



Astun Consultancy Services

Service Definition v15

Lot 3: Cloud Support

Overview.....	2
Service Features & Benefits.....	3
Service Features.....	3
Service Benefits.....	4
Our Expertise.....	4
Social Value Statement.....	5
Pricing.....	6
Ordering and invoicing process.....	6
Service Management.....	6
On-boarding and Off-boarding processes.....	8
Classification and Target Response Times.....	8

Overview

Astun provides a consultancy service for the full range of Open Source GeoSpatial (OSGeo) technologies in addition to our own iShare solutions.

The OSGeo stack includes QGIS, PostGIS, GeoServer, GeoNetwork, MapServer, OpenLayers, MapProxy or other OSGeo implementation in the cloud.

Our Cloud Consultancy Services include:

- Building custom solutions for you based upon the OSGeo stack
- Providing assistance with your own deployment based upon the OSGeo stack
- Implementing and configuring of Astun Clarity, iShare in the Cloud and other Astun solutions
- Discovery work packages to research, design, plan and estimate future implementation projects

Service Features & Benefits

Service Features

- Design and architecture of a complete cloud geospatial solution
- Building a PostGIS, GeoServer, GeoNetwork, MapServer, OpenLayers, MapProxy or other OSGeo implementation in the cloud
- Integrating your local systems and databases with a cloud solution
- Providing advice on cloud based security, network connectivity (VPN) and authentication
- Getting you started with Amazon Web Services
- Training or mentoring your staff in deploying OSGeo technologies within the cloud
- Supporting and/or managing your OSGeo cloud implementation
- Migrating solutions and data from 'on premise' to the cloud
- Configuring Enterprise metadata solutions
- Configuring an iShare in the Cloud implementation

Service Benefits

- Access to knowledgeable OSGeo experts
- Helping you make the most of your investment in iShare
- Helping you get up and running with the OSGeo Stack
- Building custom solutions based upon the OSGeo Stack
- Supporting community through sponsorship of the OSGeo Foundation
- Consultants include operations technicians, consultants, developers, architects and project managers

Our Expertise

We take pride in recruiting and retaining experienced consultants who share our commitment to helping clients achieve objectives through open source GIS.

All our consultants have extensive experience either as programmers or GIS practitioners, often in the public sector. Collectively they have decades of IT, web and GIS experience. They are some, if not the most, knowledgeable in the UK for GeoServer, QGIS, PostGIS, Python, and GeoNetwork. We have been using these products in our solutions since 2005.

We pride ourselves on our consultants' approachability and willingness to share their expertise. Many of them are experienced trainers and mentors. They take a collaborative approach and build long-lasting relationships with customers. It's important to us that they understand each customer's unique needs before suggesting solutions. We're often told that our consultants feel like a part of a customer's team, having supported them on multiple projects.

Consultants often attend our annual User Group to present on the latest technologies and gather feedback.

Our consultants are also valued members of the wider geospatial community. We encourage them to present at public events, take part in code sprints and sit on committees. Several of them are members of the OSGeo Foundation.

We are happy to provide more detailed biographies for our consultants before commencing an engagement.

Social Value Statement

Astun Technology is committed to delivering social value that aligns with the G-Cloud 15 framework and the UK Government's Social Value Model.

1. Fighting Climate Change (Mission: Clean Energy Superpower)

- **Net Zero Commitment:** We maintain a formal **Carbon Reduction Plan** (PPN 06/21 compliant) and are committed to achieving Net Zero.
- **Remote-First Delivery:** Our consultancy is designed with a remote-first delivery model as standard. By prioritising remote collaboration, we significantly reduce travel-related carbon emissions and support public sector sustainability goals.
- **Environmental Accountability:** We hold an **EcoVadis Silver** rating, placing us in the top tier of evaluated companies for environmental management and sustainable procurement.

2. Economic Growth & Fair Work (Mission: Kickstart Economic Growth)

- **Staff Engagement:** We actively monitor workforce conditions and involvement in decision-making to ensure high levels of employee engagement and satisfaction.
- **Fair Pay & Contracts:** Astun pays more than the National Living Wage and provides employment contracts that reflect actual hours worked, ensuring transparency and fairness for the contract workforce.
- **Educational Attainment:** We support training schemes and volunteering opportunities to address skills gaps and provide staff with recognised qualifications.

