

G-Cloud 15 (RM1557.15)

TechNET IT Recruitment Limited

Specialist Technical Resource Augmentation
(Digital Programme & Change Resource)
Service Definition

January 2026

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Introduction

This Service Definition document provides information about the services offered by **TechNET IT Recruitment Limited ('TechNET')** under the G-Cloud 15 Framework. It is designed to help public sector buyers ('you') understand the functionality, security, pricing and management of our services, and provide clarity on how to engage with us through the framework.

The document is divided into four core sections:

1. **Service description:** Provides an overview of our Cloud Support services, outlining key features, benefits, delivery methodology and assurance measures, including security and compliance
2. **G-Cloud alignment:** Outlines our information-security framework, data-handling standards and business-continuity measures
3. **Procuring our services:** Summarises how to procure our services through G-Cloud

Each section is structured to allow you to quickly locate the information most relevant to your stage in the procurement process.



1 Service description

1.1 About our service

TechNET operates exclusively within technical, digital, data and transformation markets. This specialism enables us to have a deeper understanding of scarce skillsets, public sector delivery environments, and cloud-enabled programmes compared to generalist recruitment providers.

The purpose of our service is to support public sector organisations, like yours, in addressing skills shortages and capacity constraints by providing access to specialist technical, data, digital and change professionals through a compliant recruitment and resource augmentation service.

Public sector organisations often face challenges in sourcing scarce skills, meeting delivery timelines, and scaling teams to support cloud-enabled and digital transformation programmes. Our service helps to overcome these challenges by enabling rapid access to suitably qualified professionals without the need for lengthy or complex recruitment processes.

Our service supports a wide range of cloud-enabled, digital, data and transformation initiatives, helping public sector organisations deliver projects effectively while maintaining flexibility, transparency and compliance.

Clients likely to benefit from our services include:

- Central government departments and executive agencies
- Local authorities
- NHS organisations, including NHS Trusts and Integrated Care Systems (ICS)
- Arm's length bodies (ALBs) and non-departmental public bodies (NDPBs)
- Education and research bodies, including universities and publicly funded research organisations
- Emergency services and blue-light organisations
- Other publicly funded organisations

1.2 Service description

Specialist Technical Resource Augmentation (Digital Programme & Change Resource)

We combine deep technical market expertise with a rapid, compliant recruitment process, enabling public sector organisations to access scarce skills quickly. Our focused approach reduces time-to-hire and delivery risk while ensuring resources are aligned to cloud-enabled programmes and public sector delivery environments.

We source, assess and supply experienced programme, delivery and change professionals who operate effectively within complex public sector digital environments. Our consultative approach aligns resources to governance arrangements, delivery frameworks and transformation objectives, supported by targeted sourcing, rigorous qualification and compliance-led onboarding. This enables rapid mobilisation of specialist capability, helping organisations reduce delivery risk, improve outcomes and support successful implementation and adoption. We work with buyers to understand role

requirements, security constraints and delivery timelines, then manage the full recruitment lifecycle, from role definition and candidate shortlisting through to onboarding and ongoing performance management.

Our service is designed to support projects of varying scale, from individual specialist placements to multi-role team builds, helping public sector organisations maintain delivery momentum while reducing recruitment risk and time to hire.

1.3 Introduction to us and our service context

TechNET IT Recruitment is a specialist provider of technical recruitment services, supporting public sector organisations with access to contract and permanent professionals across cloud, digital, data, cyber security and IT delivery. Established in 2001, TechNET has over 20 years' experience supplying skilled resources to support transformation, modernisation and operational improvement programmes.



Crown
Commercial
Service
Supplier

JANUARY 21, 2026

We work closely with public sector buyers to understand role requirements, security constraints and delivery priorities, enabling rapid access to qualified candidates aligned to project needs. Our service covers the full recruitment lifecycle, from role definition and candidate sourcing through to onboarding and ongoing engagement management.

TechNET operates structured quality and security processes to support consistent service delivery. Where applicable, we align to recognised standards including ISO 9001 (quality management), ISO 14001 (environmental management) and ISO 27001 (information security).

We hold Cyber Essentials Plus certification, providing clients assurance of our cyber security controls.

Our service aligns with government and public sector objectives by enabling access to specialist skills required for digital transformation, cloud adoption and service modernisation. By reducing time to hire and improving access to scarce technical capability, we help organisations deliver programmes efficiently while maintaining security, compliance and sustainability considerations.

