



G-Cloud 15
Service Definition

G-Cloud Procurement
and
Digital Procurement Consultancy Service

Lot 3 Cloud Support

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1. Introduction

Company Overview

Advice Cloud provide public sector procurement advice and services to all parts of the UK Government including Central and Local Government as well as Health, Emergency Services, Education, and Housing Associations, Charities and Not-for-Profits. We have a reputation for giving honest, pragmatic and speedy advice.

With over 80 years of combined experience in the public sector, we provide organisations across the public sector with either support for specific parts of the procurement process, or an end-to-end service.

Value Proposition

Procuring technology is a risky business and having procurement professionals with end-to-end technology agile and digital backgrounds is always a challenge.

At Advice Cloud, we provide an end-to-end procurement solution. Working with the customer to draft the requirement statement, and conduct a capability assessment (As-Is review and To-Be mapping).

Our approach is to work with our client in a collaborative manner, delivering services based on user needs, that are solution-oriented and provide value for money.

We work with your team to:

- Provide greater visibility of the procurement process
- Support you in taking ownership of the procurement process
- Deliver a solution that best fits your organisations needs
- De-risk the procurement and delivery process
- Manage the on-boarding and off-boarding
- Make sure it is business as usual during the transition phase

Social Value

Advice Cloud have achieved the Social Value Quality Mark Level 1 in January 2022.

Our Social Value Strategy provides pledges and Key Value Indicators (KVI) across 4 areas:

- Health and Wellbeing
- Employment and Volunteering
- Education and Skills
- Economic

We are happy to discuss with potential customers the social value that we can create via the delivery of the contract.

What the Service Provides

We provide:

- Digital and complex procurement consultancy
- Cloud migration procurement
- BPO outsourcing vendor Management
- Transforming Public Procurement 2024 (TPP24) consultancy & advice
- Strategic Contract review and advisory
- Category Management

We utilise the Digital Marketplace, Crown Commercial Frameworks and other available public sector frameworks for the effective delivery of technology solutions to our public sector clients. Delivering value for money, return on investment and meeting the organisation's IT and business strategy.

We work with the client on Outline Business Case (OBC) and the Full Business Case (FBC) development following Her Majesty Treasury 5 Case model.

Overview of the G-Cloud Service Offered

Pre-Procurement and Market Engagement

Advice Cloud leverage our experience within the marketplace to run market engagement meetings and sessions. This is where complex procurement requirements can be discussed with the supplier market. This helps us to understand the requirement complexities, challenges and build financial models and delivery timelines that are robust and aligned to the organisation's business need.

Procurement Management

We work with public sector client to draft the procurement strategy, work with the technical team in drafting the Statement of Requirement and running the procurement process through a complaint route and framework. We validate the Statement of Work and de-risk any potential risk in the procurement process.

Digital Transformation Procurement

Advice Cloud support public sector clients with using Crown Commercial Service's Digital Outcomes Framework. We support digital delivery and transformational projects through the digital partnership model, which is aimed at reducing vendor lock-in, providing clear delivery outcomes and visibility into delivery timelines, user stories and resource profile.

Associated Services

Vendor Strategic Relationship Management and Contract Management

We believe that value can only be created when both suppliers and public sector clients work in collaboration, building positive commercial relationships that are based on trust.

We deliver this by working with the public sector clients in building a contract management model that is fit for purpose, fosters value creation and aimed at delivering strategic business needs.

Our Approach

Advice Cloud work with 4 main pillars for the delivery of our outcomes:

- Engagement
- Spend Analytics
- Market Intelligence
- Benchmarking



This results in the module below which typically informs our approach to sourcing.



2. Data Protection

Information Assurance

To help protect the privacy of personal data you transmit, we maintain physical, technical and administrative safeguards and require the same of any third parties we share your personal data with. Any payment transactions will be encrypted. Our security technology is centrally managed and monitored by a third-party IT support company. Our employee's access to business tools adheres to our Password Policy and NCSC Guidance. We are in control of all user accounts and the access privileges granted to each user account. In addition, we regularly train our staff about the importance of confidentiality and maintaining the privacy and security of your personal data.

Advice Cloud are Cyber Essentials certified, accredited by APMG. The scope of the certification covers Advice Cloud's devices including, but not limited to, firewall, desktops, laptops, mobile devices and storage media. We are happy to provide our certification on request.



Advice Cloud have the following internal Information Security Policies, signed by all permanent staff:

- Information Security Policy
- Password Protection Policy
- Acceptable Use Policy
- BYOD Policy
- Social Media End User Guide

Data Back-Up & Data Restoration

Any data we hold is stored on cloud-based software such as file storage and sync; our CRM tools, and accounting software, all of which ensure appropriate safeguards are in place for storing the data of citizens under the relevant data protection law. We regularly monitor and review our choice and use of business applications, to ensure that data is protected against loss where it is stored.

As Advice Cloud do not use any on-premise software or physical data storage, the likelihood of a scenario that impacts our, or our clients' Business Continuity, is low. We are a remote working organisation meaning should any Disaster happen at any employee's site, we can continue working on ongoing projects from an alternative location, in line with our BYOD Policy.

As we work collaboratively with our clients, all data we hold about an ongoing project/contract with you (the Buyer), can be viewed (and downloaded) by you

via G-Drive access, if required.

