



G Cloud 14 Platform

Google Cloud Service Definition Document: Lot 3

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The information made available in this document is of a general nature and for informational purposes only. The Buyer should determine whether it requires any additional information in relation to the subject matter of this document prior to entering into any contractual arrangements with Google.

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1. Introduction

This document sets out Google's Service Definitions in relation to each of its advisory offerings for Lot 3 (Cloud Support) on the Platform. Section 2 (General terms) sets out terms which apply to all G-Cloud Services referenced in this document only.

Any capitalised terms have the meanings given to them in the G-Cloud 14 Framework Agreement, G-Cloud 14 Call-Off Contract or Supplier Terms (as applicable). Any references to "you" or "your" mean the Buyer.

2. General terms

(A) Terms of Service, Service Specific Terms & Use of Out of Scope Services

Before selecting a G-Cloud Service, please refer to the [Google Cloud Implementation Services Agreement Terms](#) which are part of the Supplier Terms (which are made available on the G-Cloud portal) as they provide additional terms governing the Buyer's use of the Services.

If the Buyer uses a service which does not form part of the Services purchased under a Call-Off Contract ("Out of Scope Services"), the Buyer understands that it will not be able to use the Out of Scope Services under the Call-Off Contract. If the Buyer wishes to use the Out of Scope Services, then where the Out of Scope Services are:

- available on the Platform, the Parties will need to agree and enter into a separate Call-Off Contract governed by the Framework Agreement; or

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- not available on the Platform, the Buyer understands that use of the Out of Scope Services will be outside of the Platform (and this procurement process) and subject to the Supplier's standard terms for the relevant Out of Scope Services. For example, if it is a Google Cloud Platform service, the terms available [here](#) will apply or if it was a Google Workspace service, the terms available [here](#) will apply in full to the exclusion of the Framework and Call-Off terms.

If the Buyer does not close its Account and/or continues to use the Services following termination or expiry of the applicable Call-Off Contract ("Continued Use"), then the Buyer understands that any such Continued Use will be outside of the Platform (and this procurement process) and subject to the Supplier's applicable standard terms and pricing for the services subject to the Continued Use.

(B) Service Locations

Google Cloud Professional Services (PSO) operate globally, with hub locations in specific regions or locales. PSO operates in the UK as a defined region, with Googlers focussed on delivery to our UK customers and partners. All G-Cloud Services described in Lot 3 (Cloud Support) on the Platform are expected to be delivered to organisations within the United Kingdom, unless stipulated otherwise or agreed on a case-by-case basis in a Call-Off Contract. Google may use third parties to help deliver the services and this will be documented in the Call-Off Contract.

(C) Personnel Vetting

Google carries out personnel vetting in accordance with its own internal policies. However, if the Buyer requests certain vetting requirements, including any security clearances ("Vetting Requirements"), Google and the Buyer must agree the Vetting Requirements and applicable categories of Supplier Staff in advance and document them in the Order Form. Any agreed Vetting Requirements may delay the Start Date if Google has to put certain Supplier Staff through the Vetting Requirements.

(D) Service Constraints

1. If required for a specific Service the Buyer must have a valid contract in place with Google for Google Cloud Platform (GCP) or Google Workspace in order to purchase the G-Cloud Services under Lot 3.
2. Google's standard professional services in scope under Lot 3 are advisory, consulting and training services designed to share Google's knowledge and help a Buyer get the most out of Google products, such as GCP and Google Workspace. These G-Cloud Services do not include custom

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software development, code deployment in a production environment. In general, Google does not act as a systems integrator.

