



Through
Technology

Cloud Service Procurement Support

G-Cloud 15 (RM1557.15) - Service Definition Document

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Client Document Classification | N/A

Through Technology Classification | COMMERCIAL IN CONFIDENCE

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This document describes our Cloud Procurement Support service. Through Technology have a wealth of experience in bidding for Government Contracts and working in customer teams to run procurements for complex, multi-supplier systems.

We bring expertise, methodology and experience to help your team run an effective, compliant, fair, and successful procurement.



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Exec Summary

We would like to thank you for considering this service from Through Technology to help you in delivering your organisation's digital and technology strategy.

1.1 Context

Running a large procurement requires a fundamentally different skill set to the day-to-day operation of your ICT Services and Projects. Having experienced people on your team that have been through this process before many times, as bidders and as buyers, can significantly reduce the time, effort and risk of running a complex technology procurement.

When it comes to bid evaluation and contract negotiation, such experience is crucial to ensure that there is parity (or disparity in your favour) between your internal team and the experienced full-time bid teams that larger suppliers will employ.

We created this service to offer our customers the benefit of our experience in this field, providing the supporting capacity and capability that you need to procure your next-generation services while keeping today's services and projects running.



1.2 Why Through Technology?

We have a strong track record of successful delivery in partnership with central government, including work on high-value procurements of critical services and critical national infrastructure with the Ministry of Justice and Cabinet Office's Government Digital Service.

Our company was founded to provide a genuinely different/better alternative to the hegemony of large IT suppliers that have dominated public sector IT procurement. The advent of cloud technology means that most projects now require plentiful skill, not large scale. As one of a new breed of internet native businesses, we focus on providing excellent people to understand and deliver value to our customers.

We also do not follow the "land and expand" philosophy adopted by many of our rivals. We believe that providing excellent service, exiting cleanly and remaining a trusted partner offers the best outcome for us and our clients.

Introducing the Through Technology Project Pathway

Unlike our larger rivals, Through Technology's philosophy is not one of "Land and Expand". We recognise that modern cloud services provide the opportunity for our clients to take control of their ICT Services and Data and we want to help.

We recognise that clients come to us for deep expertise, capacity and capability to solve complex problems. By leaving our clients set up to manage services the way they want at the end of each project, we remain a partner that they will return to for the next challenge that needs a "burst" in expertise, capability and capacity.



We are serious about understanding and delivering real value to our clients. So much so that we have a defined Added Value Methodology that lets us turn the opportunities our people spot into tangible outcomes, cost avoidance and savings. In past contracts, such Added Value has significantly exceeded the cost of our services.

We believe these things set us apart from the other organisations you may have worked with and hope that we will have the opportunity to prove this by helping your organisation in developing and running a highly effective procurement.

2 G-Cloud Service Information

2.1 About this Service¹

Service Type	Cloud Support
Service Name	Cloud Procurement Support
Service Description	Our service supports customers' procurement of cloud services, cloud systems integration and support services. Providing an end-to-end capability aligned to the Technology Code of Practice including, requirements definition, procurement strategy, service definition, market engagement, evaluation methodology, bid evaluation and scoring, bidder feedback, contract negotiation and lessons learnt.

2.2 Service Features and Benefits

2.2.1 Service Features

1	Covers Digital Marketplace, CCS Frameworks, OJEU and Find a Tender
2	Benefit Identification, preparation of Business Cases and Delivery Roadmaps
3	User research and development of procurement strategy
4	User and Service Requirement definition and drafting
5	Market engagement materials and presentations and Service Knowledge Library provision
6	Evaluation criteria and methodologies
7	Bid clarification, evaluation, scoring and feedback
8	Contract Negotiation
9	Disaggregated supply models and multi-source procurements

¹ To see our other services on the G-Cloud 14 framework, search for "Through Technology" (including the quotation marks) on [digital marketplace](#).

10	Cloud, Infrastructure and accessibility solutions procurement expertise
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2.2.2 Service Benefits

1	Provides structure, process and solution expertise for cloud services procurement
2	Independent expert advice, separate from incumbent suppliers or potential suppliers/vendors
3	Benefit from significant experience of large public sector ICT procurements
4	Provide well drafted, clear and standardised requirements to the market
5	Ensure bid evaluation methodology and criteria support your business objectives
6	Engage the market with superior technical expertise on your team
7	Ensure alignment with procurement regulations and HMG standards
8	Define and ensure alignment with new or existing service models
9	Improve your procurement outcomes, by involving supplier-side expertise.