1.4 Service benefits and features

Our service provides public sector organisations with rapid access to experienced programme, delivery and change professionals, supporting the successful delivery of digital transformation and service modernisation. Our consultative, delivery-aligned approach helps buyers reduce risk, improve outcomes and maintain flexibility as requirements evolve. Our service:

1. **Reduces time to realise the benefits of digital programmes** by enabling rapid access to experienced programme, delivery and change professionals, accelerating implementation and time to value.
2. **Minimises programme delays caused by skills shortages** by providing pre-screened contract and permanent technical resources.
3. **Improves resourcing flexibility to meet changing project demands** through flexible engagement models aligned to programme timelines.
4. **Reduces recruitment, onboarding and mobilisation overheads** by managing the full recruitment lifecycle, including candidate screening and compliance checks.
5. **Enables workforce scalability without long-term employment commitment** by providing resource augmentation for both short-term and longer-term requirements.
6. **Reduces delivery risk** through access to pre-qualified technical professionals using structured candidate screening, skills validation and public sector-aligned compliance checks.
7. **Supports faster mobilisation of digital programmes** by rapidly supplying experienced programme, delivery and change professionals.
8. **Maintains continuity** through structured resource replacement options by replacing resources during engagements where required.
9. **Provides transparent and predictable resourcing costs** through clear pricing aligned to G-Cloud requirements.
10. **Frees internal teams to focus on core service delivery** by providing ongoing account management and client liaison.

Through this approach, our service enables faster mobilisation, improves delivery continuity and provides predictable resourcing costs. This allows public sector teams to focus on achieving programme objectives while we manage specialist resource provision.



"Highly recommended and will use again for the future."



"I would not hesitate to contact TechNET IT again should we need to carry out a project such as this again"



"They always remained professional and it's clear they deliver for a long lasting partnership with clients."



1.5 Value and differentiators

Our service focuses on providing public sector organisations with rapid, reliable access to experienced programme, delivery and change capability, supporting faster implementation and adoption/benefits realisation of digital programmes through transparent engagement and structured quality controls.

We operate a skill-first, vendor-agnostic resourcing model, enabling us to identify the most appropriate professionals based on technical capability and programme fit rather than preferred supplier lists. This helps buyers access scarce skills quickly while maintaining flexibility across changing delivery requirements.

We apply transparent pricing aligned to G-Cloud principles, providing buyers with clear visibility of costs and removing hidden fees. This supports predictable budgeting and value for money across engagements.

As an APSCo member, we operate in line with recognised professional standards for recruitment, providing assurance around ethical practice, compliance and service quality.



We were also a finalist at the 2024 Global Recruiter Industry Awards, reflecting the strength of our delivery approach and client outcomes.

With over 20 years' experience supplying technical professionals to complex transformation programmes, including work alongside Tier 1 delivery partners, we understand the pace, governance and assurance requirements of public sector environments. Our service supports buyers across the full lifecycle of digital programmes, from mobilisation and delivery through to change adoption and benefits realisation. We help organisations maintain momentum while reducing recruitment risk and administrative burden.



1.6 Service delivery approach

We deliver our service through our **Delivery Enablement Cycle**, a structured, recruitment-led lifecycle designed to provide public sector organisations with rapid access to specialist skills while maintaining quality, flexibility and compliance (Figure 1).

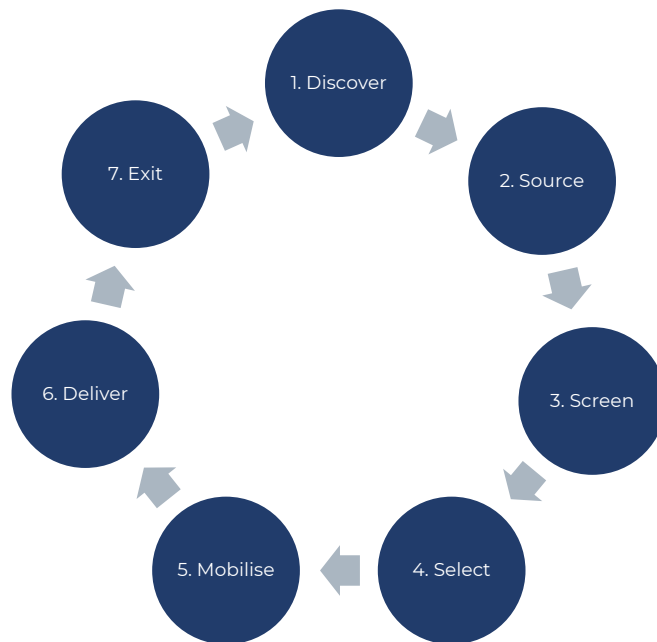


Figure 1: our Delivery Enablement Cycle is a structured, recruitment-led lifecycle supporting rapid, secure access to specialist digital capability. We systematically assess candidates for skills, experience, and suitability. Screening includes right-to-work checks, referencing, and personnel security screening aligned to BS7858:2019 and Security Clearance where required.