3. Deliverables are provided as tools to help a Buyer use GCP and/or Google Workspace services. Deliverables may contain knowledge and materials developed by Google while providing advice and training to other Google customers. Deliverables provided to a Buyer may likewise be used to provide similar advice and training to other Google customers.
4. Google will not create any software for the Buyer and the G-Cloud Services will not involve the creation of any Project Specific Intellectual Property Rights (IPRs).
5. As the G-Cloud Services are primarily advisory, Google does not need access to the Buyer's Personal Data as a Data Processor to deliver the G-Cloud Services set out in this Service Definition Document. It is the Buyer's responsibility to ensure Google or its Supplier Staff are not given access to Personal Data unless specifically agreed in the Call-Off Contract.
6. All G-Cloud Services offered under Lot 3 are fixed in scope and have, where applicable, predefined Deliverables. Where an engagement does not have fixed predefined Deliverables, if applicable, these will be agreed upon and documented in a project charter at the initiation of an engagement. Should Deliverables require a material variation to the Services scope or duration, this will be handled via the "Change Control" process documented in the Call-Off Contract.
7. There will be a minimum of a two (2) week, and up to six (6) week lead time to staff an engagement under Lot 3 following the signature of an Order Form. If there are additional vetting or clearance requirements requested by the Buyer, it may take longer than six (6) weeks to staff the engagement as noted in Section 2 (B) (Personnel Vetting).
8. The Buyer is responsible for managing any sharing of its Confidential Information with Google for the purposes of the G-Cloud Services and the Parties will need to agree and document any processes governing the return of Confidential Information in the relevant Call-Off Contract.

(E) Buyer Responsibilities

A Buyer will be responsible for ensuring that the Buyer:

1. has leadership in place to make necessary strategic decisions that would arise during the course of the engagement specified in the Order Form;
2. will provide subject matter experts with the necessary skills and information regarding the existing technical infrastructure and data processing technologies;
3. will have programme management resources assigned to the engagement specified in the Order Form who can coordinate joint Buyer and Google professional services activities, as well as instruct Buyer teams to provide any relevant information needed for the engagement to move forward. Programme managers will manage the programme and work with any other Buyer business units to obtain necessary approvals from their teams;

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4. will be responsible for reformatting any of the Deliverables to align with internal Buyer guidelines;
5. will agree with Google the format of the template for any Deliverables;
6. will ensure appropriate stakeholders have available time to attend scheduled meetings and complete mutually agreed Supplier related tasks;
7. will be responsible for engaging and securing approvals from various regulatory and compliance organisations, as necessary;
8. will make decisions at the project design authority, if existing, for the timely continuation of the Services. The project design authority will be deemed to represent the Buyer and where required, the Buyer's project team will obtain any additional internal approvals prior to a project design authority decision;
9. will share all reasonably required information with Google around applications and infrastructure estate in a timely manner and will provide resources with deep understanding of the Buyer's technical IT landscape;
10. will provide a physical working space for Google's team to work collaboratively and productively with the Buyer as necessary;
11. will be responsible for providing a complete list of any tooling integration requirements;
12. will be responsible for on-boarding required Supplier Staff within a reasonable time including (and not limited to) providing where necessary staff passes, access to a means of getting onto the network (laptop/desktop/VDI with sufficient compute, memory and storage), creation of user accounts and necessary permissions/rights; and
13. will be responsible for allowing network access between the Google Cloud Platform (GCP) and the Buyer's network for access to Google Cloud Platform (GCP) as needed to deliver the Services.

(F) Pricing overview

Please refer to the pricing document associated with each particular G-Cloud Service on the Platform. Unfortunately, Google is unable to accept payment via the Government Procurement Card.

3. Google Cloud Professional Services - Cloud Deploy

(A) Service Overview

Google Cloud Professional Services Organisation (PSO) consultants provide consulting services to support project execution on Google Cloud products, with best practice deployment methodology, Google Cloud product expertise, and core project management activities.

(B) Features

PSO is well placed to guide the Buyer through its journey into the world of digital transformation and public cloud infrastructure. Some of PSO unique features are:

- **Teams who come to help you scale, not to stay** - We're here to inspire and support your digital and organisational transformation in ramp, adoption and success in the long run by helping you scale your platform and enable your people and partners.
- **Direct access to Google's knowledge, culture & engineers** - You will work with people who live and breathe the Google culture and can bring it to you. Our customer facing consultants engage continuously with their wider teams. Working with us provides access to parts of the Google organisation including our product engineering teams.
- **Focused expertise and proven methodologies** - Our staff is highly trained and exclusively focused on Google Cloud. You will be able to purposefully leverage proven assets and experience built up on thousands of cloud projects to achieve your goals faster and with lower risk.

Standard phases of a PSO engagement include the following, which will be tailored to the specific needs of your project or programme.

