

Netcompany



# MANAGED SERVICE SUPPORT – MAY 2025 TO JANUARY 2027

MOD P8ALARMS

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On this day, the following

## STATEMENT OF WORK

has been entered into by and between

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and

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("Customer" and/or "Netcompany" may be collectively referred to as the "Parties" and separately as a "Party").

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# 1 Introduction

Netcompany have been asked to provide a statement of work for an extension of the current managed support service to The P8ALARMS application owner (“**Application Owner**”). The Service will include the following support from 1<sup>st</sup> May 2025 to 31<sup>st</sup> January 2027:

- Application Performance Monitoring;
- Operating System Patching; and
- Service Management (“**Service**”).

This document details how Netcompany intends to provide the Service until 31<sup>st</sup> January 2027.

# 2 Objectives

This Statement of Work (“**SOW**”) serves to provide a description of the Service that Netcompany will provide to the Customer under a managed service agreement, based upon known assumptions and dependencies as well as Netcompany’s experience of providing similar support services to a variety of clients.

The objective of the Service is to provide support and maintenance to the Azure infrastructure and applications as detailed in Appendix A.

### 3 Scope of Support Services

#### 3.1 Service Overview

Netcompany will provide remote support for MOD MODCLOUD/Microsoft Azure infrastructure as detailed in Appendix A, including host monitoring, and Operating System (“OS”) layer support. This will be achieved by utilising our support teams based in our Leeds Service Centre. This team also allows the team size to flex in line with service demand.

[REDACTED Under FOI Section 43 Commercial Interests]

All Netcompany personnel assigned to deliver the Service will be SC cleared.

#### 3.2 Services Provided

The scope of the support was categorised as requiring Bronze, Standard support.

The following Service shall be provided to the Customer, commencing from 1<sup>st</sup> May 2025 to 31<sup>st</sup> January 2027:

##### 3.2.1 MODCloud Shared Services – Service Model 1

Service Model 1 provides the following services:

MODCloud Shared Services – Model 1
Application Performance Monitoring
Operating System Patching
Service Management

### 3.3 Support Hours

As per the current support provided to MOD, Netcompany will provide support during the following hours:

Support Hours	
Core Support Hours	09:00-17:00 Monday-Friday (UK Time) excl. Bank Holidays

### 3.4 Support Location

Due to the nature of the support required, all support will be provided remotely (home-based or office-based), and no on-site presence will be required.

Location	Address
Netcompany UK Leeds Office	7th Floor, 12 Greek St, Leeds LS1 5RU
Remote	N/A

### 3.5 Scope of Services

Below details the Services, as defined in section 3.2.1, that will be in-scope of the Service that Netcompany will provide to the Customer.

#### 3.5.1 Application Performance Monitoring and Alerting

Netcompany will provide an Application Performance Monitoring service which identifies, analyses, investigates, and reports on Application Performance Events.

Deliverable	Description
Monitoring	Netcompany will utilise current toolsets to pull data from application components.
Thresholds	Netcompany will utilise thresholds in accordance with application owner/support team recommendations, technical architecture, and good industry practice.
Dashboards	As part of the setup phase, Netcompany will build a dashboard to react to thresholds being triggered. If a threshold is triggered it will be raised on the dashboard for investigation by the Netcompany team.
Investigation	If a threshold is triggered, Netcompany will respond and investigate the event to confirm validity and severity.
Triage	If a performance event requires additional assistance, or needs to be passed to another team, Netcompany will follow the application owners Incident Management Process to move tickets to the applicable resolver group.

#### 3.5.2 Operating System Patching

Netcompany will conduct OS patching & application patching within the environment utilising Azure System Manager and Windows Update Services on a monthly basis. The scope of the patching targets is listed within Appendix A.

Patching will be automated, and tests will occur following completion of the maintenance windows described below.

Netcompany will also apply 'Zero-Day' patching at short notice where applicable.

Netcompany is aware that during times of a heightened CANNEL state, or similar security statuses, patching may need to occur more regularly than that shown in the below schedule. Netcompany will work with the Application Owner to determine a more suitable patching schedule during such events.

### 3.5.3 Patching Schedule

Patching will be in accordance with the current Patching Schedule provided by Netcompany to the Customer and follows the general pattern below:

[REDACTED Under FOI Section 26 Defence]

## 3.6 Service Requests

Service requests raised by the Customer, for additional services or functionality, will be assessed by Netcompany within 5 working days of receipt. In the event that the assessment will take longer than 5 working days Netcompany will notify the Customer as soon as possible.

Where it is agreed that the completion of a service request will take less than 5 days to complete, this will be treated as chargeable work and a small works impact assessment will be issued to the Customer. Netcompany will only proceed with the request once approval has been given by the Customer.

## 3.7 Project work

Where a service request is assessed by Netcompany to require 5 days or more to complete, then the request will be deemed as a chargeable project. Additional governance, above and beyond the service request will be required.

