

A blurred person is walking from left to right across a wooden plank deck. In the background, there is a large wall constructed from numerous rectangular metal blocks of varying sizes, stacked in a staggered, architectural fashion. The scene is outdoors, with a gravel path visible on the right side. The overall color palette is cool, dominated by blues and greys, with the warm tones of the wood and the person's clothing providing contrast.

➤ Digital Futures

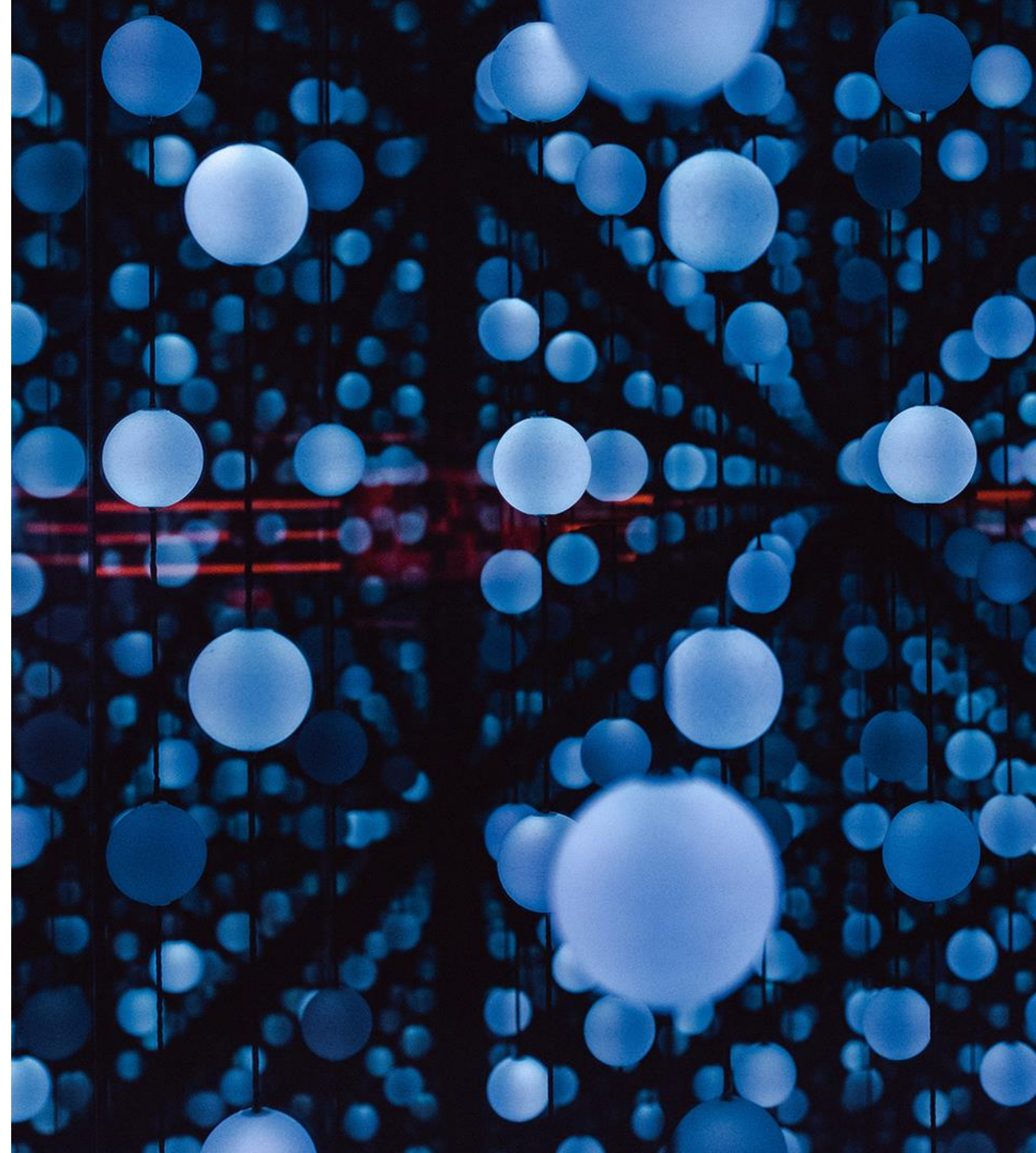
G-Cloud 14 Service Definition

Lot 3 Cloud Support

STRICTLY CONFIDENTIAL

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Introduction

Our Mission

Digital Futures is dedicated to transforming the technology landscape in direct alignment with the Government's levelling up agenda. Our mission-driven approach focuses on addressing social inequality regionally and creating opportunity for individuals from diverse backgrounds. We believe in prioritising skills and potential over formal education, aiming to bridge the UK's digital skills gap and foster inclusivity at a local level.