Phase 1 ASSESS:

Collect and review Buyers cloud requirements and technical objectives by conducting discovery sessions and technical workshops. This activity may cover, based on the Buyers needs, the following areas amongst others:

- Organisation structure and resource hierarchy
- User and access management
- Technical infrastructure
- Functional and non functional requirements
- Training needs

Phase 2 DESIGN:

Architect a solution in collaboration with the Buyer that meets the requirements collected in the assessment phase. Google can provide leading practices recommendations and design

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guidance. This activity may cover, based on the Buyer's needs, the following areas amongst others:

- Organisation structure and access
- Network
- Storage
- Security
- Billing and Cost Control
- Logging/Monitoring/Alerting
- Automation
- Data centre migration
- Application development and migration
- Setup of Win/Linux dev/test compute environment
- Setup of GCP compute resources

Phase 3 IMPLEMENT:

Google will collaborate with the Buyer, and the Buyer's partners as needed, to implement the solution in a pre-production GCP environment. This activity may include the implementation and validation of the technical structure of a GCP environment according to the defined architecture design.

(C) Benefits

Dependent on the scope of the engagement, the deliverables may include:

- Technical Design Document (TDD) which documents GCP foundational design including output of requirements gathering sessions, requirements mapping, designs, and process recommendations
- Terraform code samples for the implementation and validation of GCP Infrastructure foundation meeting the scoped requirements and the listed activities in the Services - Implement phase
- First movers assessment - a list of applications we recommend for migration to GCP
- Migration plan - a high-level plan with steps to deploy the first mover application
- Training plan - a list of recommended GCP training courses customised for your staff
- Program charter - goals agreed on with key stakeholders, and expected outcomes of the program
- Deployment progress reports - reports on project status at the beginning, middle, and end of the engagement
- Other deliverables as required by the scope of the project or programme.

4. Google Cloud Professional Services - Cloud Plan and Foundations: Infrastructure

(A) Service Overview

Google Cloud Professional Services Organisation (PSO) consultants support initiation of new Google Cloud Platform (GCP) projects, including kick-off workshops which assist in the creation of technical design documents and setup of foundational GCP elements.

(B) Features

1. Document key decisions and design of the production-level technical architecture in Technical Design Documents which describe the GCP architecture/approach for the project.
2. Assist the Buyer with their foundational setup, such as IAM, project, and VPC/network structure, based on the workshops and technical design documents.
3. Prioritise and propose the Buyer's "first mover" applications, including assessment and capacity plan of these first mover applications for readiness to move to GCP.
4. Assist the Buyer in developing a plan for migrating an existing or demo application to GCP.
5. Develop a training plan to support the enablement and readiness of the Buyer team as they move to GCP.

(C) Benefits

Dependent on the scope of the engagement, the deliverables may include:

- Technical Design Document (TDD) which documents GCP foundational design including output of requirements gathering sessions, requirements mapping, designs, and process recommendations
- Terraform code samples for the implementation and validation of GCP Infrastructure foundation meeting the scoped requirements and the listed activities in the Services - Implement phase
- First movers assessment - a list of applications we recommend for migration to GCP
- Migration plan - a high-level plan with steps to deploy the first mover application
- Training plan - a list of recommended GCP training courses customised for your staff
- Program charter - goals agreed on with key stakeholders, and expected outcomes of the program
- Deployment progress reports - reports on project status at the beginning, middle, and end of the engagement
- Other deliverables as required by the scope of the project or programme.

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5. Google Cloud Professional Services - Cloud Plan and Foundations: Cloud Security Posture Review

(A) Service Overview

Improve the security posture of your Google Cloud Platform environment, with the help of Google's experts. Google will review your current configurations and platform controls, provide detailed recommendations, and present best practices to reduce risk and mitigate common threats to your environment.

