G-Cloud 15 Service Definition Document

Cloud Integration Development and Support Services (OIC, Boomi, Others)

v1.0

Lot 3: Cloud Support

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1 Cloud Integration Development and Support Services (OIC, Boomi, Others)

1.1 Service Overview

This service provides end-to-end design, build, optimisation, and ongoing support of cloud integrations. It connects systems securely using Oracle Integration Cloud (OIC), Boomi, and other leading integration platforms. The service helps public sector organisations achieve reliable data exchange, improved automation, and stable system performance across cloud and on-premise environments.

1.2 Service Summary

We design, develop, support, and optimise integrations that connect business systems securely and reliably, enabling smooth data movement, reduced operational risk, and improved service continuity.

1.3 Buyer's Outcomes

Buyers using this service can expect:

- Improved system availability through proactive monitoring and support.
- Faster incident resolution due to specialist integration expertise.
- Reduced manual effort through automated data flows.
- Lower operational risk through structured integration governance.
- Better performance through optimisation and tuning.
- Greater visibility of integration health via logging and reporting.
- Secure data exchange aligned to public sector security standards.

1.4 Buyer Personas (Who This Service Is For)

Buyer role	Primary objectives	Typical use case
IT Operations Manager	Maintain stable integrations	Support BAU integrations across cloud apps
Enterprise Architect	Ensure scalable architecture	Design integration framework across platforms
Application Support Lead	Reduce incidents and downtime	Ongoing support for OIC/Boomi flows
Digital Programme Lead	Enable system modernisation	Integrate legacy systems with SaaS platforms
IT Operations Manager	Maintain stable integrations	Support BAU integrations across cloud apps

1.5 Key Service Capabilities

The service capabilities:

- Integration Architecture Design – Designs secure, scalable integration frameworks.
- iPaaS Development – Builds integrations using OIC, Boomi, and others.
- API & Web Services – Develops REST and SOAP interfaces.

- Hybrid Connectivity – Connects cloud and on-premises systems.
- Monitoring & Logging – Provides visibility through alerts and dashboards.
- Performance Optimisation – Improves integration speed and stability.
- Security Implementation – Applies encryption and access controls.
- Integration Support Services – Delivers incident resolution and BAU support.

1.6 Service Feature mapped to Service Benefits

Feature	Buyer Benefits
Integration architecture design	Future-proof and scalable integrations
OIC and Boomi development	Reliable and supported integration platforms
API and web service creation	Standardised system connectivity
Real-time and batch integration	Flexible data exchange options
Monitoring and logging	Faster issue detection
Performance optimisation	Stable and responsive systems
Security implementation	Protected data exchange

1.7 What's In & Out

In Scope	Out of Scope
Integration design and build	Licensing costs
API development	Source system upgrades
Monitoring and logging setup	Network infrastructure provision
Performance tuning	Major application re-engineering
Incident support	Data cleansing projects
Patch and version updates	Business process redesign
Security configuration	Hardware procurement

1.8 Engagement Model

We deliver the service using a structured, phased approach that aligns with Oracle Cloud implementation programmes.

Phases	Scope	Outputs
Discovery	Assess integration landscape	Architecture and roadmap
Design	Define integration patterns	Technical design documents
Build	Develop integrations and APIs	Working integrations
Test	Functional and performance testing	Tested solutions
Deploy	Release to live	Production integrations
Support	Ongoing monitoring and fixes	Stable operations

1.9 Pricing Model

Pricing is based on scope, integration complexity, number of interfaces, platform mix, and support duration.

Time and Materials or fixed-price aligned to SFIA roles and effort involved. Pricing depends on:

- Scope size
- Integration complexity
- Number of interfaces
- Platform mix
- Support duration

1.10 What Drives Cost (Evaluator View)

Cost Driver	Impact on Price
Number of integrations	Higher volume increases effort
Integration complexity	Custom logic raises cost
Platform diversity	Multiple platforms increase skills needed
Support hours	24/7 coverage costs more
Security requirements	Advanced controls increase work
Change frequency	Frequent updates increase support effort

1.11 Roles and Responsibilities

Supplier Responsibilities

- Design and develop integrations
- Provide support and monitoring
- Manage incidents and changes
- Apply security best practices
- Provide service reporting

Buyer Responsibilities

To ensure successful delivery, the client must:

- Provide system documentation
- Grant access and credentials
- Approve designs and releases
- Manage licences and environments
- Define security policies

1.12 Delivery Constraints and Pricing Assumptions

- Buyer provides system access on time
- APIs and adapters are available
- Environments are provisioned

- Requirements are signed off
- Data structures are stable
- Governance approvals are timely

1.13 Security and Data Protection

- Aligned with UK GDPR and the Data Protection Act 2018
- No transfer of data ownership
- Role-based, advisory-only access to buyer environments
- Operates in line with ISO 27001 and ISO 9001 principles
- Aligned to the Oracle Cloud shared responsibility model

1.14 Accessibility and Inclusivity

The service is delivered in a manner that supports inclusive participation. This includes:

- Provision of documentation in accessible digital formats on request
- Use of clear, plain language suitable for mixed technical and non-technical audiences
- Flexible engagement approaches to support diverse stakeholder needs

1.15 Risks, Limitations and Mitigations

As an advisory service, successful outcomes depend on the accuracy and completeness of information provided by the buyer and on subsequent implementation by the buyer or third parties.

Identified risks include:

- Changes in scope or priorities during delivery
- Dependency on third-party delivery partners

Mitigations include:

- Clear assumptions and constraints documented at the outset
- Regular validation of findings with stakeholders
- Transparent documentation of recommendations and trade-offs

1.16 Service Management and Performance Governance

Each engagement is managed using an agreed delivery plan and governance structure. This includes:

- Test cycle completion against plan
- Defect turnaround tracking
- Reporting cadence agreed with buyer
- Quality metrics and traceability