Our comprehensive services span across various domains, including Cloud transformation projects, Data, Software Engineering, Generative AI, and Customer Experience. Embracing a cloud-first strategy, we deliver scalable and cutting-edge solutions that meet the evolving needs of the digital age. Our emphasis on the human element ensures that organizations are equipped not only with advanced technology but also with the understanding of its impact on people and society.

Our Value Proposition

At Digital Futures, we drive innovation and enhance performance through technology solutions that are designed and implemented by a diverse and inclusive workforce. Our blended teams approach ensures that our workforce is not only technically advanced but also human-centric and representative of society.

Our comprehensive upskilling and reskilling programmes, empower teams with the skills needed to excel in delivering transformative technology solutions to our clients. We are committed to aligning our solutions with the evolving needs of our clients, leveraging the latest advancements in cloud technology.

Our partnerships with clients go beyond capability building; we embed a sustainable technology culture that's adaptive, resilient, and diverse. With Digital Futures, expect high-performing tech solutions delivered by a workforce that mirrors an equitable society, driving your organisation forward in the digital era.

Digital Futures Blended Team Solutions

Digital Futures supports your cloud transformation journey with tailored solutions delivered by diverse, skilled professionals. Our unique approach combines the fresh perspectives of emerging talent with the strategic guidance of seasoned experts, ensuring innovation and alignment with government digital goals. We support you from scoping to implementation, leveraging the latest cloud technologies and our comprehensive training programmes accredited by AWS, Google, IBM and Microsoft. Our Engagement Management framework ensures continuous improvements, enabling our teams to adapt to your evolving needs and drive your transformation forward.

After a 24-month engagement, you can seamlessly transition our team members to permanent roles within your organisation, building a sustainable pipeline of skilled professionals. Partner with Digital Futures to access cutting-edge cloud solutions and foster a commitment to innovation and diversity as you navigate the complex landscape of digital transformation.

Digital Futures Upskilling & Reskilling Solutions

Digital Futures provides tailored reskilling programmes that cater to the varied needs of organisations, bridging skill gaps and fostering career development of client teams across all our solutions. Our offerings are particularly beneficial for non-technical civil servants seeking reskilling opportunities, as well as technologists aiming to upskill with the latest next-generation tools through industry-accredited, cloud-first training. Our leadership-focused Executive Masterclasses—promotes top-tier learning.

In collaboration with tech experts, we tailor our training to the latest industry trends, equipping employees to excel and lead in an evolving tech landscape. Our programmes empower staff with the skills to innovate and confidently drive technological transformation within their roles, preparing organisations to thrive in the digital future.

How we work

Digital Futures Transformation Methodology



Time & Material Delivery

Digital Futures offers a dynamic solution tailored to the unique needs of UK central government projects. Our blended team approach combines multi-disciplinary experts, seasoned digital professionals returning to work, and emerging talent SMEs. This diverse team composition ensures comprehensive coverage of all project aspects, delivering innovative solutions and driving impactful results. Our time and material payment model provides flexibility and transparency, allowing clients to efficiently manage project budgets while ensuring quality outcomes. With a track record of success in delivering central government projects, Digital Futures is committed to providing exceptional value and expertise, supporting government initiatives and driving positive change.

Outcome & Milestone Delivery

At Digital Futures, we understand the importance of outcome and milestone-based payment solutions in ensuring alignment with client goals and delivering measurable results. Leveraging our diverse teams, we tailor our approach to meet specific project milestones and deliverables. By structuring payments around achieved outcomes, we incentivise efficient project progress and mitigate risks associated with traditional payment models. Our collaborative methodology emphasises transparency and accountability, fostering a partnership built on mutual success. With a proven track record of delivering high-impact solutions for our clients, Digital Futures is well-positioned to provide outcome-driven payment solutions that drive innovation, enhance project delivery, and exceed expectations.