(B) Features

1. Security assessment - Review and evaluate the current architecture and security configurations of your Google Cloud environment, as compared to Google Cloud security best practices.
2. Recommendations development - Capture findings and develop a report with recommendations on how to improve the security posture of your Google Cloud environment.
3. Closeout review - Review high level recommendations with a list of security action items and implementation next steps.
4. The typical team consists of cloud consultants and subject matter experts with technical expertise based on your specific needs

(C) Benefits

1. Executive summary - an overview of the top priority findings and key areas for improvement
2. Recommendations report - a detailed list of security recommendations, with associated findings, priorities and estimated level of effort for each recommendation
3. Policy as Code (if applicable) - security policies written in code by participants and integrated into the Buyer's configuration management system

(D) Additional Service Constraints

1. Participation and inputs from Buyer's subject matter experts and security stakeholders are required through the assessment activity
2. Work may be performed either onsite or offsite (or both) at Google discretion, typically over a duration of 3 to 5 weeks



6. Google Cloud Professional Services - Custom AI Solution

(A) Service Overview

Solve your most impactful challenges leveraging the power of Google Cloud AI. Google Cloud's AI Services team will lead an effort to build a machine learning based solution that delivers ongoing business value.

(B) Features

Phase I: Develop Model

- Data Exploration: Analyse available data sources to assess state of data and potential usefulness in applying to your Machine Learning (ML) model.
- Algorithm Selection: Research modelling strategies to determine appropriate ML selection algorithms to address your business challenge.
- Feature Engineering: Create ML model features for the solution based on raw data analysis and tests.
- Initial Model Development: Develop an initial ML model using the data to solve the selected business problem and iterate.
- Training: Support training plan to contribute to the readiness of the team.

Phase II: Deploy to Production

- Requirements Gathering: Capture requirements for deploying the ML model in production.
- Design, Develop, and Deploy ML Pipeline: Design a production scale pipeline that meets your requirements and set up ML solution in test environment
- Model Integration: Implement integration design that connects the ML solution to applicable systems
- User Testing Guidance: Support user testing efforts of the ML solution by prioritising and resolving identified issues
- Deploy ML Solution to Production & Documentation: Implement design that connects the ML solution to your production systems

Phase III: Extended Care

- Implementation Management & Ongoing Guidance: Provide ongoing access to the solution, sustained engineering, and advisory best practices

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(C) Benefits

AI Solution:

- ML Solution - Complete code repository for the ML solution, developed through an iterative process.

Solution Documentation:

- Preliminary ML Model Report - Highlights initial model architecture, findings, performance against evaluation criteria, and next steps to take to production.
- Testing Plan - Highlights approach for testing the solution, including process, risks, and mitigation strategies.
- Technical Design Document - Detailed full design document of the technical architecture including an inventory of GCP configuration options, decisions, and recommendations for next steps.
- Quarterly Progress Report - Report on the ML solution performance with recommendations for potential improvement.

Other potential deliverables:

- Tailored training plan to help accelerate self-sufficiency in building and operating ML models on GCP.
- Program charter - goals agreed on with key stakeholders, and expected outcomes of the program
- Deployment progress reports - reports on project status at the beginning, middle, and end of the engagement

(D) Additional Service Constraints

1. All Google AI engagements are subject to Google's ethical AI approval process prior to contract signature and Buyer's cannot use the AI solution to make decisions solely by automated means.
2. All Google AI engagements are subject to additional terms as detailed in the AI Services Addendum to the Implementation Services Agreement of the Supplier Terms.
3. For the avoidance of doubt, Google retains all ownership of the AI solution (meaning the combination of GCP Services and Google Technology that comprise the machine learning model, supporting code, and pipelines made available to the Buyer by Google as part of these services and Buyer is granted a limited licence to use certain IP as further detailed in the AI Services Addendum. The AI Solution does not include any Customer Training Data. Further alignment of

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applicable terms may be required in the Call-Off Contract to reflect the specific scope of the engagement.

4. A defined machine learning use case that can generate value to the Buyer.
5. The necessary data for creating and testing the models, with the ability to move them to Google Cloud.
6. A suitable GCP environment owned by the Buyer.

7. Google Cloud Professional Services - Cloud Plan and Foundations: Data & Analytics

(A) Service Overview

The Cloud Plan: Data and Analytics offering is designed to help Buyers plan and architect a big data process on Google Cloud Platform (GCP). This offering includes a kickoff workshop and will help Buyers document requirements to arrive at a technical design and approach. Google will provide guidance and technical advice throughout this planning phase.

