

SHIELD REPLY PLATFORM

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



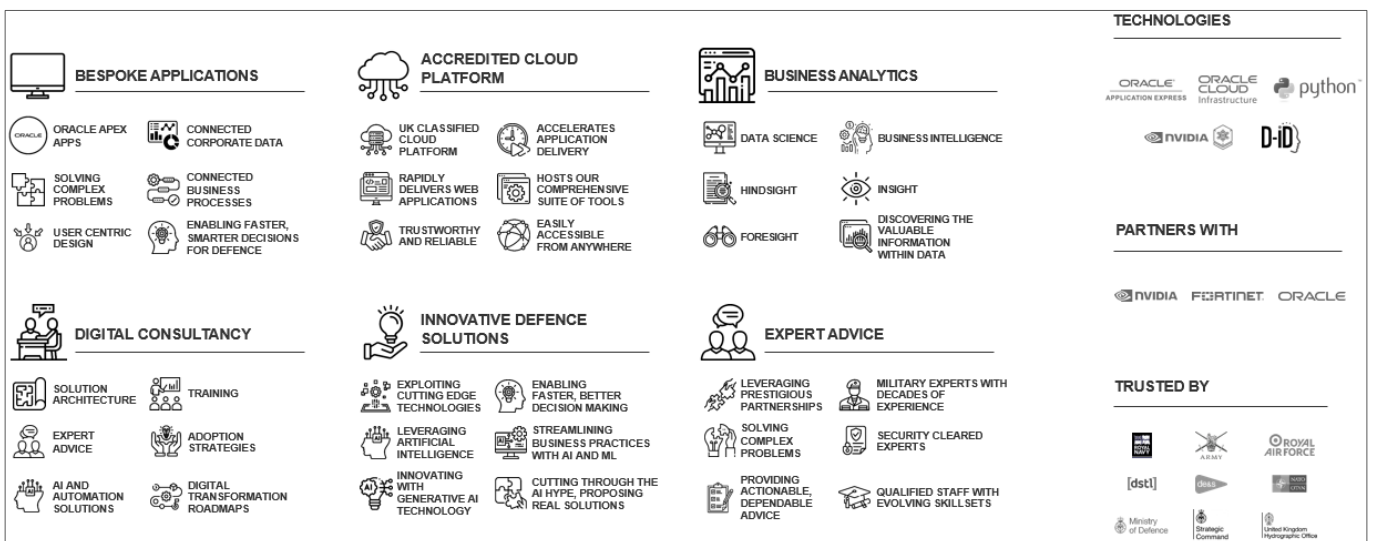
DIGITAL CONSULTANCY



INNOVATIVE DEFENCE SOLUTIONS



EXPERT ADVICE



Overview

We provide a platform hosted in an accredited secure cloud environment that supports an ecosystem of Oracle Application Express (APEX) data-driven browser-based applications to government sector security levels, enabling the controlled sharing of function and data across business boundaries.

We control the configuration of the underlying infrastructure (including network, servers, operating systems, and storage). Customers may control the applications they choose to make use of, and configure their users, role-based permissions, and reference data.

Features

- Common platform for all your APEX Apps
- Simple connectivity and data exchange between apps
- Ability to embed analytics and data visualisations
- Extended third-party application capabilities such as Microsoft PowerBI
- Accredited UK cloud hosted secure environment
- Plus, you enjoy more and more additional features added to APEX every year

Benefits

- Session Management, Authentication, Authorization, and Debugging taken care of



- Rich interactive web interfaces
- Based on industry-standard technologies like HTML, JavaScript, and PL/SQL
- Share apps with other users/ organisations on the platform
- Availability of configurable productivity Applications and ready to use Business Applications, through APEX “Packaged Applications.”



Specifically, we can support you in three ways:

The Platform

As Oracle APEX providers and in partnership with UKFast, we have developed an integrated data driven app platform. This allows users to access apps that support finance teams, operational teams, business users, and commercial teams. The platform provides sharing of:

- Data & Analytics: Produced by our clients or collected by us. This can include Big Data from IoT devices and unstructured social media data. This data can be used in Data mining, Analytics, BI, data visualisation, reporting and dashboards run directly through the platform.
- Applications: A single platform, designed to manage multiple applications, their connections, users and deployment environments. This supports collaboration between systems, people and organisations, with file sharing, common data sources, Spreadsheets and workflow.
- Infrastructure: Hosted in a secure accredited UKFast data centre with links to the MOD, Home Office, Cabinet Office, Foreign Office, and NHS networks.