Our Technology Partnerships

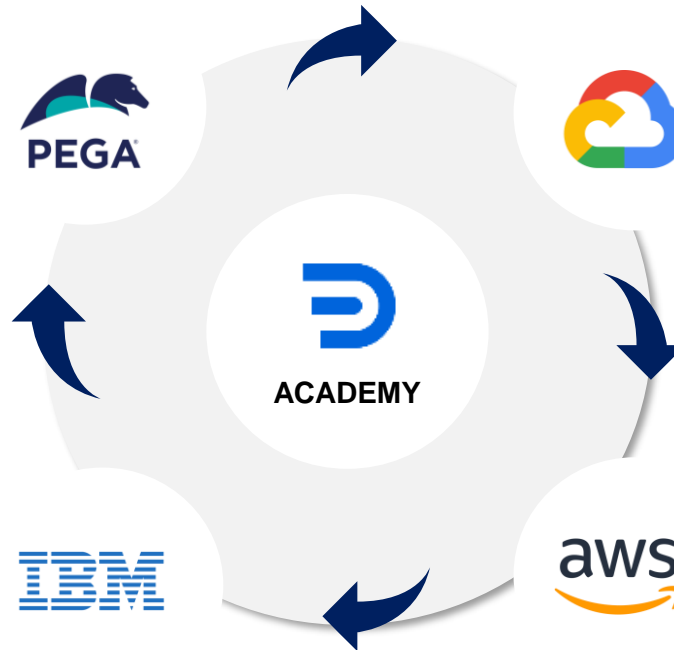
Working in partnership to deliver a world-class educational experience

Corporate Training Partner

- Digital Process Automation, Case Management and Robotic Automation
- Includes both Associate and Professional level training and certification

UK Reskilling Partner

- World's largest on-line learning platform, with training content across 20 disciplines
- Includes IBM certification, access to mentors and use of IBM learning labs































































Approved Training Partner

- Google Cloud Platform (GCP), Data Engineering and Generative AI (Gemini)
- Includes both Associate and Professional level training and certification

Approved Training Partner

- Amazon Web Services (AWS), Data Engineering and Generative AI (Bedrock)
- Includes both Associate and Professional level training and certification

Our Technical Expertise

Solution	Cloud Engineering	Software Engineering	Data Engineering	Data Analysis	Gen AI	Customer & User Experience	Digital Change
Primary Tools		 	 	 	 		
Secondary Tools				 	 		
Architecture	  	  	  	  	 		  
Frameworks & Certifications	  	  	   	  	  	  	  

Our Technical Solutions

Cloud Engineering

Our cloud solution maximizes hyperscale infrastructures, leveraging DevOps practices and supporting technologies across multi-cloud environments. Key elements include Infrastructure as Code (IaC), robust security protocols, and policy frameworks tailored for GCP, AWS, and Azure. Our teams excel in designing and implementing essential services, demonstrating mastery in the platforms and practices crucial for modern cloud strategies.

Data Engineering

Our Data Engineering solutions excel in delivering advanced skills for managing large datasets, developing data pipelines, and crafting predictive models for robust analysis. Teams are proficient in data essentials, SQL, Python, and AWS, with additional expertise in generative AI, NLP, and machine learning. This comprehensive knowledge empowers them to revolutionize business processes and enhance decision-making capabilities.

Data Science

Our Data Science solutions deliver sophisticated projects, using Python, SQL, Tableau, and predictive modelling for comprehensive insights. With deep expertise in cloud fundamentals and data essentials, our teams drive data-driven decision-making, optimizing processes and achieving transformative results. Through rigorous analysis and advanced techniques, we unlock data's full potential, enabling organizations to thrive in the digital age.

Data Analysis

Our Data Analysis solution leverages modern data landscape expertise, including analysis, wrangling, KPI regulation, and reporting. The project team of highly skilled Data SMEs delivers outputs such as comprehensive analytics that drive insights and inform decision-making. The result is a robust solution that empowers organisations to effectively navigate and utilise data, leading to improved efficiency, strategic planning, and competitive advantage.

Artificial Intelligence (AI)

Our GenAI solution enables organizations to deliver AI and Machine Learning projects. The outputs of the solution ensure a strong emphasis on ethics, safety, and societal impact, enabling organizations to lead in the rapidly evolving AI technology landscape. This provides a comprehensive approach to leveraging AI and Machine Learning that drives innovation and competitive advantage while prioritizing responsible development and deployment practices.

Software Engineering

Our software engineering solution provides specialized expertise to develop robust and scalable enterprise web and mobile applications. The result is a comprehensive software engineering approach that delivers high-quality, performance-driven applications tailored to meet the unique needs of each organization, enabling them to drive innovation, streamline processes, and enhance user experiences in today's digital landscape.

