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G-Cloud- Central Government

Service Definition

V1.0





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1 Service Overview

BIP UK is part of the global BIP Group. We provide a comprehensive range of solutions and services that support central government departments at all phases of their cloud journey.

This includes solutions for data capture, data migration, master data management, data modelling, and services to support data usage – search, audit, security, analytics and reporting.

We have broad and deep central government knowledge from working with the Home Office (HO), law enforcement, NHS, the Department for Transport (DfT) and the Department of Work and Pensions (DWP). We have extensive experience across GDS initiatives including gov.uk and are knowledgeable about key government strategies including Cloud First, Journey to the Cloud and National Data Strategy. We helped create the National Policing Digital Strategy.

Our knowledge covers the strategy for and operation of various systems and includes:

- Hybrid Cloud Services
- Security Controls Mapping
- Assurance Integration and Strategy
- Change and Integration Programmes

The services we provide in cloud support include:

- Developing cloud data Proof of Concept PoC initiatives
- Coordinating agencies to identify data requirements
- Analysing data formats, data sources, data processes
- Analysing cloud solution options and solution migration requirements
- Evaluation of marketplace and procurement RFI RFQ ITT
- Evaluation of data management requirements: capture, export, storage, migration, audit
- Evaluation of data analysis requirements: extract, analytics, verification, interrogation, reporting
- Designing common data standards, data architecture, data interfaces and APIs
- Designing open and flexible solution architectures
- Coordinating data governance activities, including privacy impact assessments.
- Digital and IT strategy
- Data architecture
- Generative AI
- AI governance, strategy and responsible AI
- ML/AI Operations
- Low Code solutions
- Portfolio, Programme and Project Management
- Business Analysis

- Organisation and operating model design
- Change Management, stakeholder engagement & communication
- Business Case development
- Discovery and Proof of Concept
- Options analysis

2 Track Record

The clients we have worked with recently within central government include:

- Home Office (HO)
- UK Policing and Law Enforcement
- Department of Work and Pensions (DWP)
- Department for Transport (DfT)
- NHS

We have also worked with related public sector bodies including major religious organisations, Nursing & Midwifery Council as well as clients in the defence sector and several local authorities. We have worked with senior leaders through to practitioners in ICT and business functions within central government departments.

A selection of relevant assignments is presented below:

Government Department – AI Readiness and Deployment

Our client product owner recognised manual image extraction and analysis were not practical with respect to the growing needs of the Programme and were contributing to increased backlog and time to process.

Our collaborative approach was critical to delivering ground-breaking tools for the existing system, including deep learning-powered solutions for image classification and identification. Our technical architect provided advice to the product owner for vendor selection and Proof of Concept (POC) implementation but both activities were managed internally.

Once the POC established Machine Learning (ML) could be trained on the existing data, we were brought in to manage development. As our joint team quickly learned, users are sceptical of the accuracy and effectiveness of an AI/ML-powered solution compared to a general technical one. To address this wariness, we brought in a team of users to do live testing and provide feedback on the beta version. These users became our champions for the rollout managed by the client team and guided by our change management specialist.

This unique deployment approach, combining product management with change management to speed adoption and bust myths about AI, was awarded second place at the 2025 Change Awards, a globally recognised platform celebrating outstanding achievements in innovation, change, and business transformation.

Over the course of the project, we provided structured learning, on-the-job training, regular playback sessions for reinforcement, and peer-to-peer support as well as reusable assets such as playbooks, architecture patterns, and code templates to foster trust and build confidence in the technology. This ensured both the tools and our partner staff were fit for purpose, providing structured capability upskilling in modern digital methodologies and accelerating staff career development.

Infrastructure - Enhancing Risk Management Through Single Source of Truth Implementation

Our client needed help with a multi-billion-pound public sector infrastructure programme. The goal was enhancing risk management through a centralised risk management system (RMS). Various offline risk registers existed. Our client wanted to transition to a single online version with full organisational utilisation. Once developed, full training and governance for the system were required. We were engaged to manage the development, adoption, training and governance of the RMS to meet the client's requirements.

We engaged with key stakeholders and the wider business to map requirements, baselines and usage. This included a series of workshops that captured user stories and usage patterns. Our stakeholder knowledge enabled us to oversee development sprints on enhanced RMS functionality. We made sure enhancements were focused on business need. We also established the governance structure to inform system ownership, development processes, escalations and vendor management and issued communications to the wider business to drive understanding and engagement with the project. As the RMS developed, we created a training programme with interactive materials to onboard new users and upskill existing ones.