2.3 Planning

Do you provide planning services for the implementation of cloud hosting or cloud software?	Yes
Describe how you help buyers plan how they'll implement cloud hosting or software services	We will work with your team to define a procurement strategy aligned with the Technology Code of Practice. Having identified the optimum procurement route, we will work with you to develop your procurement roadmap, materials and timescale. We are equally at home working with our own (agile) planning methodology and tooling or aligning with the agile/hybrid/waterfall approach and tooling already in use by our customers.
Is your planning service for specific hosting or software services?	Yes

Which hosting or software services is your planning service for?	
1	OJEU (and replacement) procurements
2	G-Cloud Procurements
3	Procurement from other Technology Frameworks (e.g. Technical Services, Network Services)

2.4 Setup and Migration

Does your service help buyers migrate to the cloud or between cloud services?	No
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2.5 Quality Assurance and Performance Testing

Do you provide quality assurance and performance testing?	Yes
Describe how you help buyers do quality assurance and performance testing	We provide comprehensive quality assurance of all procurement materials produced, including market engagement, contract and requirement drafts and evaluation models and criteria. Through Technology is ISO9001 certified and utilise our certified Quality Management System in all deliveries. We also undertake bid evaluation in a structured and effective manner with the capability to assess deliverability and fit to customer requirements based upon in depth cloud service and infrastructure expertise.

2.6 Security Services

Do you provide Security Services	Yes
What kind of Security Services do you provide?	Security Strategy Security Risk Management Security Design Cyber Security Consultancy Security Testing Security Incident Management Security Audit Services

Is your security testing performed by certified security testers?	Yes
Are your risk analysts Certified Professional (CCP) scheme accredited?	No

2.7 Training

Training Service Provided?	Yes
How the Training Service Works	Our service will provide a clear exit plan upon conclusion, including transfer of all project documentation and knowledge transfer sessions with the customer's internal or incumbent supplier teams.
Training is tied to specific services	No

2.8 Ongoing Support

Do you support cloud hosting or software services	No
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2.9 Service Scope

Does your service have any constraints that buyers should know about?	None
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2.10 Reselling

Are you reselling another organisation's services?	I'm not a reseller
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2.11 User Support

Email or ticketing support	No
Phone Support	No
Web Chat Support	No
Support Levels	This is a cloud procurement support service for customer Digital and Technology departments and does not require support of end users. Throughout any development engagement we will provide support and consultancy on a T&M or fixed price basis with all queries responded to within at most one business day. You will have an assigned Service Manager and Solution Lead to carry out the work and provide any aftercare required. We offer user support services separately through our TT Cloud Services Support offering on G-Cloud lot 3.

2.12 Staff Security

How do you manage staff security clearance checks?	Staff screening performed with conforms to BS7858:2019
Government Security Clearance	Up to Developed Vetting (DV)

2.13 Standards and Certifications

ISO/IEC 27001 certification	Yes
Who accredited the ISO27001 certification	British Standards Institute (BSI) - BSI Certificate Number IS743920
ISO/IEC 27001 accreditation date	Effective Date: 13/10/2024 Expiry Date: 12/10/2027
What is not covered in your certification	Nothing, our certification covers all aspects of our services on G-Cloud
ISO 2800:2007 certification	No
ISO 28000:2007 certification commentary	Through Technology contracts with our suppliers to either deliver services in accordance with the procedures within our ISO27001 certified Information Security Management System or ensures that they do not have access to data or services that could cause security concerns. We only partner with organisations

	of good repute. Every organisation in our supply chain is subject to our own security consideration before we partner with them, and an appropriate stance is determined for their security risk and role in our services.
CSA Star Certification	No
CSA STAR certification commentary	CSA Star is targeted a Software as a Service providers and not generally applicable to the services that Through Technology offers through the G-Cloud Framework
PCI Certification	No
PCI certification commentary	Through Technology do not typically operate PCI systems as part of our G-Cloud Services, however, we have experience in helping customers achieve PCI compliance for your systems should this be required
Cyber essentials	Yes
Cyber essentials plus	Yes
Other security certifications	Yes
Any other security certifications	SOC2

2.14 Social Value

Fighting Climate Change

Through Technology is a Carbon Negative Business and formally assessed and certified as such with the PAS2060 Carbon Neutral Plus standard. This means that our services are operated to remove more carbon dioxide from the atmosphere than our business has created or will create in future, already significantly exceeding HM Government's Net Zero targets.

