

Service Definition Document – Data Engineering

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CCS - G-Cloud 15
19 January 2026



Service Definition Document – Data Engineering

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Contents

Service attributes	4
Service type	4
Service name	4
Service name	4
About your service	4
Service description	4
Service categories	4
Service features and benefits	4
Service features and benefits	4
Service scope	5
Service constraints	5
Reselling	5
Supplier type	5
User support	5
Email or ticketing support	5
Phone support	6
Web chat support	6
Support levels	6
Staff security	6
Staff security clearance	6
Government security clearance	6
Pricing	6
Discount for educational organisations	6

Service attributes

Service type

Lot 3: Cloud Support

Service name

Service name

Data Engineering

About your service

Service description

Our Data Engineering service helps UK Government manage and optimise data through secure, scalable pipelines and architectures. We enable advanced analytics and AI using cloud-native platforms, automation, and governance frameworks for compliance and resilience. Embedded change management and capability building empower teams to adopt modern practices and deliver sustainable transformation.

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
 - Other
 - Other
-

Service features and benefits

Service features and benefits

Service features

- End-to-end data lifecycle: ingestion, transformation, and delivery
 - Cloud-native architecture ensuring scalability, resilience, and performance
 - Integration with existing systems to optimise investments and reduce duplication
-

- Automated ETL pipelines with robust data quality assurance
- Advanced modelling and feature engineering for AI and machine learning
- Secure design aligned with NCSC and ISO 27001 standards
- Rapid prototyping
- Embedded change management and capability building for sustainable adoption
- Compliance with GDS, CDDO, and data governance frameworks
- Continuous improvement through analytics and feedback-driven optimisation

Service benefits

- Reduces technology complexity and costs through system rationalisation
- Improves decision-making using clean, reliable, and timely data
- Accelerates delivery while minimising disruption to existing operations
- Enhances citizen experience with smarter, data-driven public services
- Empowers government teams via 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