailable.

 Partner



SUPPORT AND MAINTENANCE

Service Desk

The purchaser will be assigned a PM to plan and track project tasks, manage contract administration, agree success criteria, and, together with our technical team, design the solution architecture by selecting suitable cloud resources and preparing supporting diagrams and descriptions. The PM will also have ongoing responsibilities for assuring the IaaS along with any service desk against agreed KPIs.

Deployed Operations

Should the service be required at a UK Military deployed location the support will be subject to negotiation and the UK policy for Contractors on Deployed Operations (CONDO) if applicable. Any training requirement, insurance and other costs for CONDO will be passed to the purchaser.

Service Level Agreement

SLAs will be negotiated at contract; a range of options are available based on BCP/DR needs of the purchaser.

Planned Maintenance

Planned maintenance can be carried out in defined down time periods. For essential services it can be possible to switch services to an alternative data centre.

Emergency Maintenance

Emergency patches can be applied against KPIs agreed at contract.

Incident Management

Full tracking of incidents via the helpdesk with escalation to in-house SIEM is available.



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

Due to the evergreen approach we take to building and maintaining our environments, we try to limit the 'shelfware' documentation generated. We deliver intuitive IaaS that is replete with context-specific user assistance in many ways, from field placeholders, hover able tooltips, hints on individual page regions, and page-level guidance, through to information-rich wizards that take the user through the steps of more complex processes, and integrated how-to videos. This is all done to enable each user to be confident and competent in using our applications with limited need for helpdesk support.

When users have problems, our platform caters for customer feedback and/or calls for support by providing a Feedback feature and the ability to open a chat with a deployment specific support team via in-platform instant messaging or email.

Where a Service Desk is required to administer the system, and end-users are frequently new to the system due to rotation schedules, we can provide your Service Desk team with advisory first-line support documentation to assist them in their work, ensuring they are largely self-sufficient.

If desired, helpdesk and support staff providing first-line support, can be given train the trainer instruction. This will include one or more sessions that allow these users to engage with us to understand how to use the system, with reference to our supporting documentation.

All our IaaS is developed to Oracle standards and patterns that meet UK MOD and NATO policies for OS or NATO Restricted hosting. An advantage for the customer is that Oracle provides a comprehensive training pack through the Oracle University and competent technical staff can enhance their skills to greater understand the environment and if required carry out audit of our work. We will support any need for in-house skill development.



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

As a customer of Reply we expect you to provide:

- Appropriate levels of staff availability to provide technical support, carry out user tests and engage in project management activities over the course of the implementation to ensure we can deliver against your needs and timeline.
- All standard procedures and policies for our teams to follow onsite and any we need to embed into the delivered product.

Details of existing products, practices and procedures, to enable us to convert data and build ways of working into the platform.



TECHNICAL REQUIREMENTS

To access the OCI environment the purchaser's users will need to have:

Browser

Any modern browser.

Internet Access

Broadband internet access or access to the appropriate military network

Accessibility

The IaaS and access platform can be configured to meet accessibility requirements of staff if needed.



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