The RMS transformed ways of working across the organisation by aligning all four areas of the business to a single digital system that became the single source of truth. This success strengthened the risk department's reputation. Organisation-wide uptake of the RMS demonstrated a positive user experience with the system and many users became champions of the RMS. All levels of the business successfully trained on it, while a network of empowered 'super users' helped to establish a sustainable training programme within the business. Management information reporting functionality was established for executive stakeholders, which included data visualisations and tableau integration.

Major Infrastructure Project - Assurance Integration

Our client needed to understand how effectively its control framework was operating and target assurance activities to areas of high risk. It was struggling to provide confidence to key stakeholders that the organisation could deliver the programme within cost and schedule.

We led an integration project to deliver enhanced reporting and analysis across Risk, Control and Assurance management. We developed a single Risk Management System to manage all activities. This was underpinned by a Tableau reporting tool to provide enhanced reporting across all layers of the organisation. We delivered project

governance, stakeholder engagement, communications and training. 9000 risks were captured in single source of truth and over 300 users were consulted.

The client is now able to report on over 24 Control Frameworks regarding their effectiveness in mitigating risk across the organisation. This has enabled the client to prioritise and plan business improvement activity more effectively. The client is also able to prioritise internal assurance activity to areas of high risk, thus reducing effort and 'audit fatigue'. As a result, the client has been able to demonstrate organisational maturity to key stakeholders.

Transport - Assurance Strategy and Rollout Plan

Our client faced a series of negative audit findings, failed control measures and broken assurance around managing risks. As a high-profile taxpayer funded company it faced intense public scrutiny. This resulted in a change of CEO and the resignation of the CFO. We were engaged to deliver a fit for purpose Assurance strategy and rollout.

We led assurance strategy workshops with key stakeholders around the business, as input to a five-year Assurance Strategy. We put an integrated assurance approvals plan in place and revamped all assurance reporting for the various boards and decision makers within the business. We re-engineered processes by strengthening critical control points and ran an awareness campaign.

There was a shift in the organisation's attitude towards Assurance as a result of the campaign. This was clearly demonstrated in tightening of controls and adoption of a "Right First Time" delivery approach, as confirmed by the following year's external Audit report. The C-suite were able to make decisions based on the information provided by our reporting and hence strengthening the company's risk-based assurance.

Government Department - Digital Security Team

We supported the Deputy Director Digital Security (DDDS) in the design and delivery of the security controls mapping. To design and deliver a roadmap for security maturity, it is vital to understand both the target future and current states. The first step therefore was to map the Department's current posture. By using the widely recognised and understood NIST framework and a combination of questionnaires, interviews and document analyses, we worked with critical services teams, to discover the security posture - actual and perceived.

Government Department - New Target Operating Model for Hybrid Cloud Services Support Model

Hybrid Cloud Services (HCS) within our client embarked on a journey to provide Hyperscale Cloud provision for the hosting of its digital applications, currently AWS and Azure, and to migrate existing applications from Transitional Hosting Platforms to the Hyperscale Cloud Providers. To facilitate successful transition and operation onto Public Cloud, the new Site Reliability Engineering (SRE) function needed to be set up. Furthermore, a DevSecOps function needed to be established to ensure that the workloads on Public Cloud were secure.

We were engaged to lead the establishment of the SRE function from a “zero” base.

We undertook the following key steps:

- Designed the SRE Target Operating Model.
- Assessed the current and target maturity levels for Structure, People, Process, Governance and Technology in HCS.
- Evolved the Organisational Design to define the types of roles necessary to deliver the SRE Function and the training required.
- Detailed the requirements for the SRE service and supported the Commercial team to select the SRE supplier.
- On-boarded the SRE supplier.
- Detailed the processes for the Support Services organisation to ensure that applications in production were fully supported.
- Created an SRE Readiness Assessment model to ensure the robustness of Cloud applications prior to the deployment into Production, with the assessment completed for “early adopter” application.
- Detailed the DevSecOps function requirements.
- Engaged the client commercial department to select the right external DevSecOps supplier.
- Carried out the knowledge transfer and fed into Tech Services workforce plan development.

We developed the SRE support service Target Operating Model which was product centric, aligned to the Tech Services Strategic Drivers and Design Principles. SRE function has established new ways of working with Product Development Units. The benefits were measured in reduced incidents, reduced incident resolution times, reduced change failures, increased instrumentation coverage, increased resilience across applications.

3 Contacts

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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.