



## Cloud Software Engineering Service Service Definition G Cloud 15

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|                                                        |          |
|--------------------------------------------------------|----------|
| <b>1. INTRODUCTION .....</b>                           | <b>3</b> |
| 1.1. PURPOSE .....                                     | 3        |
| 1.2. PRINCIPLE ONE OVERVIEW .....                      | 3        |
| 1.3. OUR SERVICES.....                                 | 3        |
| <b>2. CLOUD BASED SOFTWARE ENGINEERING .....</b>       | <b>4</b> |
| 2.1. SERVICE OUTLINE .....                             | 4        |
| 2.2. SERVICE FEATURES .....                            | 5        |
| 2.3. SERVICE BENEFITS.....                             | 5        |
| <b>3. PROJECT ENGAGEMENT.....</b>                      | <b>6</b> |
| 3.1. ORDER PROCESS.....                                | 6        |
| 3.2. PROJECT IMPLEMENTATION.....                       | 6        |
| 3.3. PERFORMANCE, SUPPORT AND SERVICE CONSTRAINTS..... | 6        |
| 3.4. ADDITIONAL SERVICE ELEMENTS.....                  | 7        |
| <b>4. FURTHER INFORMATION .....</b>                    | <b>7</b> |
| 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        |
| <b>5. CONTACT DETAILS.....</b>                         | <b>7</b> |

## 1. Introduction

### 1.1. Purpose

This document is intended to provide a high-level overview of Principle One's Cloud Software Engineering service for G Cloud 15. For more detailed information, please contact [enquiries@principleone.co.uk](mailto: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. Cloud based Software Engineering

### 2.1. Service outline

Principle One provides Cloud based Software Engineering for law enforcement, national security, health, justice and other central government customers. Our approach is to work at the intersection of users, data, process and technology with well considered engineering to deliver enterprise grade software solutions within agile and waterfall methodologies.

Principle One has a proven track record of delivering to time, cost and quality constraints using best in breed technologies to ensure supportable and sustainable solutions for the customer. We successfully operate and thrive in multi-supplier / rainbow team environments, promoting collaboration while providing independent advice and support.

Principle One has experience in all stages of the software development cycle and can help customers develop software engineering practices from scratch in greenfield projects or adopt and adapt existing ways of working within existing deliveries, where additional expertise is required.

Our engineers are proficient in a range of modern web development technologies and architectures. We build web-based applications for both desktop and mobile ecosystems using responsive user interfaces built on top of containerised microservices to ensure a modular and extensible platform on AWS, Azure and Google Cloud.

Having worked in highly sensitive and secure environments, Principle One's engineers are experts in secure coding practices, ensuring compliance with the necessary standards.

Where appropriate, Principle One has embraced cloud-based artificial intelligence and machine learning to help their customers achieve system outcomes, including technologies such as translation, transcription, object and pattern recognition in support of end user workflows.

## 2.2. Service Features

- Custom software development – to meet specific business and user needs.
- API design and integration – robust APIs to enable systems integration.
- COTS integration - Configuration, deployment and integration of COTS.
- AI/ML adoption – integration with LLMs and facilitation of code development.
- DevOps and CI/CD – deployment pipelines, automation and environment set up.
- Maintenance / support – providing live service capabilities for operational systems.
- Proof of concept development – de-risking through beta development and prototypes.
- Flexible delivery approach – Agile, iterative, waterfall and hybrid delivery.
- Deploy Cloud based, on premise and blended/hybrid architectures.
- Technical Leadership – establishing ways of working and coaching throughout delivery.

## 2.3. Service Benefits

- Cost effective and supportable solutions.
- Faster Project Delivery – Speed up completion with agile techniques.
- Early risk mitigation – using a “fail fast” methodology through prototyping.
- Support “build” or “buy” decisions through technology assessments.
- Cross system integration both inside and across organisations.
- Automated pipelines for integration, QAT and deployment.
- Use of Principle One’s Innovation Centre for emerging technologies.
- Use of Principle One’s Synthetic Data capability for system testing.
- Law Enforcement domain knowledge meaning better understanding of user needs.
- Growing client in-house technical expertise by augmenting existing engineering teams.

### 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](mailto:enquiries@principleone.co.uk).