



COVID-19 Business Continuity



Date	31 March 2020
Version	1.0
Author	David Turner, Managing Director, MSC Digital.

Non-disclosure

The information contained in this document is confidential and is submitted by MSC Digital Limited ("MSC Digital") for the purposes for which it is intended. The customer may permit those of its employees, advisers and agents having a need to know the contents of this document to have access to such contents, but shall ensure that such employees, advisers and agents are bound by the customer's obligation to keep it confidential. Subject to that, the contents may not be disclosed in whole or in part to any third party without the prior express written consent of MSC Digital. The customer's acceptance of these obligations shall be indicated by the customer's use of any of the information contained in this document.

Contents

1. Introduction.....	3
2. Business continuity during the COVID-19 emergency.....	4
2.1. Loss of staff	4
2.2. Loss of technology and supportive infrastructure	4
2.3. Loss of office/building space	5
2.4. Loss of suppliers	5
3. Taking care of our staff	5
4. Commercial	5
4.1. Payment	6
4.2. Emergency contracts	6

1. Introduction

All the team here at MSC Digital hope that you and your staff are safe and well considering the current COVID-19 emergency that the whole country now finds itself in.

We would like to assure you that we have business continuity measures already in place and do not currently foresee any difficulties impacting our ability to maintain our services to our public sector clients.

We are committed to continue to deliver vital products and services at such a critical time, helping public sector organisations to deliver essential services for citizens in very testing circumstances.

This document briefly sets out our current business continuity measures.

As the Government response to the COVID-19 emergency continues to evolve, our business continuity approach will be revised as appropriate in the coming weeks and months. We will inform you promptly of any changes or new risks or developments to our service.

In the meantime, if you need help with anything or any further information, please don't hesitate to contact us.

David Turner
Managing Director

31 March 2020

MSC Digital Limited
83 Victoria Street
Westminster
London SW1H 0HW
020 76921748
info@mscdigital.co.uk

2. Business continuity during the COVID-19 emergency

The business continuity approach under which MSC Digital is now operating takes the following scenarios into consideration:

- Loss of staff
- Loss of technology and supportive infrastructure
- Loss of office/building space
- Loss of suppliers

2.1. Loss of staff

MSC Digital is staffed using a core of permanent employees and a team of specialist affiliates who have a B2B relationship with MSC Digital under a Master Services Agreement.

Our team have worked together for over six years in previous engagements across Government, and we supplement and scale this team as and when required with trusted specialists and subject matter experts.

As a result, we have a rare degree of flexibility to service our public sector clients. We have no single point of failure within our team, and in the event that a key member of the team should fall ill or be unable to work as a result of the COVID-19 emergency, we have other equally skilled and experienced specialists who can fulfil the role and responsibilities at short or no notice.

A list of our key staff and their contact details has been provided to all our existing clients, along with contact details for their substitutes should they be required.

2.2. Loss of technology and supportive infrastructure

As a specialist cloud technology organisation, MSC Digital has no reliance on data centres, physical on-premise hardware, or proprietary data and voice networks. Our technology suite and supporting infrastructure have no geographic dependencies.

- All technical, project management, business productivity and communications tools and software used by MSC Digital are cloud-hosted and consumed as commodity services via the internet
- In addition, we utilise several redundant tools (for example, Google G-Suite and Microsoft Office 365; Google Meet, Zoom and Microsoft Teams) and have no critical reliance on any one product or solution
- MSC Digital staff have multiple laptops for redundancy and our team can work from any internet-connected location using any service provider
- We are not reliant on any special network connectivity or fixed telephony hardware, utilising a combination of mobile telephones (several carriers) and Wi-Fi-enabled communications channels including Google Meet, Zoom, MS Teams, Slack, WhatsApp audio etc

2.3. Loss of office/building space

MSC Digital has no dependency on physical office space and our activities are not geographically dependent. Our work can continue unaffected from any internet-connected location.

We have always had a full remote working capability and all our staff are currently working from their own homes.

Where physical site visits are unavoidable (e.g. essential data centre work or physical deployment/installation of devices or infrastructure) our staff will abide by regulations and precautions as set out by the building owners/tenants.

2.4. Loss of suppliers

The cloud-hosted software and tools used by MSC Digital are provided by some of the largest technology suppliers in the world, including Microsoft, Google, and AWS (Amazon Web Services).

In the unlikely event of loss of any one of these suppliers, we can continue our normal business operation with alternative tools and technology from the other suppliers.

3. Taking care of our staff

Supporting our employees and affiliates during this crisis period is critical to providing you with the services you need and expect. We have acted as COVID-19 has spread, to protect the physical well-being and financial security of our staff so that they are able to care for their health while also supporting our clients.

Our staff are currently all working remotely from their own homes and the commitments we have made to support and care for them - including daily team “stand-ups” via video and virtual health check sessions (also conducted via video) during the business week - will ensure that we are ready and equipped to continue to fully support our clients during these uncertain times.

4. Commercial

As a direct response to the COVID 19 pandemic and in order to ensure continued access to public sector services, Crown Commercial Service (CCS) has put in place emergency contract variations to extend the following Technology frameworks:

- RM1557.11 G-Cloud 11 (9-month extension)
- RM1043.6 Digital Outcomes & Specialists 4 (6-month extension)

MSC Digital will continue to offer services via these frameworks into 2021, allowing ourselves and our clients the agility to react in severe emergency situations relating to the COVID-19 pandemic, in line with the recently issued Cabinet Office Procurement Policy Notes (PPN's)

- [Procurement Policy Note - Responding to COVID-19](#) (Information Note PPN 01/20)
- [Procurement Policy Note - Supplier relief due to COVID-19](#) (Action Note PPN 02/20)

4.1. Payment

Procurement Policy Note 02/20 (Supplier Relief due to COVID-19) sets out a series of actions to be taken by all public bodies in relation to paying suppliers, to ensure service continuity during and after the COVID-19 outbreak and to protect jobs.

Contracting authorities have been advised to support suppliers in a range of ways to maintain cash flow during this period. This might include continuing to pay at usual contractual rates, payment against revised/extended milestones or timescales, interim payments, forward ordering, payment on order or payment in advance/prepayment.

While we do not envisage any need for payment in advance or prepayment at this stage, prompt payment on receipt of monthly invoices will ensure we can maintain service delivery and retain staff in these challenging times.

4.2. Emergency contracts

With regard to the recent CCS guidance for contracting authorities and buyers (in relation to relief under the Public Contract Regulations 2015 for entering into emergency contracts), MSC Digital will make every effort to accommodate any such requests from our public sector clients at short notice, and will work with the category teams at CCS to prioritise these requests.



MSC Digital Limited
83 Victoria Street
Westminster
London SW1H 0HW

Telephone: 020 76921748
Email: info@mscdigital.co.uk
Web: mscdigital.co.uk
Twitter: [@MSCDigital](https://twitter.com/MSCDigital)