



Solution Architecture and Technical Architecture Service

Service Definition G Cloud 15

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1. Introduction

1.1. Purpose

This document is intended to provide a high-level overview of Principle One's Solution Architecture and Technical Architecture service for G Cloud 15. For more detailed information, 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. Solution Architecture and Technical Architecture

2.1. Service outline

Principle One provides solution, enterprise, information, application and infrastructure architecture and systems engineering for government organisations at all stages in the solution lifecycle. This includes architectural support across a range of platforms including public/private cloud and on-premises solutions, and ranges from advice and assurance to detailed design.

We work with customers to plan the design and implementation of complex, mission-critical systems and platforms in secure environments. Our architectural SMEs work with the customer from the outset to understand the business context and technical landscape, defining the exact input required, forming a suitable multi-disciplinary team, including business analysis, architecture, business consultancy and delivery management support. We are familiar with a range of delivery methodologies including agile and waterfall and will work with each customer to define the right approach for them. Principle One can also provide an assessment of existing work or plans for migration to cloud services and have experience providing architectural assurance services for large in-flight programmes, to enable clear decision making.

We can provide advice and technical assistance in migration of existing solutions into a cloud-ready format or migration into industry-standard cloud-native containers that can be readily deployed with major cloud services. Additionally, Principle One can provide advice and technical assistance to organisations looking to move between cloud service providers.

We can also provide assessments of existing plans for migration to cloud services and have experience providing architectural assurance services for large in-flight programmes, to enable clear decision making and provide oversight of other suppliers.

2.2. Service Features

- Architectural strategy / roadmap development.
- Architectural maturity assessment.
- Motivational modelling of business and non-functional requirements.
- Service Oriented Architecture and cloud-based system design.
- Evaluation and advice on transition to cloud.
- Architectural procurement support.

- Architectural assurance services including design review.
- Cloud-native prototype and proof-of-concept development.
- Reference Architecture development.
- Model-driven and data-driven architecture.

2.3. Service Benefits

- Enables better-informed and big-picture aware architectural decision making.
- Access to architectural SMEs for government organisations.
- Helps understanding of importance of architecture to business success.
- Transparent and traceable design and decision making.
- Early identification of risks and opportunities.
- Maintainable and supportable architectural design.
- Access to multi-skilled capability from design authority to developers.
- Open architecture, supporting interoperability, transparency and sustainability.
- Acceleration of programme delivery.
- Independent viewpoint across multiple vendors.

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.