Our business was designed with a very carbon-efficient business model. Building on this foundation, we have a process of continual improvement. We annually calculate our carbon footprint using the reputable carbonfootprint.com service, identify further reductions in our environmental impact, then offset -double- the residual carbon footprint of our business through the same scheme reputable UK tree-planting scheme used to offset HM Government ministerial travel. Measuring our footprint every year, optimising it and offsetting double, scales with our business and automatically applies to every service we provide (through G-Cloud or elsewhere).

Furthermore, because trees last for many years, our positive impact on carbon capture and storage will continue to grow greater and greater across the lifetime of our business. As a business, we are also focussed upon helping our customers achieve your outcomes. We consider environmental impact in the work we undertake as part of our services many of which involve carbon reduction through modernisation of systems and migration to the cloud.

Fighting Climate Change is something we are passionate about. We are proud of the contribution we make as UK Small Business. It also shows our commitment to not only meet but exceed government targets for fighting climate change and goals of Procurement Policy Notes PPN 06/20 (Social Value) and PPN 06/21 (Taking account of Carbon Reduction in major contracts). Further detail, including "Beyond Net Zero - The Through Technology Environmental Impact Plan" published at www.throughtechnology.uk/carbonreduction.



Covid 19 Recovery	In Through Technology, we have a very strong focus on achieving value for the tax-payers money and on supporting the UK economy. We are a UK Small Business, paying all our taxes in the UK and operating in full compliance with UK Tax regulations. We are members of the TechUK industry body, volunteering time via our seat on their Justice and Emergency Services Committee to help to define and deliver best practice in work between the Digital & Technology industry and government. We are signatories to the UK Government Small Business Commissioner's Prompt Payment Code. Meaning we commit to paying our supply chain within 30 days and have never yet failed to do so, even when we ourselves have faced delays in our payments. Our company principles include sharing knowledge and building capability with our customers' internal teams. This can be seen in our "Insource Transition Support" service published on G-Cloud. Helping our customers insource and develop their internal teams will drive upskilling and job creation within our public sector customers. We have a defined standard business process to actively seek out opportunities for savings and cost avoidance for our customers in everything we do. This process has resulted in savings and cost avoidance of over £10M in the last 3 years, saving our customers more than we have cost them while we have also delivered all our contracted scope. We have also created new jobs in our business during the Covid 19 pandemic and continue to collaborate effectively with our customers remotely through their choice of tooling and onsite following all current Covid guidance.
Tackling Economic Inequality	Through Technology are committed to fighting economic inequality. As a modern business without strong geographic ties, our hiring policy is to prioritise recruitment from areas of high social deprivation as identified in the Department for Levelling Up, Housing and Communities' English Indices of Deprivation). At present, 40% of our staff are from these areas and as our business grows, so will this percentage, ensuring that most of the tax-payer money spent on our services ends up in the local UK communities that need it the most. We are an equal opportunities employer that recognises and actively seeks out the benefits of diverse and inclusive teams to our business, to our customers and to wider society.

Equal Opportunity	We are an equal opportunities employer that recognises and actively seeks out the benefits of diverse and inclusive teams to our business, to our customers and to wider society. This is built into our policies, procedures, and contracts, and lived day to day. We have worked to remove any bias from our organisational processes, including subconscious bias where it may exist. An example is that the first stage of our recruitment process is anonymised, minimising the impact of any potential bias in CV and Application evaluation. We are signatories to the Armed Forces Covenant and seek proactively to recruit ex-forces personnel, overcoming some of their challenges in returning to civilian life. Our recruitment process for opportunities is intentionally designed to be accessible and open to all. Our teams working through G-Cloud are diverse and include people from different parts of the UK, age groups, ethnic origin, gender, disability, and faith.
Wellbeing	Through Technology's defining characteristic is the quality of our people, so we take well-being very seriously and have several measures in place to support the well-being of our staff and people they work with. Despite our relatively small size, we have a board member responsible for staff wellbeing and several policies and processes which we live every week to maintain it. Examples include: • Providing private health cover for all employees, • offering time out for voluntary work in our local communities (including current staff acting as school governors, volunteering careers guidance in schools, acting as community representatives and teaching practical philosophy/life skills), • funding a qualified Mental Health First Aider within the business, • fostering a culture that welcomes private or public discussion of mental health and well-being (including open discussion of our CEO's firsthand experiences). We also care about the well-being of those we work with in our supply chain, our customers, and their third-party suppliers. If we identify any well-being or stress-related issues with colleagues outside our organisation, then we handle these sensitively through the appropriate process or channel.

