



Support of SONIC - Oracle Bridge

UKHSA PDS

Proposal

23/8/2022

Table of Contents

SONIC Support 2022-2022



1 Executive Summary 1

 1.1 Suitability for the task 1

2 Scope of Service 1

 2.1 Out of scope activities 2

 2.2 Data Security 2

3 Pricing 2

 3.1 Support pricing for 6 months 2

 3.2 Invoicing 2



1 Executive Summary

This document is a proposal to UKHSA to provide support and enhancements to the SONIC finance System for 6 months (1/9/2022 to 28/2/2023)

1.1 Suitability for the task.

ap16 are the initial system developers of the Bespoke SONIC system. We have built up significant knowledge of the operations of the department and act as a long-term development partner rather than a supplier of packaged software.

ap16 have been developing and supporting ASP.Net / SQL Server based business applications for the past 16 years and our development team have over 50 years of combined software development and support experience.

Our technical architects have **extensive experience** in creating and supporting enterprise-class software solutions of all sizes. From web-based employee communication portals servicing 1000's of employees, through to industry-specific desktop applications.

We have an ethos of providing straightforward advice, services and solutions tailored to the specifics of each client's needs. Our aim is to act as, and become, a trusted advisor rather than just another 'IT supplier'.

2 Scope of Service

ap16 will provide support and development services with effect from 1st September 2022 for a period of 6 months to 28/2/2023

This agreement provides 20 person-days of effort over the course of the contract for a price that shall not exceed £13,000 excluding VAT per year, chargeable at the day rates set out below.

- Support will be provided during normal UK office hours.
- ap16 will maintain a copy of all source-code and all development executed off site.
- Software development, deployment and updates will be carried out remotely.
- The allotted resource available under this agreement will provide for an agreed roadmap of minor enhancements.
- All enhancements will be costed and agreed prior to development.



Support for the SONIC System will include the following activities up to the agreed number of days provided per period:

- Break fix support / Bug fixes
- Enhancements (including specification and estimating effort)
- Releasing new deployments
- Keeping documentation up to date
- Emergency response for urgent incidents
- Maintaining task list (deadlines, priorities, progress) and tracking progress

Any unused days may be carried forwards one quarter before they are forfeit. Carried over days will be utilised first in the following quarter

2.1 Out of scope activities.

The following tasks are not covered by this support agreement:

- Hardware support (Responsibility of UKHSA IT)
- Backups and backup testing (Responsibility of UKHSA IT) • Windows Updates on the servers (Responsibility of UKHSA IT)

2.2 Data Security.

We fully understand the need for Data security and are happy to abide by the following rules.

- No data should be exported off the PHE servers without explicit approval from PHE.
- It is the responsibility of the support organisation to generate any test data for off-site work.
- There are security rules in place for sending sub-sets of data, e.g., email encryption.

3 Pricing

3.1 Support pricing for 6 months

Total		6 Month Cost	£13,000

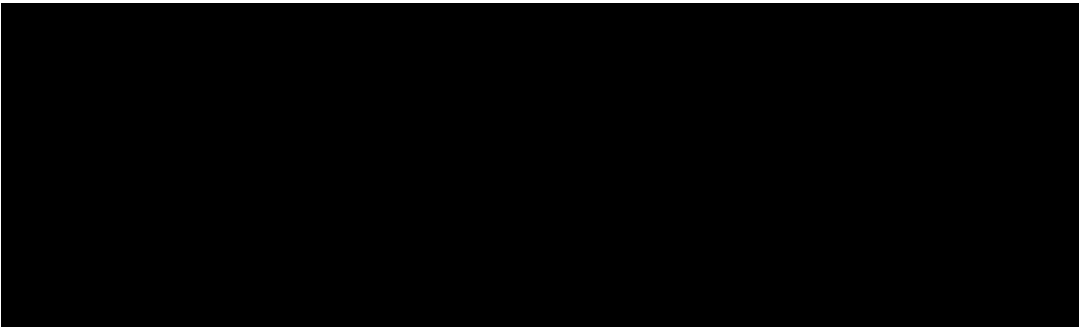
3.2 Invoicing

UKHSA will be invoiced on signature. Invoices should be sent to the following address:

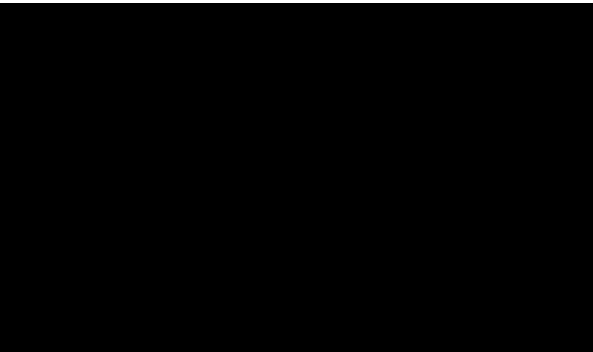


Signed on behalf of ap16:

Name: 



Date: 15/09/2022



Date Signed: 15/09/2022

Name:

Title:

Date: