



Data Architecture and Engineering 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 Data Architecture and Engineering 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. Data Architecture and Engineering

2.1. Service outline

Principle One offers a range of services in support of the acquisition, management, modelling, and exploitation of data across our customers. We combine expertise in developing interoperable data platforms, managing data quality, governance and compliance with data protection and other legal requirements to support our customers as they take advantage of leading technologies such as Artificial Intelligence.

We can support customers at all stages of the data journey, with data SMEs working closely with stakeholders to understand their problems and put in place business change processes and technical solutions to improve data quality and usability for exploitation.

We have expansive data modelling and ontology development experience, including but not limited to IES4. We can implement relational, graph based (including RDF), document and other noSQL data formats as suits the use-case, providing guidance on HMG compliant data standards and best Ontology and data architecture practices.

We have extensive experience in data engineering, working with a range of different development tools and cloud native services and can provide support to undertake data quality assessments, develop quality improvement plans and support data migration between systems. We are also able to draw on our experience of working in high assurance sectors and our expertise managing sensitive data, supporting Data Protection Impact Assessments and assuring compliance with all relevant legislation.

We are independent from AI and data toolset vendors and can provide independent advice to our customers, enabling the effective trial of new and emerging techniques such as Generative AI, Machine Learning and Large Language Models.

2.2. Service Features

- Extensive practical experience of HMG data standards.
- Expertise in semantic web, ontologies, and open data standards.
- Information Exchange Standard 4 (IES4) implementation and compliance.
- Assessment and alignment of data for sharing and exploitation.
- Data model design
- Creation of digital twins and synthetic data.
- Data quality assessments.

- AI Capability Development.
- Data Science enablement.
- Business Intelligence Services.
- Data exploitation platform design and build.

2.3. Service Benefits

- Lay foundations for a data-centric culture.
- Greater interoperability and data sharing.
- Compliance with legal requirements.
- Improved cross-data and multimodal analytical capabilities.
- Development of data-driven decision-making frameworks.
- Independent evaluation of approaches and toolsets.
- Wide public sector experience and multi-skilled security cleared resources.
- Improved data quality and confidence in data.

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.