2.15 Pricing

Please see the attached Pricing Document for this service.

3 Further Information

3.1 Organisations that trust Through Technology

Founded in 2017, we have established a position as a well-known and trusted supplier to the UK central government, building excellent relationships and undertaking complex and critical projects for organisations such as:

 Ministry of Justice	The Ministry of Justice	Architecture Managed Services Legacy Risk Mitigation Email Migration Delivery, Solution and Security Assurance Operational Change Assurance Email Security National Prison Service Education System Infrastructure delivery and assurance
 Government Digital Service	Cabinet Office - Government Digital Service	Cloud Service DevOps Outreach campaign delivery and management across the UK Public Sector Procurement Strategy & Preparation Domain and Namespace Security
 Department for Work & Pensions	Department of Work and Pensions	Email Security and Transition
 HM Courts and Tribunals Service	HM Courts and Tribunals Service	Modern Device Management solution architecture, security, testing, implementation and support Legacy Risk Mitigation Supplier Management Solution Delivery and Security Assurance Digital Archiving and Data Governance
 CPS	The Crown Prosecution Service	Strategic End User Services consultancy and advisory services
 Department for Business & Trade	Department for Business and Trade	Machinery of Government Change Data Management & Migration

3.2 Awards, Commitments and Certifications

	With our experience in public sector procurement and as a supplier on the G-Cloud and Digital Outcomes & Specialists framework, we pride ourselves on our capability to draft and agree contracts rapidly and efficiently.
	We are Carbon Neutral Plus certified to the PAS2060 standard. This means that our business and all the services we deliver through the G-Cloud Framework are Carbon Negative, far exceeding HM Government's targets for Net Zero.
	All our services on the G-Cloud Framework are delivered using our ISO9001 Quality Management System which is annually audited and assessed by the British Standards Institute.
	All our services on the G-Cloud Framework are delivered using our ISO/IEC 27001 Certified Information Security Management System which is annually audited and assessed by the British Standards Institute.
	Through Technology is a former Microsoft Gold Partner for cloud collaboration services, demonstrating our expertise with Microsoft365 and security solutions. We no longer hold this certification after Microsoft pivoted toward awarding silver/gold status based upon license sales rather than capability. However, we maintain a strong pool of Microsoft certified talent in Microsoft365 and Azure technologies.
	Cyber Essentials and Cyber Essentials Plus certified
	Through Technology is a member of TechUK, the industry body for IT in the United Kingdom.
	Through Technology are signatories to the Armed Forces Covenant. We are committed to breaking down the barriers to ex-services personnel working in the public and private sectors.
	The Prompt Payment Code (PPC) is a voluntary code of practice for businesses, administered by the Office of the Small Business Commissioner (SBC) on behalf of BEIS. Our signature to the code demonstrates our commitment to paying our supply chain promptly and supporting the UK economy.



Through Technology is a **British Small Business** paying all our taxes in the UK, diligently ensuring our compliance with all applicable tax legislation, and helping improve public sector ICT services and supporting UK Economic Growth.

3.3 Framework Documents

Pricing Document - See our service page on Digital Marketplace

Terms and Conditions - See our Service page on Digital Marketplace

3.4 Other information

Learn more about our experience with this service	www.throughtechnology.uk/services
Learn more about Through Technology	https://www.throughtechnology.uk
Start a conversation	@through_tech Enquiries@throughtechnology.uk
Read our Modern Slavery Statement	https://www.throughtechnology.uk/msa-statement
Read our Carbon Reduction Plan	https://www.throughtechnology.uk/carbon-reduction

To see our other services on the G-Cloud 14 framework, search for "Through Technology" (including the quotation marks) on the G-Cloud Portal

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