(B) Features

1. Technical Analytics Kickoff (TAK) Workshop - Conduct a one-day workshop to present key decision points on how GCP foundations for big data will be set up for development and production environments.
2. Project Planning - Build an initial plan for deployment and migration activities given the Buyer's requirements and timelines. As part of the planning, a training plan will be delivered to contribute to the readiness of the team.
3. Application, Data, and User Group Inventory - Assist in the creation of a detailed list of a Buyer's applications and database dependencies, user groups, and data to be migrated.
4. Technical Design Documentation (TDD) - Document key design decisions from the TAK, including architecture diagrams and data migration strategy.

(C) Benefits

1. A clearly defined project Implementation Plan and Timeline for a Buyers data & analytics project on GCP.
2. Tailored training plan to help accelerate self-sufficiency in building and operating data & analytics workloads on GCP.
3. Decision tracker document, which will document decision points, alternatives, decisions made, and approvals through the engagement.
4. Sample Terraform templates and pilot pipeline implementation in a non-production environment.
5. Technical design document that walks through the solution and its details, from project creation to data ingestion to operational best practices.

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8. Google Cloud Professional Services - Cloud Plan and Foundations: AppDev

(A) Service Overview

Cloud Plan: Application Development will provide guidance on the design and architecture of a new or existing Cloud-native application to be run on Google Cloud Platform (GCP). This service is intended for Buyers who are interested in best practices for building modern applications or transforming existing applications to take advantage of cloud capabilities. This offering includes a kickoff workshop and will help Buyers document requirements for a technical design and approach plan. Google will help provide executive oversight and technical advice throughout this planning phase.

(B) Features

1. Application Architecture Kickoff - Conduct a one-day workshop to kick off design considerations for the application. The workshop will highlight key decisions and commence documentation of the final application state.
2. Application Design Session - Work with the Buyer to identify and document the intended application design to serve as a point of reference as the application is built. Also capture the recommended supporting configuration for the application and related processes for testing, delivery, and updates.
3. Architectural Runway Workshop and Project Planning - Help the Buyer build an activity tracker that can be used to manage the development and delivery of the application. Identify related infrastructure required to run the application on Google Cloud Platform. Build an initial project plan for development and release activities including high level sequencing and milestones, given the Buyer's requirements and timelines.

(C) Benefits

1. Understanding of AppDev on Google Cloud.
2. An Application Design Document documenting key design decisions.
3. An Architectural Runway Document to help plan application delivery.
4. An Application Lifecycle Document covering high level milestone sequencing for a cloud application.

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5. Other potential deliverables:

- a. Technical Design Document (TDD) which documents GCP foundational design including output of requirements gathering sessions, requirements mapping, designs, and process recommendations
- b. Terraform code samples for the implementation and validation of GCP Infrastructure foundation meeting the scoped requirements and the listed activities in the Services - Implement phase
- c. First movers assessment - a list of applications we recommend for migration to GCP
- d. Migration plan - a high-level plan with steps to deploy the first mover application
- e. Training plan - a list of recommended GCP training courses customised for your staff
- f. Program charter - goals agreed on with key stakeholders, and expected outcomes of the program
- g. Deployment progress reports - reports on project status at the beginning, middle, and end of the engagement

9. Google Cloud Professional Services - Workplace Transformation: Google Workspace Deployment Advisory

(A) Service Overview

Obtain high-level guidance and expertise for your Google Workspace deployment project. We partner with your team to support project execution through a combination of best practice deployment methodology, Google Workspace product expertise, and core project management activities.

(B) Features

1. Program charter definition and review: Engage your key stakeholders to define goals and expected outcomes of the program. Provide a high-level plan of deployment activities for your team to be completed based on Google's best practice methodology.
2. Program status meetings: Conduct regular program status meetings with your key program stakeholders to assess progress against program timelines and identify key risks and issues to be addressed.
3. Assess: deployment planning review and advice: Provide guidelines on methodology and best practices on deploying Google Workspace in your team's environment.
4. Plan: change management plan review and advice: Advise on creation of a change management plan to engage your employees, increase the speed of adoption, and address potential project risks.
5. Advise: project governance advisory: Provide recommendations on your optimal project governance model.
6. Advise: steering committee participation: Participate on your Steering Committee to advise on best practices, and on how to avoid typical pitfalls in scoping and defining a Google Workspace deployment.
7. Expand: cloud architecture assurance: Assess Google Workspace architecture during your implementation for identification of risk. Provide a post-implementation roadmap for optimization of your opportunities and transition kickoff.

