

Service Definition Document – PowerApps

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CCS - G-Cloud 15
19 January 2026



Service Definition Document – PowerApps

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Jacobs U.K. Limited

Cottons Centre
Cottons Lane
London SE1 2QG
United Kingdom

T +44 (0)203 980 2000
www.jacobs.com

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Service attributes

Service type

Lot 3: Cloud Support

Service name

Service name

Power Applications Service

About your service

Service description

Our Power Apps service delivers secure, scalable business applications for UK Government using Microsoft Power Platform. We design, develop, and maintain solutions integrating Microsoft 365, Dynamics 365, and Azure. With governance, security, and rapid delivery embedded, we ensure sustainable adoption through change management and capability building.

Service categories

- Cloud Support Services
 - Set Up and Migration
 - Data/information structure design
 - Data/information structure design
 - Service optimisation/right sizing
 - Service optimisation/right sizing
-

Service features and benefits

Service features and benefits

Service features

- Certified experts in Microsoft Power Platform: Apps, Automate, BI
 - End-to-end design, development, and maintenance of Power Apps solutions
 - Integration with Microsoft 365, Dynamics 365, and Azure services
 - Agile delivery aligned with GDS phases: Discovery, Alpha, Beta, Live
 - Embedded governance and security controls ensuring compliance and resilience
-

- Custom connectors and APIs for interoperability with legacy systems
- Responsive design optimised for mobile and desktop experiences
- Embedded change management and capability building for sustainable adoption
- Compliance with WCAG 2.2 AA accessibility standards across solutions
- Continuous improvement through analytics and feedback-driven optimisation

Service benefits

- Accelerates delivery while minimising disruption to current operations
- Improves efficiency by digitising processes and reducing manual tasks
- Reduces technology complexity and operational costs through rationalisation
- Enhances resilience and scalability with cloud-native architecture solutions
- Empowers government teams via structured change management and skills transfer
- Supports sustainability and social value objectives across programmes
- Delivers measurable outcomes aligned to policy and strategic goals

Service scope

Service constraints

N/A

Reselling

Supplier type

Supplier type

I'm not a reseller

User support

Email or ticketing support

Email or online ticketing support

Yes

Support response times

Email support available 9am-5pm Monday to Friday (UK time) with a typical response time of 48 hours (SLAs to be agreed on a case-by-case basis).

User can manage status and priority of support tickets

No

Phone support

Phone support

Yes

Phone support availability

9 to 5 (UK time), Monday to Friday

Web chat support

Web chat support

No

Support levels

Support can be provided at various levels depending on the solutions and the customer requirements. Support levels can range from a basic feedback form to a full helpdesk facility with 365 day coverage depending on the SLA.

Staff security

Staff security clearance

Staff screening performed but doesn't conform with BS7858:2019

Government security clearance

Up to Security Clearance (SC)

Pricing

Discount for educational organisations

No