



Discovery and Proof of Concept Services Service Definition G Cloud 14

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1. INTRODUCTION	3
1.1. PURPOSE	3
1.2. PRINCIPLE ONE OVERVIEW.....	3
1.3. OUR SERVICES	3
2. DISCOVERY AND PROOF OF CONCEPT SUPPORT	4
2.1. SERVICE OUTLINE	4
2.2. SERVICE FEATURES.....	4
2.3. SERVICE BENEFITS	5
3. PROJECT ENGAGEMENT	5
3.1. ORDER PROCESS	5
3.2. PROJECT IMPLEMENTATION	5
3.3. PERFORMANCE, SUPPORT AND SERVICE CONSTRAINTS	6
3.4. ADDITIONAL SERVICE ELEMENTS	6
4. FURTHER INFORMATION	6
4.1. CLEARANCE AND SECURITY	6
4.2. PRICING, INVOICING AND COMMERCIAL TERMS	7
4.2.1. Pricing	7
4.2.2. Invoicing	7
4.2.3. Termination	7
5. CONTACT DETAILS	7

1. Introduction

1.1. Purpose

This document is intended to provide a high-level overview of Principle One's Discovery and Proof of Concept service for G Cloud 14. For more detailed information, please contact enquiries@principleone.co.uk.

1.2. Principle One Overview

Principle One was founded in 2018 with a strong focus on supporting public sector clients in harnessing cloud capability to address the challenges of an increasingly complex operational environment. Our customers range from UK Law Enforcement, Justice and National Security through to Health and broader government programmes.

We work with our client to deliver their core mission outcomes, helping them to experiment, innovate and continually improve their capabilities.

Since our launch, we have built a strong reputation for deep domain knowledge, a collaborative approach and partnership working. Providing a broad range of services from systems engineering and architecture to business and programme delivery and can draw on a long track record of supporting large scale government change programmes from conception through to delivery.

We work with a diverse range of government organisations, including the Home Office, the National Crime Agency and National Health Service; we are also part of the Vivace community working across a range of government clients through the Home Office's Accelerated Capability Environment (ACE).

1.3. Our Services

Principle One provides a broad range of services to public sector customers which include:

- Enterprise Architecture, Solution Design and Systems Engineering support;
- Data Architecture, Engineering and Governance;
- Business and Operating Model Design;
- Discovery and Proof of Concept development;
- Stakeholder Engagement and Business Analysis;
- Programme Delivery Management and Client side support.

2. Discovery and Proof of Concept Support

2.1. Service outline

Principle One offers a comprehensive range of services to support customers with discovery activities, including business analysis, feasibility assessments, change impact assessments and options and impact analysis. With strong domain experience across our core customers in Law Enforcement, National Security, Health and wider government, our flexible approach ensures services are tailored to the specific needs and context of each project.

At project initiation, Principle One works with the customer and relevant stakeholders to define the motivations and strategic purpose of the project, ensuring all deliverables are aligned to its intent. We are used to working at pace and follow an agile methodology to enable our customers to learn from discovery and tailor their approach, refocusing where needed.

We take a holistic, system of systems approach, ensuring that Discovery and Proof of Concept work tackles the most challenging elements and focuses on reducing ambiguity and providing greater confidence around feasibility, budgets and timescales.

With experience of working in a multi-supplier and collaborative environment, we also support the development of cloud-based Proof of Concepts, supporting the iterative development of solutions with a strong focus on key points of uncertainty or risk.

As an independent consultancy, Principle One can also support the evaluation of potential third-party solutions and engagement with Cloud and wider COTS vendors enabling Discovery work to progress into the development of business cases and roadmaps for delivery.

2.2. Service Features

- Provide motivation modelling and definition of strategic purpose and intent.
- Defines problem and value propositions.
- Deliver business and capability analysis, including defining processes and requirements.
- Develop test and acceptance criteria for Proof of Concepts.
- Develop Proof of Concepts.
- Conduct feasibility assessments and options analysis.
- Develop roadmaps and implementation plans.
- Support business case development.

- Provide strong stakeholder management and engagement to underpin Discovery delivery.

2.3. Service Benefits

- Ensures constant focus on pace and value of delivery.
- Provides delivery tools aligned to relevant best practice, appropriate to the scale and nature of the context.
- Ensures solutions are aligned to strategic intent and deliver value to the customer.
- Provides an evidence-based approach to the development of technology and cloud solutions.
- Enables business cases and implementation plans to be underpinned by evidence.
- Assesses the strategic, technical and operational feasibility of a solution before it is implemented.
- Supports successful and effective business transformation.

3. Project Engagement

3.1. Order Process

Each customer receives dedicated account management, project management and technical SME support.

These resources will work together with the customer and key stakeholders to establish the scope, deliverables, duration, value and any other relevant terms of each project, which will be used to agree the G Cloud contractual order form (see Digital Marketplace for full guidance on the supplier assessment and contract award process).

To discuss requirements with us in more detail, please contact enquiries@principleone.co.uk.

3.2. Project Implementation

On contract award Principle One will hold a kick-off meeting with the customer to establish a prioritised set of activities for the engagement. This will include gaining a detailed understanding of timescales including key milestones, deliverables and outputs.

We will then refine a detailed project plan with the customer, tailored to the agreed delivery methodology and toolsets.

At the outset of the engagement Principle One will also agree an appropriate oversight and governance schedule with the customer. This will include any reporting requirements and establishing suitable regular

checkpoints with a senior Principle One delivery resource to check on progress and satisfaction.

3.3. Performance, Support and Service Constraints

Principle One will work with the customer at from the outset of the project definition stage to agree the appropriate support levels for each engagement. Each customer receives dedicated account management, project management and technical SME support.

Customers will be given contact details for a lead team contact e.g. Lead Developer / Technical Architect, an Engagement lead for general communication, commercial support and raising of questions or issues. Standard response times would be one working day, however any particular response times required would be agreed at the start of each project.

We will monitor delivery through our established assurance processes. We will also set up regular contact with the customer to get feedback and assess satisfaction, with escalation processes established to rapidly resolve issues if required.

Principle One will work with each customer to define any constraints of the particular service being provided.

3.4. Additional Service Elements

On-boarding and off-boarding, data backup and restoration and disaster recovery are not core parts of this service. We will plan any such activity with the customer on a project by project basis.

Information such as Principle One's Business Continuity Plan is available on request.

4. Further Information

4.1. Clearance and Security

All Principle One resources hold security clearance, ranging from BPSS through to NPPV3, SC and DV.

Principle One's Information Security Policy and the broader set of information security policies and guidelines are set out in alignment with National Cyber Security Centre (NCSC) guidelines and industry best practice. We are accredited to Cyber Essentials, the UK Government scheme to reduce cyber vulnerability in businesses and organisation and

are currently progressing an upgrade to Cyber Essentials Plus alongside working towards ISO 9001, 14001 and 27001.

Our Information Security Policy is available on request.

4.2. Pricing, Invoicing and Commercial Terms

4.2.1. Pricing

All pricing for this service is based on our G Cloud 14 SFIA rate card, which is available on the Digital Marketplace.

4.2.2. Invoicing

Invoicing is carried out on standard 30 day terms.

4.2.3. Termination

Termination terms are as defined in our standard Terms and Conditions, which can be found on the Digital Marketplace for G Cloud 14.

5. Contact Details

For further information please contact enquiries@principleone.co.uk.