

Dec.2025

Cloud Based Software, Platform and Infrastructure Service

Service Definition

V1.0





Cloud Based Software, Platform and Infrastructure Service

Service Definition

V1.0

Document owner

Chris Walker

Document Creation date

12-2025

Business Area/C.o.E./Area

Public Sector

Country

United Kingdom

Contents

1 Service Overview	4
2 Track record.....	5
3 Contacts	6
4 About us	7
Who We Are	7
Our Philosophy: Value, People and Technology	7
Our Approach: Design to Deliver.....	7
Our Expertise	8
Here to Dare	8
The BIP World	8
5 Other Information	9
Are we a reseller?	9
Support provided to buyers.....	9
How users work with this G-Cloud service.....	9
Service onboarding and off-boarding process.....	9
Pricing	9
Service definition and how it will be delivered	9
Our security certifications and standards.....	10

1 Service Overview

BIP helps clients through all or specific parts of the Cloud Software, platform and Infrastructure solution selection, procurement and roll-out process.

We have experience of supporting procurement across Cloud-based and traditional procurements, especially via government frameworks. The services we provide include:

- Discovery & Strategy
- Cloud vision and outcome definition workshops.
- Cloud readiness assessment covering people, processes, security, and technology.
- High-level cloud adoption roadmap and phased migration recommendations.
- Requirements & Business Case Support
- Detailed functional and non-functional requirements gathering.
- Security, data residency, accessibility, and compliance requirement definition.
- Options appraisal and TCO/ROI modelling to support business case development.
- Architecture & Service Design Advisory
- High-level cloud architecture options (SaaS/PaaS/IaaS).
- Review of integration, data migration, backup, and disaster recovery approaches.
- Definition of service constraints, assumptions, and technical pre-requisites.
- Procurement Pack Development
- Development of objective search filters and evaluation criteria.
- Drafting requirements, scoring models, evidence standards, and supplier guidance.
- Alignment of all documentation to G-Cloud Service Definition expectations (SLAs, pricing units, exit, roles/responsibilities, constraints).
- Competition Management & Evaluation
- Managing and responding to supplier clarification questions.
- Supplier shortlisting and structured moderation sessions.
- Evaluation reporting, audit-ready documentation, and decision support.
- Commercial & Contracting Support
- Validation of pricing structures, consumption models, and cost forecasts.
- Negotiation support within framework boundaries.
- Call-off contract guidance and alignment with CCS templates and terms.
- Security, Risk & Compliance Advisory
- Support in assessing solutions against security, privacy, and shared-responsibility requirements.
- Risk identification, mitigation planning and assurance of supplier evidence.
- Guidance on data classification, data-handling expectations, and compliance alignment.
- Sustainability, Social Value & Accessibility
- Integration of cloud sustainability considerations (e.g., efficiency, carbon impact).
- Support embedding Social Value model requirements into evaluation.
- Accessibility (WCAG) considerations for cloud service selection.
- Transition & Mobilisation Assurance

- Review of supplier mobilisation plans and early-life support readiness.
- Definition of acceptance criteria, governance cadence, and transition risks.
- Support for buyer onboarding activities and readiness for BAU operations.
- Exit & Re-Procurement Readiness
- Definition of data extraction requirements, formats, and responsibilities.
- Support designing simple, fast, and low-cost exit processes.
- Re-procurement planning and lessons-learned review.

We have worked with a range of cloud products and vendors such as UK Cloud, Amazon, Alfresco, Oracle, SAP, Microsoft, Workday and Salesforce.

2 Track record

Our experience includes:

- NAO – ERP requirements review and replacement specification and procurement
- UKAEA (CCFE) – ERP requirements review and replacement specification and procurement
- Financial Conduct Authority – Cloud-based CRM solutions (Salesforce)
- Surrey and Sussex Police – New ERP solution evaluation and migration
- Department of Health – ERP / Business management (Finance, HR, P2P) replacement
- Home Office – National police programme – Enterprise content management and document management
- Home Office – National police programme – Search services, network associations, intelligence, identity and access management
- Home Office – A national programme – Data gathering and processing from multiple sites
- MoJ – A cloud-based solution providing access to court papers and sentencing guidelines via secure mobile devices
- English Heritage – Office 365 Assessment
- Traffic Penalty Tribunal – A portal adjudication case management service via G-Cloud (CloudStore)
- The Dispute Service – A cloud hosted portal that could be accessed by all parties including the outsourced contact centre and administration teams
- Other
- Cloud based PMO/PM tools assessment
- Telephony / contact centre services assessment
- Infrastructure as a service (UKCloud)
- Software as a service (Alfresco)
- Specialist software services (software configuration and coding for document management system)
- MS Dynamics for Operations

3 Contacts

51 Moorgate
London
EC2R 6LL

Chris Walker

Partner

Office: 020 3141 8400
Mobile: +44 791 208 7462

4 About us

Who We Are

BIP is a fast growing global management consultancy (backed by CVC Capital Partners), employing over 6,000 professionals across 27 offices in 12 countries.

