



Delivery Management Support Service Service Definition G Cloud 15

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1. INTRODUCTION	3
1.1. PURPOSE	3
1.2. PRINCIPLE ONE OVERVIEW	3
1.3. OUR SERVICES.....	3
2. DELIVERY MANAGEMENT SUPPORT	4
2.1. SERVICE OUTLINE	4
2.2. SERVICE FEATURES	5
2.3. SERVICE BENEFITS.....	5
3. PROJECT ENGAGEMENT.....	6
3.1. ORDER PROCESS.....	6
3.2. PROJECT IMPLEMENTATION.....	6
3.3. PERFORMANCE, SUPPORT AND SERVICE CONSTRAINTS.....	6
3.4. ADDITIONAL SERVICE ELEMENTS.....	7
4. FURTHER INFORMATION	7
4.1. CLEARANCE AND SECURITY	7
4.2. PRICING, INVOICING AND COMMERCIAL TERMS	7
4.2.1. <i>Pricing</i>	7
4.2.2. <i>Invoicing</i>	7
4.2.3. <i>Termination</i>	7
5. CONTACT DETAILS.....	7

1. Introduction

1.1. Purpose

This document is intended to provide a high-level overview of Principle One's Delivery Management Support service for G Cloud 15. For more detailed information, please contact enquiries@principleone.co.uk.

1.2. Principle One Overview

Principle One was founded in 2018 with a strong focus on supporting public sector clients in harnessing cloud capability to address the challenges of an increasingly complex operational environment. Our customers range from UK Law Enforcement, Justice and National Security through to Health and broader government programmes.

We work with our client to deliver their core mission outcomes, helping them to experiment, innovate and continually improve their capabilities.

Since our launch, we have built a strong reputation for deep domain knowledge, a collaborative approach and partnership working. Providing a broad range of services from systems engineering and architecture to business and programme delivery and can draw on a long track record of supporting large scale government change programmes from conception through to delivery.

We work with a diverse range of government organisations, including the Home Office, the National Crime Agency and National Health Service; we are also part of the Vivace community working across a range of government clients through the Home Office's Accelerated Capability Environment (ACE).

1.3. Our Services

Principle One provides a broad range of services to public sector customers which include:

- AI Adoption Service;
- Business Analysis and Product Management Service;
- Business Design and Change Support Service;
- Cloud Software Engineering Service;
- Data Architecture and Engineering Service;
- Delivery Management Support Service;
- Discovery and Proof of Concept Service;
- Portfolio Management Service;
- Solutions Architecture and Technical Architecture Service;
- Synthetic Data Service.

2. Delivery Management Support

2.1. Service outline

Principle One provides delivery and programme management for law enforcement, national security, health, justice and other central government customers. Our extensive experience in scoping projects and driving strategic planning, alongside managing complex programmes—including cloud-based solutions—using Agile, SAFe, and other methodologies, ensures successful outcomes.

We work with key stakeholders to identify the most valuable input needed from delivery experts, whether that's project management for a specific implementation, setting up governance processes, or conducting focused assurance reviews. We successfully operate and thrive in multi-supplier environments, promoting collaboration while providing independent advice and support. We proactively disrupt and introduce regular cadence and processes to bring pace and momentum to projects.

A key aspect of Principle One's approach is agile delivery. Our skills range from Scrum Mastering to implementing scaled Agile methodologies (e.g. SAFe). We embed agile practices within teams, ensuring they are deeply understood and effectively applied. This helps teams to be flexible, responsive, and deliver high-quality results. By coaching teams, Principle One enables them to become self-sufficient.

We are dedicated to empowering others to make decisions, believing that those closest to the work and with the most knowledge should decide. This leads to optimal outcomes and fosters ownership and accountability within teams.

With experience in various tools like Jira, Confluence, Gitlab, MS Project, Mural, and others, Principle One easily adapts to whatever tools are already successfully in use, ensuring smooth integration with existing workflows and preventing extra work for teams. We enhance efficiency without introducing unnecessary bureaucracy.

Having worked in highly sensitive and secure environments, we understand the unique working and security requirements involved, ensuring compliance with the necessary standards.

Overall, our approach enables teams to focus on their core tasks without being burdened by additional processes. Our focus on agile delivery, empowerment, and adaptability ensures projects meet goals efficiently and effectively.

