

Service Definition Document – Data Science

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CCS - G-Cloud 15
19 January 2026



Service Definition Document – Data Science

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Project name:	CCS - G-Cloud 15	Project manager:	Hugh McMichael
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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

Data Science

About your service

Service description

Our Data Science service helps unlock insights using advanced statistical modelling, machine learning, and AI techniques. We reduce technology sprawl, optimise investments, and leverage cloud-native platforms for scalability and resilience. Embedded change management and capability building ensure sustainable adoption, empowering teams to harness data science for innovation and improved services.

Service categories

- Cloud Support Services
 - Set Up and Migration
 - Data auditing and organising
 - Data auditing and organising
 - Data/information structure design
 - Data/information structure design
 - Project management and governance
 - Project management and governance
 - Service optimisation/right sizing
 - Service optimisation/right sizing
-

Service features and benefits

Service features and benefits

Service features

- Predictive and prescriptive modelling for evidence-based decision-making
- Machine learning and AI integration for automation and analytics
- Data engineering and cloud-native architecture for scalability and security
- Integration with existing systems to optimise investments and reduce duplication
- Interactive dashboards and advanced data visualisation tools
- Pro-code, low-code, and no-code enablement for rapid deployment
- Embedded change management and skills transfer for sustainable capability
- Continuous improvement through analytics and feedback-driven optimisation
- Compliance with GDS, CDDO, and data governance standards
- Secure design aligned with NCSC and ISO 27001 standards

Service benefits

- Reduces technology complexity and operational costs through rationalisation
- Improves decision-making with AI-powered predictive and prescriptive insights
- Accelerates delivery while minimising disruption to current operations
- Enhances citizen experience with smarter, data-driven public services
- Empowers government teams through structured change management and skills transfer
- Supports sustainability and social value objectives across programmes
- Delivers measurable outcomes aligned with 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