MERIDIAN

SERVICE DEFINITION · G-CLOUD 15 · LOT 3

Secure AI & Data, DevSecOps, Cloud Security *& Support*

UK-based, security-cleared engineers for SC, enhanced SC and DV-level work, who migrate, build, secure and support cloud services for the UK public sector.

Supplier
Software232 Ltd
Meridian is a trading name of Software232 Ltd

Framework
G-Cloud 15 · Lot 3
Cloud Support Services

Document
Version 2.0 · October 2026
Classification: Official

At a glance

> The key facts a buyer needs, on one page. Each section that follows gives the detail.

ITEM	DETAIL
Framework	G-Cloud 15, Lot 3: Cloud Support Services
Supplier	Software232 Ltd (Meridian is a trading name of Software232 Ltd)
Services	Cloud migration engineering · DevOps and platform engineering · Secure AI and data engineering · Cloud security and support
Security clearance	SC, enhanced SC and DV-level work supported; core engineers hold active enhanced SC
Delivery location	100% UK-based staff; buyer data stays in the UK
Cloud platforms	Microsoft Azure (primary), AWS and Google Cloud Platform
Certifications	Cyber Essentials certified; working towards ISO 27001 and ISO 42001
Start time	Engineers onboarded within 2 weeks of contract award
Pricing	Day rates by role and SFIA level, set out in our G-Cloud 15 pricing document
How to buy	Direct award or further competition, using the standard G-Cloud call-off contract

CONTENTS

01 Service overview
02 Cloud migration engineering
03 DevOps and platform engineering
04 Secure AI and data engineering
05 Security, vetting and compliance
06 Onboarding, delivery and exit
07 Social value
08 Pricing and ordering
09 Glossary of terms

01 Service overview

> Software232 provides UK-based, security-cleared cloud engineers who migrate, build, secure and support cloud services for the UK public sector. We work alongside the buyer's own architects and project teams, delivering defined outputs to agreed milestones.



Figure 1 · Service areas and the foundation every engagement is built on

Every engagement follows a Secure-by-Design approach, keeps data in the UK and aligns with NCSC and NIST guidance.

WHY CHOOSE SOFTWARE232

Proven in high-security environments

Secure Azure environments designed, built and run in UK law enforcement and national security settings since 2018.

Cleared for every level

SC, enhanced SC and DV-level work supported; all delivery is from the UK.

Ready to start

Onboarded within 2 weeks of award, with no ramp-up on public sector security and governance.

Outcome-focused, no lock-in

Delivery against agreed outputs and milestones; all code, configuration and documentation handed over.

02 Cloud migration engineering

We provide cleared cloud engineers to plan and deliver the migration of COTS and customised applications to secure cloud platforms, mainly Microsoft Azure, with AWS and GCP also supported.

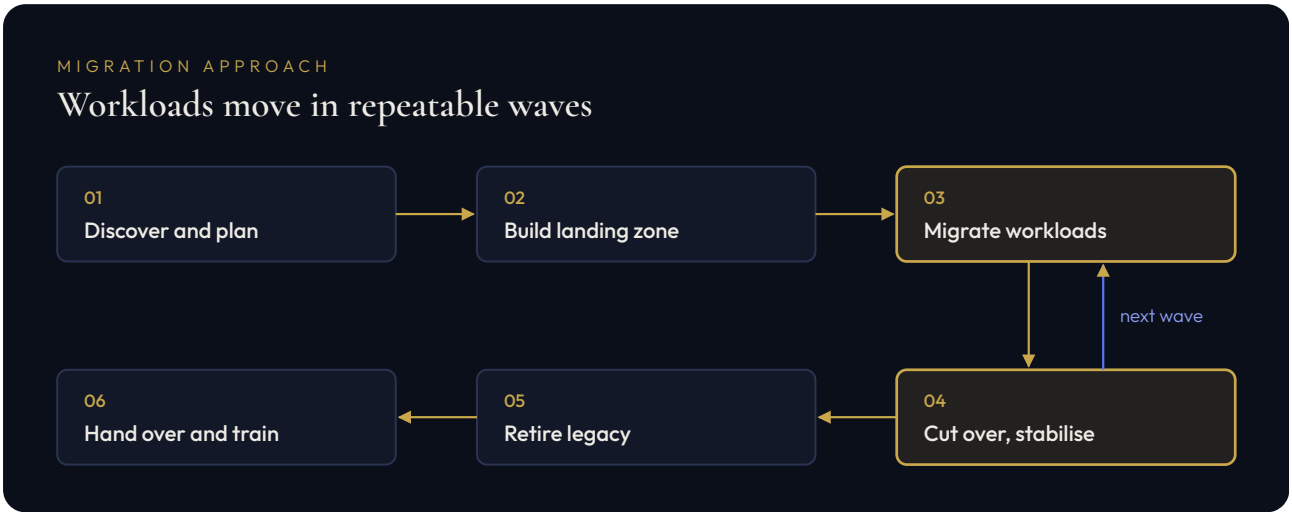

Figure 2 · Steps 3 and 4 repeat for each wave of workloads until everything has moved

FEATURES

- Application and dependency assessment, with an approach for each workload (rehost, replatform, refactor or replace with SaaS)
- Wave, cutover and rollback planning
- Secure Azure landing zones: networking, identity, policy and governance
- Infrastructure as Code using Terraform and Bicep
- Migration of COTS and customised applications, databases and data
- Integration, testing and post-migration performance tuning
- Secure decommissioning of legacy infrastructure and data
- Runbooks, as-built documentation and knowledge transfer

BENEFITS

- Lower migration risk through planned waves, tested cutovers and rollback
- Faster delivery from engineers who already know public sector security requirements
- Extra engineering capacity for teams that already have an architect and project manager
- Reduced running costs once legacy infrastructure is retired
- Repeatable, auditable environments built as code
- Buyer teams able to run and support the service after handover

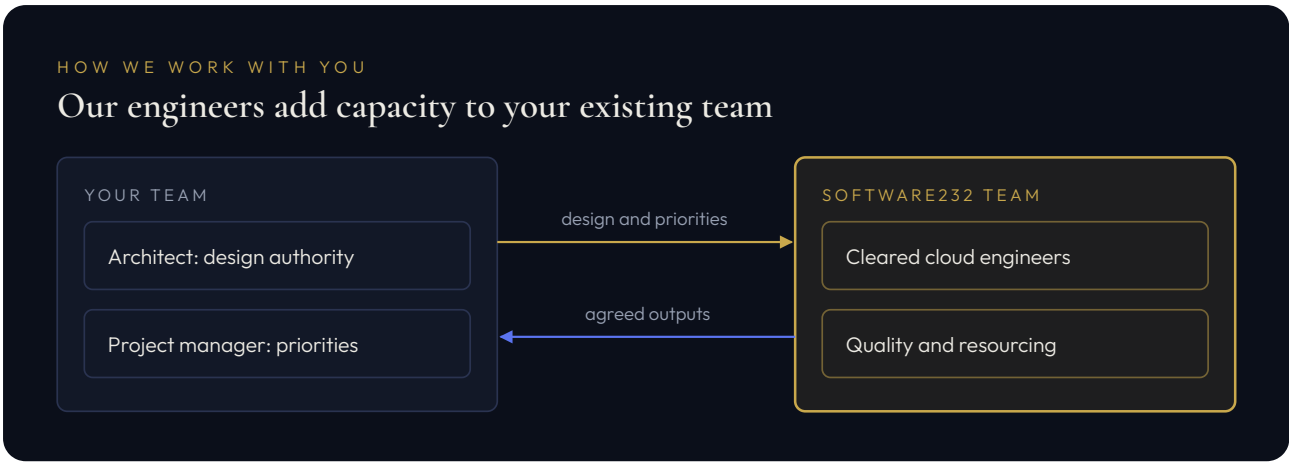

Figure 3 · Software232 is responsible for the quality of the work and for resourcing it

03 DevOps and platform engineering

> We take an automation-first approach, building self-service cloud platforms that reduce operational effort and risk.