2.2. Service Features

- Agile Methodologies Expertise – Proficient in Scrum and Kanban frameworks.
- SAFe Implementation Skills – Experienced in scaling agile.
- Effective Stakeholder Management – Skilled in engaging diverse project stakeholders.
- Regular Progress Reporting – Timely updates on project status and risks.
- Customised Governance Processes – Tailored governance to fit project needs.
- Multi-supplier Collaboration – Strong in coordinating multiple partner workstreams.
- Decision Empowerment Practices – Encourage team decision-making authority.
- Experience with Jira, Gitlab, etc – Adapt quickly to customer-preferred tools.
- Security Clearance Understanding – Knowledgeable in handling sensitive information securely.
- Coaching Teams in Agile – Support teams in adopting agile practices.

2.3. Service Benefits

- Faster Project Delivery – Speed up completion with agile techniques.
- More Organised Workstreams – Establish clear and efficient processes.
- Improved Communication – Enhance clarity among stakeholders and teams.
- Enhanced Transparency – Provide visibility into project progression.
- Simplified Decision Making – Streamline choices through team empowerment.
- Better Team Collaboration – Promote cooperation across multi-disciplinary teams.
- Higher Team Accountability – Foster ownership and responsibility within teams.
- Seamless Tool Integration – Ensure smooth workflow with existing tools.
- Proactive Risk Mitigation – Eliminate blockers through risk identification and response.
- Independent Team Functioning – Enable teams to operate autonomously.

3. Project Engagement

3.1. Order Process

Each customer receives dedicated account management, project management and technical SME support.

These resources will work together with the customer and key stakeholders to establish the scope, deliverables, duration, value and any other relevant terms of each project, which will be used to agree the G Cloud contractual order form (see Digital Marketplace for full guidance on the supplier assessment and contract award process).

3.2. Project Implementation

On contract award Principle One will hold a kick-off meeting with the customer to establish a prioritised set of activities for the engagement. This will include gaining a detailed understanding of timescales including key milestones, deliverables and outputs.

We will then refine a detailed project plan with the customer, tailored to the agreed delivery methodology and toolsets.

At the outset of the engagement Principle One will also agree an appropriate oversight and governance schedule with the customer. This will include any reporting requirements and establishing suitable regular checkpoints with a senior Principle One delivery resource to check on progress and satisfaction.

3.3. Performance, Support and Service Constraints

Principle One will work with the customer at from the outset of the project definition stage to agree the appropriate support levels for each engagement. Each customer receives dedicated account management, project management and technical SME support.

Customers will be given contact details for a lead team contact e.g. Lead Developer / Technical Architect, an Engagement lead for general communication, commercial support and raising of questions or issues. Standard response times would be one working day, however any particular response times required would be agreed at the start of each project.

We will monitor delivery through our established assurance processes. We will also set up regular contact with the customer to get feedback and assess satisfaction, with escalation processes established to rapidly resolve issues if required.

Principle One will work with each customer to define any constraints of the particular service being provided.

3.4. Additional Service Elements

On-boarding and off-boarding, data backup and restoration and disaster recovery are not core parts of this service. We will plan any such activity with the customer on a project by project basis.

Information such as Principle One's Business Continuity Plan is available on request.

4. Further Information

4.1. Clearance and Security

All Principle One resources hold security clearance, ranging from BPSS through to NPPV3, SC and DV.

Principle One's Information Security Policy and the broader set of information security policies and guidelines are set out in alignment with National Cyber Security Centre (NCSC) guidelines and industry best practice. We are accredited to Cyber Essentials Plus, the UK Government scheme to reduce cyber vulnerability in businesses and organisation and hold ISO 9001, 14001, 20000 and 27001.

Our Information Security Policy is available on request.

4.2. Pricing, Invoicing and Commercial Terms

4.2.1. Pricing

All pricing for this service is based on our G Cloud 15 rate card, which is available on the Digital Marketplace.

4.2.2. Invoicing

Invoicing is carried out on standard 30 day terms.

4.2.3. Termination

Termination terms are as defined in our standard Terms and Conditions, which can be found on the Digital Marketplace for G Cloud 15.

5. Contact Details

For further information please contact enquiries@principleone.co.uk.