

Service Definition – Digital Transformation, Strategy, Implementation and Transition Services

(a.) An overview of the G-Cloud Service (functional, non-functional);

Acuity provides a comprehensive range of services to support all elements of your digital transformation, strategy, implementation or transition. From IT strategy development to design, specification, procurement and implementation of business focused solutions that transform operations and service delivery. Our approach is agnostic of technology, vendors and specific delivery models.

Service Features

1. Business direction clarified and organisational vision confirmed
2. Business requirements identified and translated into clear IT requirements
3. Outline Information Management and corresponding IT Support requirements identified
4. IT principles to govern IT investment and use defined
5. Future vision for IT defined
6. The most appropriate delivery model identified
7. Governance, procurement and budget management principles identified for successful delivery
8. An appropriate and robust IT team model defined
9. An outline programme and provisional delivery projects to deliver defined change
10. An outline cost model defined, to inform future business cases

Service Benefits

1. A business led approach with IT positioned as an enabler
2. Integration with wider business transformation activities
3. A flexible delivery model based on your requirements and capabilities
4. A prioritised roadmap of activity to support affordability decisions
5. A strategy presented in concise plain English
6. Access to a flexible resource pool providing specific domain experience
7. Advisors with central/local government, and wider public-sector expertise
8. Highly cost effective through use of proven and reusable models
9. Identification of quick wins and short-term tactical actions
10. Highly collaborative working and development with your IT Team

(b.) Pricing (including unit prices, volume discounts (if any), data extraction etc.)

Day rates for our consultancy services are set out in the SFIA rates table and are dependent on the level and experience of the consultant and nature of requirement.

(c.) Service management details;

Each client assignment is allocated an Acuity Assignment Director who is responsible for overseeing the services to be delivered. The Assignment Director will oversee quality assurance of all regular checkpoint and highlight reports prior to delivery to the customer to ensure all activities and agreed products are being delivered to plan.

The Assignment Director maintains contact with the lead consultant on at least a weekly basis and as and when required via telephone, email and face to face

meetings to monitor progress of the assignment and to ensure any risks and issues which may arise are managed appropriately. In addition, the Assignment Director will also periodically liaise with the client to ensure they are satisfied with the progress of the work and the conduct of the consultant, and acts as a point of escalation for the client should they require it.

Through these regular meetings and feedback with clients we assess client's satisfaction with consultants' performance and address any performance issues in the rare likelihood that they may arise.

(d.) Service Levels (e.g. performance, availability, support hours, severity definitions etc.);

Acuity makes every effort to ensure and maintain the highest standards of delivery from all its consultants. Internally we have recruited consultants who together have created an organisational culture and ethos which is underpinned by our professional integrity in all that we do.

Each client assignment is allocated an Acuity Assignment Director who is responsible for overseeing the services to be delivered. Throughout the assignment the Assignment Director will liaise with the client to ensure they are satisfied with the progress of the work. In the unlikely event that a customer complaint arises, this would be escalated to the Assignment Director for investigation.

In addition, at the end of every assignment we issue the client with a Client Satisfaction Form to complete. This focuses on areas such as the relevance of the consultants' knowledge and skill set, timeliness of delivery and how Acuity's delivery contributed and added value to meeting business requirements. It also focuses on any areas in which the client feels we may be able to improve the quality of service. We use this feedback to improve our approach for both existing and future clients.

(e.) Ordering and invoicing process;

Orders can be placed by contacting us by email or phone.

Invoices are submitted at monthly intervals and will show the period and the amount of the work for which payment is claimed together with the agreed day rates and travel and subsistence claim details. Payment is due within 30 days of invoice issue.

(f.) Termination terms:

- (i.) By consumers (i.e. consumption); and**
- (ii.) By the Supplier (removal of the G-Cloud Service);**

As per our Terms & Conditions:

The Agreement shall continue until the Services have been provided in terms of the Proposal or any subsequent date as mutually agreed in writing by both parties or until terminated by either party in accordance with these Terms and Conditions.

10.2 The Client may terminate the Agreement if the Consultancy fails to comply with any aspect of these Terms and Conditions and this failure continues for a period of four (4) weeks after notification of non-compliance is given.

10.3 The Consultancy may terminate the Agreement if the Client has failed to make over any payment due within four (4) weeks of the sum being requested.

10.4 Either party may terminate the Agreement by notice in writing to the other if:

10.4.1 the other party commits a material breach of these Terms and Conditions and, in the case of a breach capable of being remedied, fails to remedy it within a reasonable time of being given written notice from the other party to do so; or

10.4.2 the other party commits a material breach of these Terms and Conditions which cannot be remedied under any circumstances; or

10.4.3 the other party passes a resolution for winding up (other than for the purpose of solvent amalgamation or reconstruction), or a court of competent jurisdiction makes an order to that effect; or

10.4.4 the other party ceases to carry on its business or substantially the whole of its business; or

10.4.5 the other party is declared insolvent, or convenes a meeting of or makes or proposes to make any arrangement or composition with its creditors; or a liquidator, receiver, administrative receiver, manager, trustee or similar officer is appointed over any of its assets.

10.5 In the event of termination the Client must make over to the Consultancy any payment for work done and expenses incurred up to the date of termination.

10.6 Any rights to terminate the Agreement shall be without prejudice to any other accrued rights and liabilities of the parties arising in any way out of the Agreement as at the date of termination.