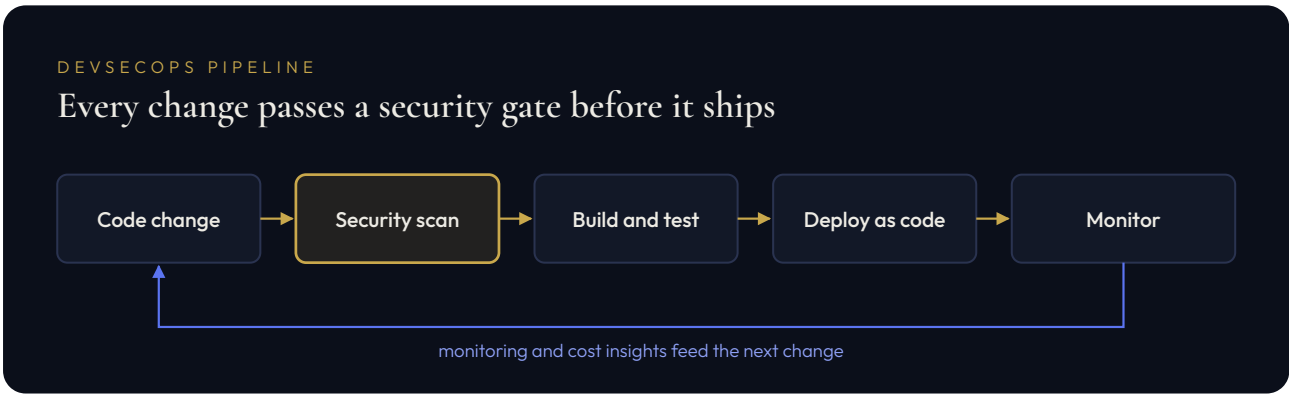

Figure 4 · Security scanning is built into every code change, not added at the end

FEATURES

- Container platforms using Kubernetes and Docker
- Infrastructure as Code using Terraform, Bicep and similar tools
- DevSecOps CI/CD pipelines with security scanning on every code change
- Monitoring, logging and alerting built in from the start
- FinOps cost optimisation across Azure, AWS and GCP

BENEFITS

- Faster, safer releases with fewer manual steps
- Consistent environments that are easy to rebuild and audit
- Security issues found early, before they reach production
- Lower cloud costs through continuous optimisation

04 Secure AI and data engineering

> We help organisations move AI from experiments to secure, production-grade services that keep sensitive data protected.

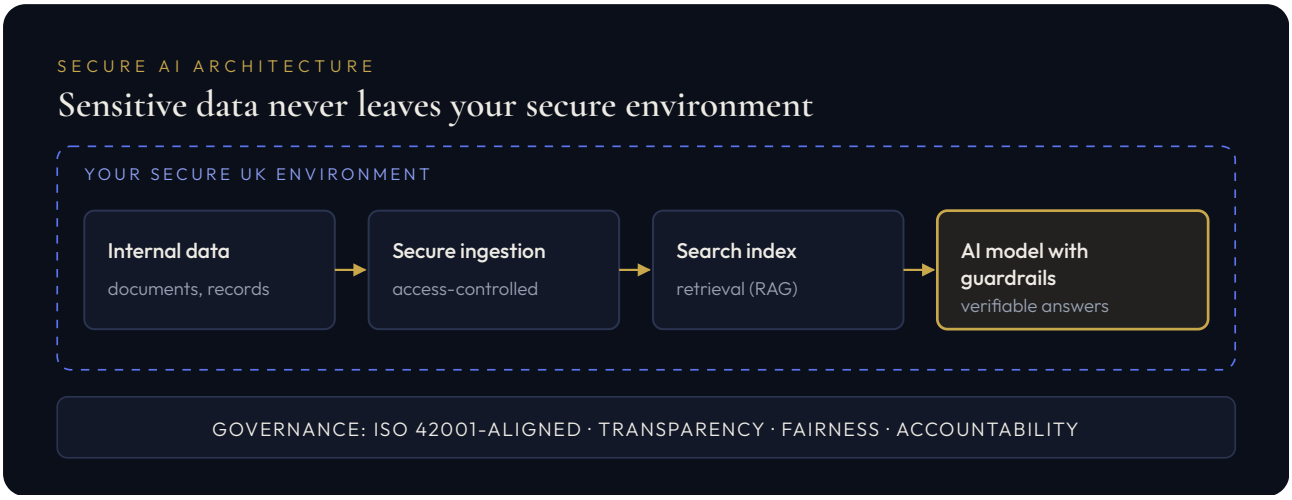

Figure 5 · Retrieval-augmented generation keeps internal data inside the buyer's boundary