Business Analysis

Our Business Analysis solution provides individuals with outstanding abilities in analysing and enhancing business processes, architecture, and systems for optimal performance. Our Analysts are adept in structured change management frameworks such as Agile and Waterfall, enabling them to manage change efficiently and promote effective collaboration between business and IT stakeholders, thus supporting the entire change lifecycle comprehensively.

Customer Experience

Our Customer Experience solutions focus on User-Centered Design methodology, to ensure accessible and intuitive products. Our teams employ advanced design techniques, robust integration, and precise measurement for impactful applications. We offer User Researchers, Content Designers, and Interaction Designers all who champion seamless experiences that not only engage and delight but also meet GDS benchmarks for excellence in digital services.

Social Value

At Digital Futures, our mission is born from a fundamental belief: talent is omnipresent in society, but opportunity is not. Addressing the pressing challenge of enhancing diversity, expanding opportunity, and closing the digital skills gap, we have dedicated ourselves to three transformative focal points:

Elevating Social Mobility: We provide a platform for individuals from all walks of life to embark on tech careers, emphasizing the advancement of those from low socio-economic backgrounds to spur social mobility.

Broadening Representation: With an acute focus on increasing the number of women and individuals from minority ethnic groups in digital careers, we champion diversity, equity, and inclusion within the UK's technology landscape.

Bridging the Digital Skills Divide: By developing crucial skills and cutting-edge technologies, we shape novices into industry leaders, fully equipped with the knowledge and confidence to spearhead advancements in tomorrow's tech landscape.

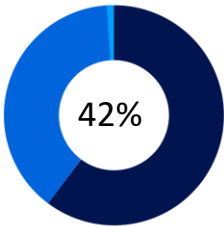
Ingraining social value into every facet of our business, Digital Futures sees social responsibility as a collective endeavour, integral to our identity and instrumental in driving societal progress. We promote a culture of inclusivity and creativity by leveraging a wide array of perspectives, skills, and ideas.

As a trusted ally to our clients and partners, we maintain a steadfast commitment to excellent governance and ethical practices, underpinned by a meritocratic philosophy rooted in transparency and open communication.

With sustainability at our core, we diligently track and aim to offset our carbon emissions, setting an ambitious target to achieve carbon neutrality by 2025. Our journey towards sustainability is a testament to our pledge to be conscientious stewards of the environment, ensuring a greener, more sustainable future for all.

Our Impact

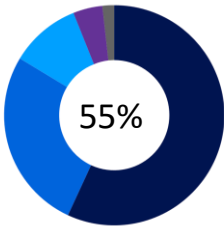
Gender Breakdown



Women Non-Binary Men

42% of the Digital Futures workforce identify as female or non-binary.

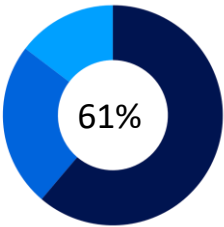
Ethnicity



Asian Black Mixed Other White

55% of our applicants are non-white, with the following representations (Asian 33%, Black 16%, Mixed 2.3%, Other 3.4%, PNTS 11.5%)

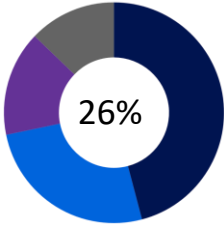
Education



No Degree Non Russell Group Russell Group

24% of applicants do not have a university degree. For those that do, 61% are from non-Russell group universities, and 17% come from a non-STEM background.

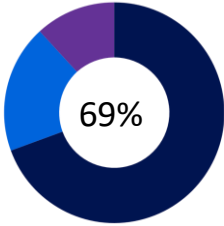
Qualified for Free School Meals



Yes No Unsure N/A

26% of applicants qualified for free school meals and the Holiday Activity and Food Programme in accordance with the qualifying criteria set out by the DfE

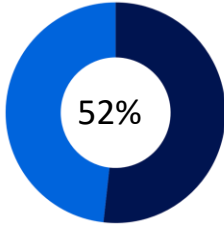
Attended State School



State Non UK Private

69% of applicants attended a state school or academy for the duration of their schooling, including GCSEs and or A-levels

At least on parent attended university



Yes No

52% of applicant's had only one parent attended university or attained an equivalent educational level, e.g. professional qualification in a foreign country

Using the Service

Onboarding

At project commencement, your dedicated Client Partner collaborates with you to understand requirements. Following this initial review, if needed, your Delivery Lead contributes to scoping and conceptual framework.