(C) Benefits

1. Program charter - goals agreed on with key stakeholders, and expected outcomes of the migration program
2. Deployment progress reports - reports on migration status at the beginning, middle, and end of the engagement



10. Premium Support with Technical Account Management

(A) Service Overview

Premium Support for Google Cloud and Google Workspace is designed for Buyers with business critical needs. Premium Support delivers the fastest level of response times and proactive guidance with Technical Account Management (TAM) to ensure long-term success.

With Premium Support the Buyer will be assigned with a Technical Account Manager (TAM). Technical Account Managers are trusted technical advisors that focus on operational rigour, platform health, and architectural stability for an organisation.

Technical Account Managers (TAM) are the voice of Buyer health on Google Cloud and proactively guide Buyers to operate effectively and efficiently in the cloud. As trusted technical advisors, they ensure Buyer reliability and stability, guide key events and launches and advocate for product features and improvements. In addition to the core TAM activities, the Buyer can opt for various levels of higher-touch TAM support, additional benefits like cost optimisation, resilience reviews, cloud transformation guidance, cost reporting, and much more. TAM coverage helps to guide overall platform health on Google Cloud, implement operational rigour in the cloud journey, and provide best practices on architectural stability.

(B) Features

1. Unlimited access to support
2. Multi-channel billing support and technical support
3. 24/7 response for high & critical-impact issues
4. Technical Account Manager and Technical support escalations
5. Customer Aware Support and Operational Health Reviews
6. Event management service
7. Third-Party technology support
8. Training credits
9. The Technical Account Manager supports and guides you in the following ways:
 - a. Assists you with onboarding to Premium Support.
 - b. Assesses your cloud maturity and works with you to create an adoption roadmap and operating model.
 - c. Advises on best practices for using Google Cloud and Google Workspace.
 - d. Delivers frequent Operational Health Reviews.
 - e. Connects you with Google technical experts, such as Product Managers and Support experts.

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- f. Works with you on support cases and case escalations. For high-priority cases, your TAM analyses the incident and identifies root causes.
- 10. Support cases
 - a. In addition to working with your Technical Account Manager, you can engage directly with Customer Care by creating support cases in the Console. With Premium Support, your cases are assigned to Google technical experts, who have deep product knowledge across Google Cloud, as well as access to your architecture information and project details.
 - b. You can add an unlimited number of users to your Premium Support offering. You manage your users' support access by using Identity and Access Management (IAM).
- 11. Training - With Premium Support, you receive training credits for the Google Cloud Skills Boost that you can distribute to users in your organisation. Your TAM identifies learning opportunities and indicates which training resources can be most beneficial to your organisation. With this training, your developers have the resources to find answers quickly and test out ideas in safe environments.

(C) Benefits

1. **Cases:** With Premium Support, your cases are assigned to Google technical experts, who have deep product knowledge across Google Cloud, as well as access to your architecture information and project details.
2. **Operational Partner** to overcome challenges: With a deep understanding of operational challenges that block cloud adoption, TAMs help drive resolutions within Google and the Buyer's organisation.
3. **Proactive Advisor** on platform decisions: TAMs advise on best practices and use their deep understanding of the Buyer's organisation and technical environments to assist Buyers to achieve their outcomes.
4. **Stateful Bridge to Google:** TAMs are the Buyer's voice within Google - they have the tools, knowledge, and influence to ensure the Buyer's needs are well understood and addressed.
5. **Strategic Advocate** for the Buyer's technical needs: TAMs consistently seek opportunities to reduce the Buyer's cost and improve their performance.
6. **Escalation Partner** for issues and incidents: TAMs have direct access to Google Support, Engineering, Leadership, and all channels necessary to assist Buyers.

(D) Additional Service Constraints

1. Minimum 12-month engagement.
2. Non-cancellable fees.
3. Additional TAM services are only available to Buyers already subscribed to Premium Support.
4. Must have a valid G-Cloud 14 Call-Off Contract for Lot 1 and/Lot 2 Services

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