Advice Cloud can remove all personal data on request.

Business Continuity Statement/Plan

Advice Cloud can provide a detailed BCDR plan to the buyer upon request, which will cover the following:

- Scope of the plan
- Key business areas
- Critical functions
- Dependencies between business areas and functions
- Acceptable downtime for each critical function
- Outline plan to maintain operations

Privacy by Design

We process your personal data based on legitimate interests, to enable us to perform our contract with you (the Buyer), and to manage our relationship with you via various communications (the list of which can be found in our Privacy Policy on our website).

To ensure that the protection of our clients' data is included from the start of our service, an Operational Checklist, which all staff members have easy access to, is used to determine the business need for obtaining and processing personal data before doing so. For larger projects, we would conduct a Privacy Impact Assessment.

Although we do not legally require an appointed Data Protection Officer, we have a nominated main point of contact with responsibility for ensuring that Advice Cloud's technical and organisational measures demonstrate ongoing compliance with data protection regulation.

As a small company, we manage people- and process-based risks through company-wide Information Governance check-ins (weekly), GDPR Business Reviews (quarterly), and Data Protection Training (annual), which all staff are expected to attend. This ensured that data privacy is at the forefront of conversations and integrated into all projects/contracts from the beginning.

3. Using the service

Ordering and Invoicing

Our services can be ordered in line with the G-Cloud 15 framework call off-terms and by sending an email to publicsector@advice-cloud.co.uk.

Resource rate is via our pricing document, and invoices are raised one month in arrears for the resource days worked including VAT and any agreed expenses if applicable.

Availability of Trial Service

Advice Cloud do not provide trial service, but we are open to client's early consultation, needs analysis and scoping advisory.

On-Boarding, Off-Boarding, Service Migration, Scope

On receipt of a valid PO a lead consultant will be allocated who will contact the client to arrange a kick off. A project timeline and roles and responsibilities document will be produced and agreed where appropriate / required.

At the end of the project/engagement a close down meeting & retrospective will be carried out to ensure lessons learnt are understood and actioned. All data will be held for the appropriate time unless required otherwise by the client.

Training

Advice Cloud provides bespoke procurement training geared towards improving the requirements drafting exercise, upskilling internal capabilities and improving competencies within the public sector organisation. During these trainings we demonstrate the best practice methodologies across the public sector landscape.

Implementation Plan

A detailed implementation plan can be provided to the buyer on request.

Service Management

We constantly QA our delivery and review client feedback in order to improve the service delivered. We expose our customers to a wealth of advisory resource from a team of our experts and work with the client to deliver a procurement solution that is fit for purpose, best value for money and aligned to the organisation's strategic direction.

Service Constraints

The vast majority of our work is carried out remotely. This enables us to price & charge effectively (usually in 15 minute increments). If you wish us to work on site we may need to adjust our cost model. We will also need to ensure that a Risk Analysis is carried out in line with any public health guidelines.

Service Levels

We develop performance KPIs and SLAs with our customers, measuring what is important to them. These include, delivery to timeline, sourcing strategy delivery, response rate to vendor questions, savings delivery and risk management.

Financial Recompense Model for not Meeting Service Levels

We always deliver high quality work to our clients, within budget, scope and time. However, we will redo any work that falls below our customers expectation at our expense. Though we have not experienced this as an issue, but we are always open to work with the clients in undertaking quality review, acceptance criteria and delivery sign-off governance.

4. Provision of the Service

Customer Responsibilities

Customers to provide a conducive work area if on-site working arrangement is required. Customers to ensure that there is internal executive level governance approval board for decision making, issues resolution, set strategic directions and provide strategic inputs into delivered solution or agreed delivery timeline. It is also appropriate to link the delivered solution or timeline into the organisations business strategy and objectives.

Technical Requirements and Client-Side Requirements

Advice Cloud will work with the clients to develop the statement of needs, conduct as-is review, to-be development, draft statement of requirements (including the functional and non-functional requirements) and the sourcing or procurement strategies. We provide structured questionnaire and templates to deliver these outcomes.

These could be system requirements, or these may be the provision of other resources by the client, such as people or time – not responsibilities, but absolute requirements. These can be discussed prior to an order being placed. The requirements should be documented in the Order Form as agreed between both parties.

Outcomes/Deliverables

Key deliverables will depend on the nature of the project, it's complexities and outcomes expectations.

After-Sales Account Management

Your lead consultant will act as first point of contact for all after sales & project delivery queries. However should any issues arise you will have access to Advice Cloud senior management including the Managing Director & CEO for prompt and efficient resolution of all queries.

Termination Process

Advice Cloud will support the clients in the off-boarding process in a controlled manner, with consideration for business continuity, knowledge retention, value creation and relationship management.

The termination process will follow the G-Cloud 15 framework Call-Off terms and Advice Cloud termination clauses and process.

5. Our experience

Case Studies

We have extensive experience of working with our public sector clients in delivering real value for money, de-risking the procurement process and giving all vendors equal opportunities.

We have delivered over £80 million worth of complex strategic procurement projects with various Public Sector bodies, on time, on budget and to the highest quality.

Below are some of the organisations that we have worked with:

Clients



Contact Details

For further details on your procurement requirements, please contact us at Advice Cloud or email publicsector@advice-cloud.co.uk