

ANS Frameworks Overview

Further detailed information on Frameworks can be found in the internal FAQ available on SharePoint and in Teams

CCS Framework RM3733 Technology Products 2

Lot 1 - Hardware

This Lot is aimed at value added resellers (VAR) who have the capability to provide a wide range of vendor-neutral end user devices, and other hardware such as audiovisual, network infrastructure equipment and aIT peripherals. Operating systems and utility software included as part of a standard Original Equipment Manufacturer (OEM) product offering/factory build are included in this lot when purchased alongside/installed on the associated hardware.

Exclusions:

1. IT Managed Services – outsourced managed services are not within scope of this Framework Agreement.
2. Chargeable Consultancy (for example but not limited to stand alone consultancy, or pre-sales design)

CCS Framework RM3804 Technology Services 2

Lot 1 - Technology Strategy and Services Design

Lot 2 - Transition and Transformation

Lot 3 - Operational Services Service group a: End User Services

Lot 3 - Operational Services 3b: Operation Management

Lot 3 - Operational Services 3c: Technical Management

Lot 3 - Operational Services 3d: Application and Data Management

Lot 4a Programmes and Large Projects Services at Official security level and below

Lot 1 – Strategy

- Capability analysis - identification of current business capability (as is) and that which will be needed for the future state (to be).
- Enterprise architecture using the open group architecture framework (TOGAF) or similar
- Technology gap assessments - the assessment and recommendation of the right technology to plug the capability gap between the as-is and the to-be.
- Business models - identification of the correct commercial and operational models to deliver the technology strategy (insourced, outsourced or multi-sourced models).
- Architectures - identification of the correct technology architecture to deliver the technology strategy (in-house hosted, private cloud, hybrid or public cloud).
- Road-mapping - the development of technology roadmaps to co-ordinate the delivery of the technology strategy.
- IT financial management - development of an IT financial management approach to support the technology strategy, in order to manage investment and costs and obtain business benefit from any investments.

Lot 1 – Services

- Operational service design - working with customers and end users in order to design a service delivery model that meets the current and future business needs and demand.
- Demand management - capacity planning processes and systems.
- Service Levels, Performance Design - developing service levels and KPI's for services in scope, their measurement and reporting and how service provider(s) may work to achieve and maintain them.
- Service Availability – designing monitoring, assurance and continuity of service processes and systems to meet current and future business needs.
- Risk – ensuring proactive risk identification, mitigation and management to deliver service continuity.
- Security – appropriate security protection in line with business needs.
- Supply chain - designing, integration and management of commercial processes to ensure service integration and efficient operation in a multi supplier eco system.
- Applications - identification and specification of any appropriate databases, applications or toolsets to deliver the services.

Lot 2 – Transition and Confirmation

- The identification of the transition/transformation success factors and their measurement.
- Risk analysis and risk management.
- Audit and due diligence activities for the present customer estate.
- Project and programme management, including planning, delivery and reporting.
- Implementing and managing the transition/transformation process and coordination of resources, potentially across a multi supplier environment.
- Post transition/transformation review to identify if the objectives, success factors and benefits have been met and realised.
- Legacy service decommissioning and disposal, including planning, delivery and coordination of activities.

Lot 3 – Operational Services

Lot 3a – End User Services

Services may include: product support capabilities, including elements of hardware and software support, logging of problems, reporting and proactive results analysis of problem trends to suggest permanent fixes. The dispatch of service technicians and/or parts, end user training coordination and other technology related issues.

Lot 3b - IT Operations, Data Centre and Technology Estate Service Management

This includes the day-to-day system management responsibility for the technology infrastructure, its systems operation, integration, support, administration, and performance monitoring. Technical diagnostics/troubleshooting, configuration management, system repair and disposal management and the production of management reports may form part of this service.

Lot 3c – Technical Management

Network Infrastructure Management

Services for planning, delivering, operating, managing (including security), supporting and monitoring the on premise local area network infrastructure (LAN) and/or its assets. Including but not limited to fixed and wireless devices, routers, switches, firewalls, fibre optic equipment etc). This may take the form of individual services and/or a Network Operations Centre - NOC.