FEATURES

- Design and deployment of generative AI and large language models for public sector use
- Retrieval-augmented generation (RAG) using internal data securely
- AI governance guardrails for transparency, fairness and accountability, aligned to ISO 42001
- Data engineering and MLOps pipelines for machine learning and natural language processing

BENEFITS

- AI answers that are accurate, traceable and verifiable
- Sensitive data kept within the buyer's secure environment
- Responsible AI that meets public sector governance expectations
- A clear path from pilot to live service

05 Security, vetting and compliance

> All delivery is by UK-based staff, and we support work at every national security vetting level: SC, enhanced SC and DV.

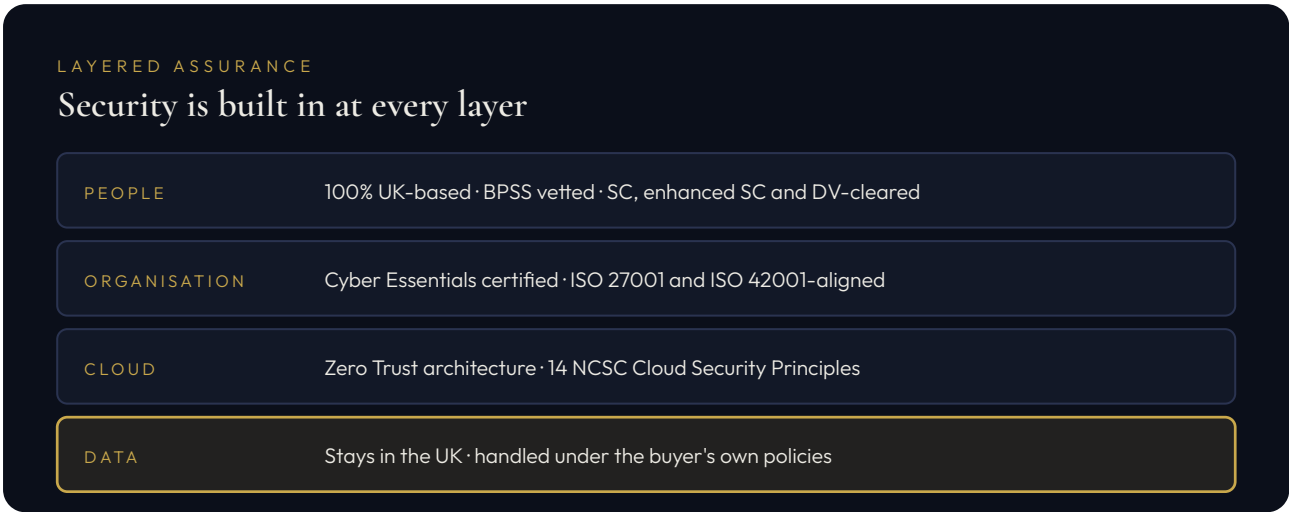

Figure 6 · Assurance across people, organisation, cloud and data

- **Personnel:** 100% UK-based staff, all BPSS vetted. Our core engineers hold active enhanced SC clearance, and DV-cleared engineers are available for DV-level work, including through buyer-sponsored vetting where needed.
- **Cyber Essentials:** Software232 Ltd is Cyber Essentials certified.
- **ISO 27001:** our controls are aligned to ISO 27001 (information security), and we are working towards certification.
- **ISO 42001:** our AI services follow ISO 42001 (AI management systems), and we are working towards certification.
- **Cloud security:** Zero Trust architectures and alignment with the 14 NCSC Cloud Security Principles.
- **Data:** buyer data stays in the UK and is handled under the buyer's own security and retention policies.

