principleone

Data Engineering Services

Service Definition G Cloud 14

May 2024

COMMERCIAL IN CONFIDENCE

1. Introduction

1.1. Purpose

This document is intended to provide a high-level overview of Principle One's Data Engineering 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. Data Engineering Services

2.1. Service outline

Principle One offers a range of services in support of the acquisition, management and exploitation of data across our customers. We combine expertise in developing coherent, consistent and interoperable data platforms, managing data quality, governance and compliance with data protection and other legal requirements and supporting our customers as they take advantage of the potential benefits of Artificial Intelligence, Machine Learning and broader data science and analytical techniques.

We can support our customers at all stages of the data journey, with our data SMEs working closely with customers to support the development of a data-centric culture, putting in place interventions to tackle data quality issues and supporting all aspects of data engineering around cleansing, formatting and managing data from diverse sources to create a platform for exploitation.

Our staff have extensive experience in data engineering, working with a range of different development tools and cloud native services and can provide support to undertake data quality assessments, develop quality improvement plans and support data migration between systems. We are also able to draw on our experience of working in high assurance sectors and draw on our domain expertise to manage sensitive data, supporting Data Protection Impact Assessments and assuring compliance with other relevant legislation.

We are able to support customers in the process of developing Business Intelligence solutions, supporting stakeholders in defining and sourcing Key Performance Indicators and developing automated data pipelines and dashboards to support effective business decision making.

We have also developed capability in the creation of synthetic data platforms and digital twins. This enables us to rapidly develop test beds for testing and validating new and emerging technologies, such as AI or ML, using our experience of our core customer sectors to enable modelling and experimentation.

We are independent from AI toolset vendors and can provide independent advice to our customers, enabling the effective trial of new and emerging techniques such as Generative AI, Machine Learning and Large Language Modelling.

2.2.   Service Features

- Data Quality Assessments.
- Data Architecture and design.
- Data Engineering.
- Data Exploitation platform design and build.
- Data Migration.
- Business Intelligence services.
- Data Protection Impact Assessment.
- Data Science.
- Synthetic Data and Digital Twin development.
- Support of AI capability development.

2.3.   Service Benefits

- Creation of a validated foundation for data exploitation and application of data science.
- Successful transition to data-centric culture.
- Greater interoperability and effective data sharing.
- Compliance with legal requirements.
- Development of data-driven decision-making frameworks.
- Acceleration of trials and development of new capability.
- Independent evaluation of approaches and toolsets.

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.