

Service Definition Document – Physical Security

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CCS - G-Cloud 15
19 January 2026



Service Definition Document – Physical Security

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Service attributes

Service type

Lot 3: Cloud Support

Service name

Service name

Physical Security

About your service

Service description

Protecting, personnel, assets and estates against Physical threats and incidents. Through delivering a protective Security risk Management process with the client, to develop a working strategy to mitigate the risks and obtain the operational requirements. Using Secure-by-design guidance, assurance aligned to NCSC, NPSA and G-Cloud standards.

Service categories

- Cloud Support Services
 - Security Services
 - Security strategy
 - Security strategy
 - Security risk management
 - Security risk management
 - Security design
 - Security design
 - Security incident management
 - Security incident management
 - Security audit services
 - Security audit services
 - Security quality assurance (QA) and testing
 - Security quality assurance (QA) and testing
 - Other
 - Other

Service features and benefits

Service features and benefits

Service features

- Services tailored to meet both customer requirements and regulatory standards.
- Advised and guidance by full time dedicated Physical security consultants.
- Integrates Cyber -Physical security posture.
- Crime Prevention Through Environmental Design (CPTED)
- Threat and vulnerability risk assessment for each location
- Production of operational requirements and mitigation solutions
- Reduce risk by evidence led assurance.
- Site assessment and assurance during Concept, construction and operational phases
- Design and implementation of Security management Plans
- Provide Secure by design guidance and support to architects, engineers.

Service benefits

- Advice and guidance by full time dedicated Physical security Consultants.
- Consultants with current CNI / NPSA project experience
- Identifying and clarifying assets with the proportion mitigation
- Provides objective, well-informed guidance to reduce security risks.
- Collaborative working with our Operation Technology and Cyber Security Team
- Experience of using Deter, Detect, Delay, Mitigate and Response principles
- A layered approach to physical security to protect the asset.
- Experience of assurance against NPSA, NCSC and ISO 27001
- Technical Knowledge, such as access control, CCTV, intruder detection
- Training and awareness to build a security culture.

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