1. **Discover** *Engagement and requirements definition:* We begin by engaging with buyers to understand objectives, delivery context and resource requirements. We define role profiles, required skills and experience, engagement model (contract or permanent), timelines, and any security or compliance considerations.
2. **Source** *Targeted candidate search:* We undertake a focused search using specialist market knowledge and targeted sourcing methods to identify suitable professionals aligned to the defined requirements.
3. **Screen** *Candidate qualification and screening:* We assess candidates for skills, experience and suitability. We complete right-to-work checks, referencing, skills validation and personnel security screening in accordance with BS 7858:2019 and Security Clearance where required.
4. **Select** *Shortlisting and selection support:* We present shortlisted candidates to the buyer and support interview coordination, feedback management and selection to enable informed decision-making.
5. **Mobilise** *Onboarding and mobilisation:* Once selected, we manage onboarding and mobilisation, completing compliance checks, coordinating access requirements and agreeing start dates to enable timely engagement.
6. **Deliver** *Ongoing engagement support:* Throughout the assignment, we provide ongoing account management, including regular client liaison, performance monitoring and resource replacement where required to maintain continuity.
7. **Exit** *Offboarding and transition:* At the end of an engagement, we manage structured offboarding and transition, supporting knowledge transfer where appropriate and ensuring a smooth exit.

By following this standardised methodology, our **Delivery Enablement Cycle** enables consistent delivery, reduced mobilisation time and flexible resourcing aligned to programme needs, allowing public sector teams to focus on delivery outcomes while we manage specialist resource provision.

1.7 Reselling

TechNET is not a reseller.

1.8 User support

Support Model

Support for the service is provided via email and telephone, using a direct and relationship-led support model.

Support Channels

- Email support for general enquiries, requests and issue reporting
- Telephone support for urgent or time-critical matters
- All support is included at no additional cost

Service Availability

- Monday to Friday, 09:00 – 17:30 (UK time)
- Excluding UK public holidays
- The service does not include hosted systems or platforms, so availability relates to service responsiveness rather than system uptime guarantees

Response Times

- General enquiries: response within 1 business day
- Urgent service-related issues: response within 4 business hours

Service Management

- Requests and issues are managed via email and telephone
- All support requests are logged and managed internally
- Issues are prioritised based on urgency and business impact

1.9 Accessibility and usability

Our service is delivered using a consultative and flexible approach, tailored to each customer's delivery context, objectives, and constraints. Role requirements, engagement models, security considerations, and onboarding processes are agreed and refined in collaboration with the customer to ensure alignment with organisational needs.

We design our service to be accessible and easy to use for all buyers and candidates. We support multiple communication channels, including email, phone and video, and provide documentation in accessible digital formats on request. Our recruitment processes accommodate reasonable adjustments for candidates and client teams, supporting inclusive engagement across hybrid, remote and on-site delivery models.

We work with buyers to understand accessibility requirements at the outset of each engagement and adapt our approach accordingly, helping ensure equitable access to opportunities and a consistent, user-friendly experience throughout onboarding, delivery and offboarding.

2 G-Cloud alignment

Our service is designed to align with G-Cloud principles, providing buyers with a flexible, transparent and low-risk route to accessing specialist cloud and digital capability.

We support rapid onboarding and mobilisation, enabling buyers to engage resources quickly without long-term contractual commitment. Pricing is transparent and aligned to G-Cloud requirements, providing clear visibility of costs and supporting predictable budgeting. We operate structured recruitment, compliance and onboarding processes to support consistent service delivery, including skills validation, staff screening in accordance with **BS 7858:2019**, and personnel vetting currently to **Security Clearance**. This helps buyers meet governance and assurance requirements while reducing delivery risk. Should a client require resources with a higher level of security clearance, we will scale up our vetting capability accordingly.