Exclusions are telephony, mobile voice and data services, video-conferencing, audio-conferencing services, integrated communications and wide area network provisioning and connectivity.

Hardware and Software Asset Management

A framework and set of processes for strategically tracking and managing the financial, licensing and contractual aspects of IT assets through their life cycle. This includes hardware and software acquisition and disposal decisions that identify and eliminate unused or infrequently used assets, the consolidation of software licenses or proposals for new licensing models. The service shall provide an accurate account of technology asset lifecycle costs and risks to maximize the business value of technology and sourcing decisions.

Lot 3d – Application and Data Management

Data Warehouse, Database and Data Management

Data, database and middleware management and integration practices, architectural techniques and tools for achieving consistent access to data across the technology estate. The services shall meet the data consumption requirements of all other services, applications and business processes. This is inclusive of installation, configuration, management and support (1st or 3rd party) of databases. Activities include Data extraction, translation, transfer, conversion and backup and recovery.

Applications Management and Support

A wide variety of application services, processes and methodologies for maintaining, enhancing, managing and supporting custom or enterprise applications, packaged software applications, ESCROW or network-delivered applications.

DevOps or Release Management

A collaborative approach to the integration of the software life cycle from application development through release and IT operations activities, with a focus on process workflows, application creation, deployment, and delivery using tools to automate the delivery for rapid and reliable software release.

Lot 4 – Programmes and Large Projects

Lot 4a – Programmes and Large Projects Services at Official security level and below

This lot is for large scale, complex or high risk projects and/or programmes that require the range of services offered in lots 1, 2 and of those in 3 (a,b,c,d).

For services at the Official Level, bidders who qualify for lots 1, 2 and 3a - 3d will automatically qualify for Lot 4a. In addition, those that fully complete and pass the additional security question (SQ10 of the Your Offer), will qualify for Lot 4b and the opportunity to deliver programmes and/or project requirements at the Government's Secret security level.

Delivery may take the form of a single entity (single sourced) providing all of the services or multiple-entities (multi-sourced) depending upon the customers technology delivery strategy.

G-Cloud 9

For G-Cloud 9, we are on all 3 lots:

Cloud Hosting

Cloud hosting suppliers provide cloud platform or infrastructure services that can help buyers:

- deploy, manage and run software
- provision and use processing, storage or networking resources

Buyers only need to pay for what they use.

Suppliers must provide cloud hosting services in at least one of these categories:

- archiving, backup and disaster recovery
- compute and application hosting
- container service
- content delivery network
- database
- NoSQL database
- relational database
- data warehousing
- load balancing
- logging and analysis
- message queuing and processing
- networking (including Network as a Service)
- Platform as a Service (PaaS)
- infrastructure and platform security
- distributed denial of service attack (DDOS) protection
- firewall
- intrusion detection
- protective monitoring
- search
- storage
- block storage
- object storage

On G-Cloud 8, cloud hosting was known as 'Platform as a Service' and 'Infrastructure as a Service'.

Cloud software

Cloud software suppliers provide applications that are accessed over the internet and hosted in the cloud. Buyers only need to pay for what they use.

Suppliers must provide cloud software services in at least one of these categories:

- accounting and finance
- analytics and business intelligence
- application security
- collaborative working
- creative, design and publishing
- customer relationship management (CRM)
- electronic document and records management (EDRM)
- healthcare
- human resources and employee management
- information and communication technology (ICT)
- legal and enforcement
- marketing
- operations management
- project management and planning
- sales
- schools, education and libraries
- software development tools
- transport and logistics

On G-Cloud 8, cloud software was known as 'Software as a Service'.

Cloud support

Cloud support suppliers provide services to help buyers set up and maintain their cloud services.

Suppliers must provide cloud support services in at least one of these categories:

- planning
- setup and migration
- testing
- training
- ongoing support

On G-Cloud 8, cloud support was known as 'Specialist Cloud Services'.