Netcompany will produce a full impact assessment for the Customer, outlining the deliverables, timescales and commercials for the project and will only proceed with the request once approval has been given by the Customer.

## 3.8 Governance

Netcompany and the Customer can conduct an optional Monthly Service Review scheduled after the 10<sup>th</sup> day of the month to discuss the previous month's performance:

Agenda	Frequency	Attendees	Location
Monthly Service Review	Monthly (optional)	- Netcompany - MOD P8ALARMS Application Owner(s)	Microsoft Teams conference call

## 4 Assumptions and Dependencies

When producing this SOW, it is assumed that:

ID	Assumptions
A-1	It is assumed that Netcompany will work on behalf of the Customer when requesting necessary tooling and equipment to deliver the Service.
A-2	It is assumed that all support of the application can be conducted remotely and within core support hours.
A-3	It is assumed that the Customer and CES will provide the latest copy of relevant security policies / standards as they are released, to enable alignment to the supplied service.
A-4	It is assumed that for any vendor action, the Customer will ensure that their vendor is commercially motivated to operate to the defined governance process and associated service delivery.
A-5	It is assumed that housekeeping activities will be completed inside of normal working hours.
A-6	It is assumed that Netcompany are not responsible for the Azure account in which the P8ALARMS environment is installed on, Netcompany will not rebuild any underlying Azure infrastructure as per MODCloud Shared Responsibility Model.
A-7	It is assumed that, whilst there is no IT Service Management tool available for Netcompany to use, SLAs and incident management related KPIs are not applicable.
A-8	It is assumed that all support of the application can be conducted remotely using Netcompany UADs.
A-9	It is assumed that the Customer and CES will provide appropriate point of contact for submitting access or change requests in the event of new Netcompany support staff onboarding.
A-10	Netcompany are not responsible for the account in which the application is installed on, Netcompany will provide monitoring but will not rebuild any services that fail.
A-11	Netcompany are not responsible for the maintenance and monitoring of the infrastructure backups within the account.
A-12	No more than 25 tickets are raised per week.
A-13	Infrastructure patching will take place within the core support hours; any work outside of these hours will be chargeable.

To implement this SOW, Netcompany are dependent on:

ID	Dependencies
D-1	There is a dependency on the Customer to procure the required application software & licences required within the environment.
D-2	There is a dependency to facilitate reasonable access to key teams for knowledge transfer, setup, configuration, and access control. These include CES, P8ALARMS, and any Third-Party vendors.
D-3	Access to Customer processes and policies for Major Incident and Change Management.
D-4	Access to the customer IT Service Management tool of choice will be provided for Netcompany to raise relevant changes

## 5 Commercials

### 5.1 Charges

The following charges shall apply to this SOW. All prices and rates shown are exclusive of VAT.

#### 5.1.1 Managed Services

The Services are priced on a fixed price basis for the individual services called off. The Services available to be called off through this SOW are:

- Service Model 1 - Application Performance Monitoring and Operating System Patching (M-F 9-5) – Production Environment

The fixed price Charges for 1st May 2025 – 31st January 2027, based on what has been called off, are as follows in the table below. If additional catalogue services are called off, or ceased, the total fixed price monthly cost will be updated to reflect the change.

The Charges will be invoiced monthly in arrears and are due and payable by the Customer within 30 days following receipt of the invoice.

#### 5.1.2 Pricing Schedule

[REDACTED Under FOI Section 26 Defence]

### 5.1.3 Additional Services

#### 5.1.3.1 Hourly Rates

Where any additional services (including service requests and project work, as per sections 3.6 and 3.7) are required, they will be chargeable in accordance with the following Hourly Rates unless agreed otherwise between the parties:

[REDACTED Under FOI Section 43 Commercial Interests]

Any Hourly Rate charges will be invoiced monthly in arrears, in accordance with actual time incurred. Hourly rates will be chargeable for each hour worked.

The hourly rate applies to all normal work hours.

Any work requiring hourly charges will be estimated and provided to the customer for approval prior to work commencing.

#### 5.1.4 Expenses

The charges stated above do not include any expenses unless stated otherwise. Where expenses are likely to be incurred, Netcompany will inform the Customer of the estimated expense amount for prior agreement. Actual expenses incurred will be invoiced monthly in arrears, or in line with any milestone invoicing. Where travel outside of a Netcompany location is required any travel time longer than 1 hour shall be considered chargeable time.

## 5.2 Terms and Conditions

This Statement of Work is subject to the terms and conditions of the 714669450\_G-Cloud-14-Call-Off-Contract P8ALARMS-[REDACTED Under FOI Section 26 Defence] entered into between the Parties.

In the event any of the assumptions or dependencies set out in this Statement of Work is proven to be incorrect or is not met then Netcompany reserves the right to raise a change to capture the consequential impact.

## 6 Appendices

### 6.1 Appendix A

[REDACTED Under FOI Section 26 Defence]