3. Equal Opportunity (Mission: Break Down Barriers to Opportunity)

- **Tackling Inequality:** We use inclusive and accessible recruitment and development practices, specifically following guides for line managers on supporting people with disabilities or health conditions.
- **Diverse Voices:** We monitor engagement rates by protected characteristics to ensure all voices across our diverse workforce are heard and represented.

4. Wellbeing (Mission: Build an NHS Fit for the Future)

- **Physical & Mental Health:** We invest in the physical and mental wellbeing of our workforce through education on nutrition, physical activity, and financial literacy.

- **Empowerment:** Our culture empowers staff to report and address workplace issues, including bullying and harassment, ensuring a safe and supportive environment.

Pricing

See Pricing Schedule.

Ordering and invoicing process

The customer should provide by email:

- A purchase order confirming the number of consultancy days purchased
- The name of the individual(s) authorised to call off consultancy days from the pre-purchased block
- Signed acceptance of the Terms & Conditions for Astun's Consultancy Services

Astun will provide:

- An invoice for the service
- Details of how to make requests to call off days from a block of pre-purchased consultancy days

Service Management

Consultant's Working Day 7 hours exclusive of travel and lunch

Working Week Monday to Friday excluding national holidays

Office Hours 09:00 – 17:00 Monday to Friday

Services are provided **remotely as standard**. Remote delivery does not incur travel, mileage, or subsistence charges.

On-Premise Requests

Work may be completed on-premise at the buyer's request. For all on-premise engagements, the following terms apply:

- **Travel and Subsistence:** Reasonable costs for public transport and subsistence are excluded from the day rate and are payable by the buyer

- **Mileage:** Excluded from the day rate and payable at current HMRC mileage rates
- **Additional Charges:** Any applicable Congestion Zone, ULEZ, or similar clean air zone charges and parking fees incurred throughout the UK are payable by the buyer.

Security Vetting & Screening

Where a buyer requires Astun personnel to undergo specific security vetting, screening (e.g., NPPV, BPSS, CTC), or site-specific inductions:

- **Disbursements:** All third-party application fees and processing costs are payable by the buyer and may be treated as a project disbursement
- **Administrative Time:** Time spent by Astun consultants or administrative staff in completing vetting applications or attending mandatory security briefings will be billable at the applicable day rate

Insurance

Professional indemnity insurance is included in all day rates.

Cost-Effective & Sustainable Delivery

Our service is designed with a remote-first delivery model as the standard. By prioritising remote collaboration, we provide buyers with several key advantages:

- **Immediate Cost Savings:** Day rates are transparent and inclusive of all overheads for remote delivery. Buyers do not incur additional expenses for travel, mileage, or subsistence during standard operations
- **Reduced Carbon Footprint:** Our remote-standard approach supports public sector sustainability goals and "Net Zero" targets by significantly reducing unnecessary travel
- **Flexible On-Site Support:** While we lead with remote delivery, we remain available for on-premise requirements on request. These are billed transparently using standard HMRC mileage rates, ensuring predictable and fair cost management for the buyer

On-boarding and Off-boarding processes

On-boarding

On receipt of a purchase order Astun Technology will:

- Create a Consultancy subscription for tracking use of consultancy time
- Confirm the number of days purchased and their expiry date with the buyer
- Provide access instructions to the buyer for the Astun Support portal, to allow the buyer to make call-off consultancy requests

Off-boarding

On receipt of a written request to terminate, Astun will:

- Provide written confirmation the Consultancy subscription has been closed
- At the end of the engagement, Astun provides a final knowledge transfer session and a project closure report, where relevant
- We ensure all access to customer environments is revoked

Classification and Target Response Times

This severity classification determines the assessment timeframe. All Consultancy requests outside of iSiC, Astun Clarity or Priority Support Coverage requests are classified as P3 or P4.

Severity Class	Definition	Assessment Timeframe
P1 – Emergency	Application problem resulting in serious loss or degradation of service or serious loss of functionality.	2 Hours
P2 – Urgent	Application problem that reduces system security or data integrity, or which represents a serious threat to service.	4 Hours

P3 – Non-urgent	Low-level applications or procedural problems requiring resolution in defined timescales.	5 Working Days
P4 – Low	Other low-level applications or procedural problems.	10 Working Days

- **Guaranteed Response:** Our guaranteed response time is under 2 hours for all ticket classifications
- **Assessment Timeframe:** This is the period in which a Consultant will be assigned to review and begin work on your ticket
- **Calculation:** The timings above are calculated within Astun Standard Business Hours, so far as reasonable and practicable, in response to Call-Off Requests raised