We operate across Europe, the Americas, and the Middle East; including here in the UK, Italy, France, Germany, Spain, Portugal, Switzerland, Austria, Brazil, Chile, Colombia, the UAE, and the US.

We help organisations tackle complex challenges, outpace their competitors, and build a sustainable future through strategic insight, operational excellence, and technology innovation.

In the UK, BIP has been recognised by *The Times* and trusted by FTSE 100 companies, government departments, and industry leaders, establishing itself as one to watch in the consulting landscape.

Our Philosophy: Value, People and Technology

At the heart of everything we do lies a powerful combination: **value, people and technology**. These three pillars enable us to deliver meaningful, scalable, and lasting outcomes for our clients.

We are value creators and business integrators, combining strategic insight with implementation excellence to help organisations move the dial at pace.

Our work is powered by deep expertise in digital transformation, AI, cloud, and technology-led change, ensuring every solution drives sustainable progress *and* measurable impact.

Our Approach: Design to Deliver

We are doers and makers, NOT just PowerPoint writers.

Everything we do is designed to deliver real, measurable change within defined timelines. We ideate, test, and learn, working closely with clients and partners in an open, collaborative way to ensure every solution is built to last.

Our goal is not only to deliver outcomes, but to transfer knowledge, and empower clients to continue their transformation independently.

This partnership model offers long-term value and enables us to focus on where we can make the next biggest impact.

Our Expertise

With deep sector experience across:

- Financial Services
- Government & Public Sector
- Defence & Industries
- Energy, Utilities & Resources
- Telecoms & Media
- Retail & Services
- Life Sciences
- Commercial Real Estate

We bring sharp insight, proven delivery experience, and technological edge to every engagement.

The recent integration of Verco and Riskcare into BIP UK further strengthens our offering, adding market-leading expertise in net zero strategy, sustainability advisory, and financial risk technology.

Here to Dare

“Here to dare” is more than a motto, it is our mindset.

We dare to think and act differently, to explore beyond limits, and to create opportunities through bold innovation and collaboration.

We believe in shared journeys, celebrating results, milestones, and even challenges, because true responsibility means growing together.

We imagine a future where business thrives through the synergy of technology, humanity, and sustainability.

The BIP World

BIP is a world of innovators, designers, data engineers, change managers, producers, and marketers, all working together, contaminating each other with ideas, energy, and passion.

We want to leave a mark with what we do and share a journey with every company we work with.

We're 6000 people, 47 nationalities, 12 countries, united by a drive to empower organisations through technology and passion.

Our people, the BIPers, are the heart of our success. They thrive in an environment that encourages self-expression, growth, and balance, inspiring them to engage clients with the values they live by.

5 Other Information

The scope of our G-Cloud Service

The scope of our G-Cloud service is defined in this document and the associated features and benefits. It covers the supply of professional services to support the evaluation, selection and deployment of cloud solutions and services for a range of public sector organisations.

Are we a reseller?

BIP is not a reseller and it is totally independent of all product vendors and solution providers.

Support provided to buyers

When buyers have shortlisted one or more of our services, they may ask clarification questions prior to purchase. This helps them understand, in more detail, if we are the best supplier for them and how they can benefit from our service. We then use our knowledge of the cloud solution marketplace to advise and guide clients through the specification, selection and deployment process.

How users work with this G-Cloud service

Users can use this service to obtain professional advisory support for their GenAI needs. This can be on a short term, long term or ad-hoc basis using either selected specialists or a team approach.

Service onboarding and off-boarding process

When a client buys us using one of our G-cloud services, we typically undertake an initiation process at the start of the service to ensure the client's requirements are fully understood and that they are clear about what we will do, how we will do it and what we will deliver. We will also discuss and agree how any issues will be raised and managed from either side during the service operation.

At the end of the service, we will typically undertake a review with the client to ensure they are happy with what has been delivered and that their expectations have been met. We can also discuss and future support if this is appropriate.

Pricing

We provide services and our day rates are shown in the SFIA rate card for this service.

Service definition and how it will be delivered

The services defined in this document and the associated features and benefits will be delivered by one or more of our consultants with full management support and quality assurance from our public sector portfolio leadership. The service will be delivered from our office, working remotely or at the client's offices, depending on which is most appropriate.

Our security certifications and standards

BIP has the Cyber Essentials Plus Certificate of Assurance which is renewed each year.

Our approach to personnel security

BIP's personnel checking process for new employees includes all components of the employment processes described on Gov.uk, including validating their right to work in the UK.

We cover checking original versions of the necessary documents with the new joiner and making and retaining copies of these documents.

The identity documents and other information gathered are sufficient to enable Government Security checks to be undertaken. BIP maintains an extensive pool of appropriately security cleared consultants.