CLEARANCE LEVELS WE SUPPORT

LEVEL	TYPICALLY NEEDED FOR	HOW WE PROVIDE IT
SC (Security Check)	Long-term, frequent access to SECRET information and occasional access to TOP SECRET	SC-cleared engineers
Enhanced SC	SC with additional checks required by some organisations, such as law enforcement	Our core engineers hold active enhanced SC
DV (Developed Vetting)	Frequent, uncontrolled access to TOP SECRET information	DV-cleared engineers, or buyer-sponsored DV vetting

06 Onboarding, delivery and exit

> Engineers can be onboarded within 2 weeks of contract award, subject to the buyer's access processes.

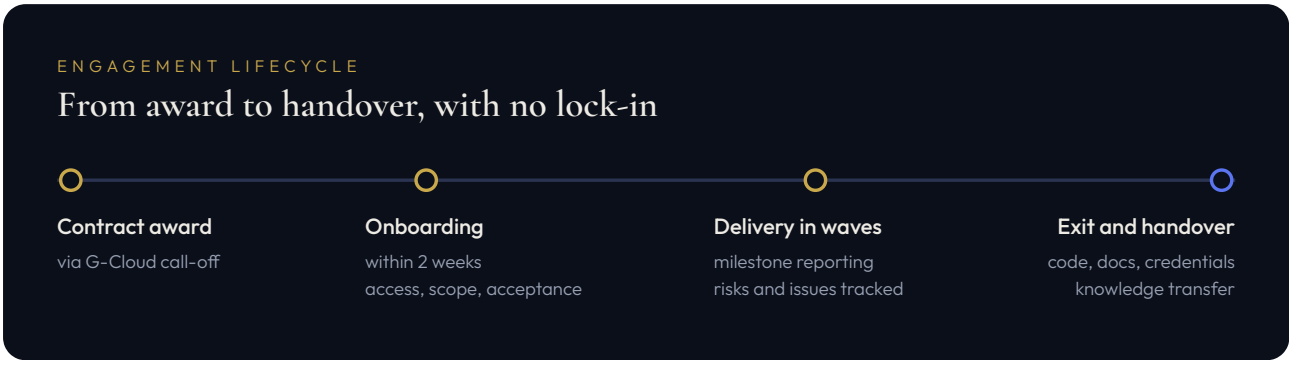

Figure 7 · Engagement lifecycle (not to scale)

- **Onboarding:** technical integration, access set-up and alignment with the buyer's architect and project manager on scope, milestones and acceptance criteria.
- **Delivery approach:** we follow the Government Digital Service (GDS) Service Manual, which sets out four phases: discovery, alpha, beta and live, where it fits. For migrations, work is planned in waves with agreed outputs for each.
- **Reporting:** regular progress updates against milestones, risks and issues, in the buyer's preferred format.
- **Exit:** at the end of the contract we hand over all documentation, code, configuration and credentials, so there is no vendor lock-in.

07 Social value

> Every engagement leaves the buyer's own team more capable, and supports UK digital skills.

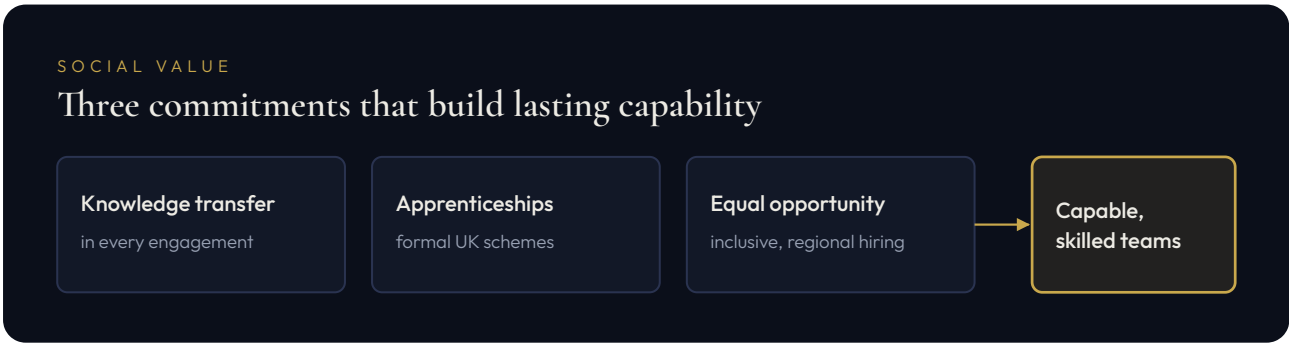

Figure 8 · Social value commitments

- **Knowledge transfer:** each engagement includes a knowledge transfer phase so the buyer's staff can run the service long term.
- **Apprenticeships:** we recruit and train through formal UK apprenticeship schemes.
- **Equal opportunity:** inclusive hiring and support for regional growth across the UK.