Access to Apps

Customers can connect their own apps and data sources through APIs, install their own connected Oracle APEX apps, benefit from apps developed by others, and share their apps with other areas of government, (subject to agreement).

The platform has been used to provide project teams with:

Capability & procurement planning, operational services and business processes improvement, budgeting, supply chain accreditation, GFX management, finance management, business management & requirements gathering, Portfolio analysis, Contract management, Performance reporting at project & portfolio levels.

New App Configurations

We can support in-house teams and business users to extend the platform through the configuration of further Cloud based Oracle applications using APEX.

This allows organisations to drive digital innovation, improve decision making across complex problems at a competitive price. As an SME, this will involve collaborative and agile engagement with organisations, minimising potential conflicts of interest and bureaucracy.

Why Oracle APEX?

Oracle has, for decades, been the world-leading database technology for secure transactional and warehousing systems and is now reaching out to embrace non-SQL big data technologies. Oracle's current latest version, Oracle Database 23ai, (ai stands for "Artificial Intelligence"), offers new levels of flexibility,



performance, and manageability for supporting different workloads (such as development, test and production) within the constraints of a single server, saving both time and cost. We can work with all Oracle versions from 19c onwards.

Application Express is now an integral part of the Oracle RDBMS. It delivers web-standards-based applications by using the facilities, power, and security of the underlying database to generate web pages on-the-fly in response to user input. Page generation is controlled by application definitions stored in the database (and created using a builder which itself is an APEX application). Through integration with industry-standard JavaScript, HTML5, CSS3 and REST API calls, an APEX page is capable of any appearance or dynamic interaction found elsewhere on the web, while integration with the database offers secure user-session management, and secure persistence of user data with full ACID data integrity.

APEX has been evolving over more than a decade and is now increasingly being used by Oracle Corporation as the web front-end of choice for their own internal and customer-facing applications. It comes with an ecosystem of Packaged Applications which can easily be deployed to meet a rapidly expanding range of common business purposes.

Additional Service Options

As this is SaaS, we believe all your major requirements are provided. Additional bolt on services can be provided through application development or more widely requested integration services to bring on board other services. These are services that can be requested from Lot 4 advisory services or part of the on-boarding process for an additional fee.

Support Levels

Our support levels for specific applications within the platform are agreed with the application provider. Where we have added additional features on request, or we have developed further applications then specific support levels can be agreed with customers.

Included within: SAAS pricing (See SFIA attachment)

Level	Issue Description	Response	Timescale
1 Critical	Critical business process disruption, loss of data, loss of access for >5 users	Cloud based support team response & resolution plan to L2	Within 1 business day
2 High	Non-critical business process disruption, Loss of access for <6 users	Cloud based support team response & resolution plan to L3	Within 2 business day
3 Medium	Non-Critical problem affecting business processes (not 1 or 2)	Cloud based support team response & resolution plan to L4	Within 10 business day
4 Low	Does not affect business processes (e.g. documentation, or where a temporary solution exists)	Solution within remit of the service	Within 60 business days
5 New FEATURES	not part of core functionality	Addition feature customized upon request	Agreed on a case-by-case basis



Mobile

Our app platform is accessible through web-browsers and supports mobile access through iOS and Android.

Service Interface

APEX supports WCAG 2.1 AAA, WCAG 2.1 AA, WCAG 2.1 A.

Customisation: Can Buyers Customise?

Buyers can add their own or third-party apps to the platform, by mutual agreement - providing they meet the platform requirements.



ON-BOARDING & OFF-BOARDING

On-Boarding Process

This section defines how customers come on board.

Method Statement

The processes and implementation methodology adopted by Reply Ltd for the delivery of its hosted solution 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 hosted service solution.

Several key areas are highlighted to ensure the customer 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 customer during the project initiation phase.

Project Management

Reply Ltd will assign a project manager to plan and manage the transition to the hosted 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.

Off-Boarding Process

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.





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

Due to the evergreen approach we take to building and maintaining our software, we try to limit the 'shelfware' documentation generated. We deliver intuitive applications that are 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.



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.



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