Next, our tailored solution, with detailed resource profiles, is showcased via our DFX platform. This offers visibility of the proposed team before documenting them in the call-off agreement.

Digital Futures handles onboarding up to BPSS level; for additional clearance, our team supports buyer compliance functions.

For optimal integration, our teams require buyer-supplied equipment and access to necessary premises, ensuring seamless project implementation to BAU.

Engagement Management

Digital Futures' Engagement Management Framework is a comprehensive approach designed to ensure the success of projects delivered to our clients. By providing end-to-end support and development for our teams, we maximise employee and client experience that drives engagement, resilience, and performance.

Our framework encompasses continuous feedback, proactive issue resolution, and a focus on maximising the impact of our teams. We employ dedicated tools, resources, and mentors to accelerate the growth and productivity.

Ultimately, our Engagement Management Framework enables the successful delivery of projects that meet and exceed the expectations of our clients. Through this proven approach, we ensure that our teams are equipped with the skills, knowledge, and support needed to excel in their roles and drive project success.

Ordering & Invoicing

Digital Futures employs a dual pricing model for its services. For time and materials-based engagements, the company's standard daily rates for individual Engineers are based on an eight-hour workday, defined as a Business Day (excluding Saturdays, Sundays, and public holidays in England). Invoicing is done monthly, based on submitted timesheets.

For fixed-price projects, the total cost will be outlined in the Call Off Agreement. The customer pays Digital Futures in instalments, as specified in the Call Off. Digital Futures issues invoices to the Customer for applicable charges, expenses, material costs, and VAT, if applicable.

Upon receiving a valid invoice, the Customer must make full payment, in cleared funds, within thirty (30) days of receipt. Payment should be made to a bank account designated by Digital Futures in writing.

Offboarding

Digital Futures ensures a seamless transition at the end of each project engagement. Our Engineers either roll off or transition to permanent headcount with the client, and we have established processes for both scenarios.

When a project end date is confirmed, our Engagement Manager collaborates with the buyer to provide a comprehensive handover, ensuring a smooth transition and minimising any disruption to the project's continuity.

If the client wishes to transition our Engineers to permanent headcount after 24 months, Digital Futures works closely with the client to support the transition process. We ensure that our Engineers fully understand their new roles, responsibilities, and the compensation package being offered.

To facilitate these offboarding processes effectively, we require a minimum of 30 days' notice.

Using the Service (cont.)

Service Support: At Digital Futures, we ensure dedicated service excellence at every engagement. Our Service Team, led by a Client Partner, guarantees adherence to SLAs and continuous support to meet your needs effectively.

Client Partner: Your primary point of contact, our Client Partner oversees the entire engagement, providing service assurance and addressing all queries promptly. They possess the expertise to deliver seamless service and collaborate closely with you to ensure satisfaction.

Engagement Manager: Our Engagement Managers ensure the performance of our Teams aligns with your expectations. They coach, mentor, and support our teams, ensuring high standards and optimal performance.

Support Hours: We offer support throughout the working week, from 8:30 am to 5:00 pm.

Service Levels: We tailor SLAs to your needs and any agreed SLAs will be included in any subsequent call off agreements, we conduct regular service reviews to ensure continuous compliance.

Service Constraints: We conduct enhanced employee screening checks to BPSS Standard, with flexibility to meet your specific screening requirements.

How to Buy: To contact Digital Futures, please contact Ruth Evans, revans@digitalfutures.com copying in publicsector@digitalfutures.com From there one of our team will assist you in understanding your requirements, proposing a solution, and finalising contracts.

Business Resilience: Digital Futures have a detailed Business Resilience Policy which ensures we have a clear view of threats to business continuity, systematically mitigate those threats, and can respond effectively to disruptions. The policy expresses our commitment to establishing sound enterprise risk management and supporting overall business continuity management. By ensuring our IT service providers can always provide acceptable minimum levels of business continuity-related services, we enable ongoing operations before and during the execution of disaster recovery.

Data Protection: Digital Futures maintains compliance with Cyber Essentials Plus and GDPR regulations, demonstrating our commitment to data security and privacy. We regularly assesses and updates our policies and practices to ensure they align with the latest industry standards and best practices.

Contact



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