08 Pricing and ordering

> Prices are set out in our G-Cloud 15 pricing document, as day rates by role and SFIA level. Rates cover all specialist roles in this service, including AI engineers and cloud, infrastructure, platform and migration engineers. Buyers can order by direct award or further competition, using the standard call-off contract.

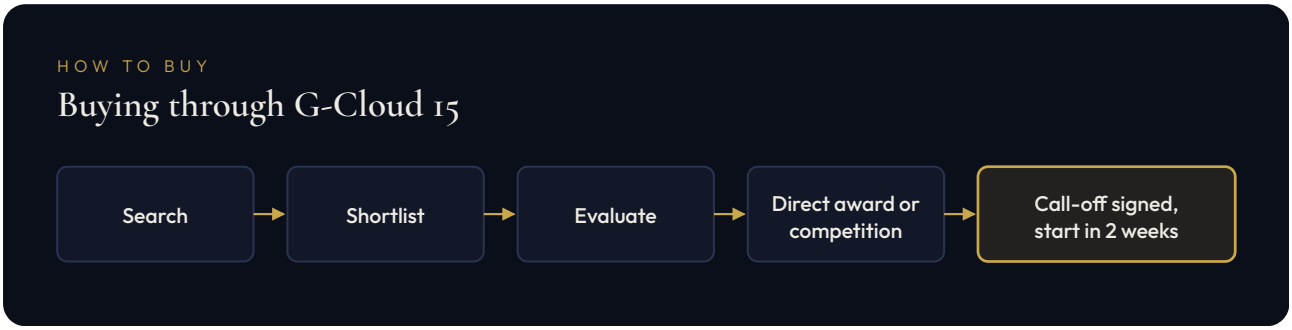

Figure 9 · Ordering route under the G-Cloud 15 framework

09 Glossary of terms

Plain-English meanings of the terms and acronyms used in this document.

TERM	MEANING
AI	Artificial intelligence
AWS	Amazon Web Services, a public cloud platform
BPSS	Baseline Personnel Security Standard: the minimum pre-employment check for government work
CI/CD	Continuous integration and continuous delivery: automated building, testing and release of software
COTS	Commercial off-the-shelf: ready-made software products bought rather than built
DevOps	Ways of working that bring software development and IT operations together
DevSecOps	DevOps with security checks built into every stage
DV	Developed Vetting: the highest level of UK national security clearance
Enhanced SC	Security Check with additional checks required by some organisations
FinOps	Financial operations: managing and reducing cloud costs
G-Cloud	The UK government framework for buying cloud hosting, software and support
GCP	Google Cloud Platform, a public cloud platform
GDS	Government Digital Service: sets the government's Service Standard and Service Manual
GenAI	Generative AI: AI that produces text, images or code
IaC	Infrastructure as Code: defining cloud infrastructure in code so it can be rebuilt and audited
ISO 27001	The international standard for information security management
ISO 42001	The international standard for managing AI systems responsibly
Landing zone	A secure, pre-configured cloud foundation that workloads are moved into
LLM	Large language model: the type of AI model behind modern AI assistants
MLOps	Machine learning operations: running AI models reliably in production
NCSC	National Cyber Security Centre, the UK's technical authority on cyber security
NIST	US National Institute of Standards and Technology, publisher of widely used security frameworks

NLP	Natural language processing: AI that works with human language
RAG	Retrieval-augmented generation: AI that answers using an organisation's own approved data
SaaS	Software as a service: software used online on subscription
SC	Security Check: UK national security clearance for regular access to SECRET information
SFIA	Skills Framework for the Information Age: a 7-level scale for IT roles, used for day rates
Zero Trust	A security model that verifies every user and device on every request