Our service supports hybrid, remote and on-site working models, enabling flexibility across different operating environments. Buyers can scale resources up or down in line with programme demand, helping maintain momentum while avoiding unnecessary overheads. Exit is managed through a structured offboarding process, including knowledge transfer where appropriate and confirmation of data deletion, supporting smooth transitions at the end of each engagement.

2.1 Onboarding and offboarding processes

Our onboarding and offboarding processes are designed to be simple, structured and buyer-controlled. We support rapid mobilisation while ensuring governance, security and communication arrangements are in place from the outset. Offboarding is managed through a clear exit process, enabling buyers to retain full ownership of data, systems and documentation, with no vendor lock-in.

2.1.1 Onboarding

Each engagement begins with a collaborative onboarding phase to ensure all parties are aligned before delivery, establishing clear expectations, roles and deliverables. Onboarding provides buyers with a structured route from contract award to mobilisation.

Typical onboarding steps include:

1. **Kick-off and scoping:** We meet with the client's project and governance teams to confirm objectives, scope, timescales and success criteria. Roles, responsibilities, reporting arrangements and escalation routes are agreed.
2. **Statement of Work (SOW):** We finalise the Statement of Work, defining scope, deliverables, dependencies, assumptions and commercial terms. This provides a clear baseline for delivery prior to mobilisation.
3. **Access and environment setup:** The client provides the required system access, accounts and permissions. All work is carried out within the client's infrastructure to maintain data security, governance and compliance with internal policies.
4. **Resource allocation and scheduling:** We assign appropriately skilled resources, confirm availability and agree delivery timelines. Key milestones are recorded in the project plan to provide visibility of progress.
5. **Discovery and requirements confirmation:** We conduct early discovery and validation workshops to confirm functional, technical and user requirements. Outputs are documented and agreed with stakeholders, forming the baseline for delivery and reducing the risk of scope drift.

Onboarding concludes once the SOW and project initiation documentation have been approved, and governance, data access and communication structures are in place.

2.1.2 Offboarding

Every engagement concludes with a structured offboarding phase to ensure a smooth transition and sustained value after delivery. This process confirms that agreed outcomes have been achieved, knowledge has been transferred, and the client retains full ownership of systems, data and documentation.

Typical offboarding steps include:

1. **Project closure review:** We hold a final review with the client to confirm deliverables, capture lessons learned and assess performance against agreed success criteria.
2. **Documentation and handover:** We provide a complete set of delivery artefacts, including relevant configuration records, outputs and supporting documentation, to enable continuity.
3. **Knowledge transfer:** Where required, our specialists deliver targeted handover sessions to support client teams in operating independently following contract completion.
4. **Access revocation and data return:** In line with client information governance policies, all system access is revoked, and any temporary project data is securely returned or deleted.
5. **Post-engagement support:** Where required, buyers may continue optimisation or advisory support through a new or extended Statement of Work.

This structured approach supports secure exit, full data portability and a transparent transition at the end of each engagement.

2.2 Data management and security

We manage personal and project data in line with UK GDPR and applicable data protection legislation. Where required, we act as a data processor and support buyers in meeting their obligations as data controller. Buyers retain full ownership of all data, documentation and deliverables throughout the engagement and following exit.

We deliver services within client-controlled environments wherever possible to minimise data transfer and give buyers direct oversight of information. We restrict access to data to authorised personnel only and apply role-based permissions. We vet all personnel to Security Clearance and complete staff screening in accordance with BS 7858:2019.

Where we store data within our systems, we host it in secure UK data centres that comply with recognised security standards including ISO 27001 and CSA CCM. We encrypt data at rest using AES-256 encryption and logically separate tenant data through role-based access controls and environment isolation.

2.2.1 Data handling and access control

We limit access to personal and project data to staff directly involved in service delivery and manage access through role-based controls. We review user access regularly and remove it promptly when no longer required. We handle client data in accordance with agreed policies and contractual requirements. We support reasonable adjustments and manage sensitive personal data securely in line with client instructions and regulatory obligations.

2.2.2 Data retention and deletion

We retain data only for as long as necessary to deliver the service and meet contractual or legal obligations. We define retention periods in line with buyer requirements.

At the end of each engagement, we securely return or delete any temporary project data in accordance with client instructions and provide confirmation on request. This approach ensures buyers retain full control of their information and supports secure exit with no vendor lock-in.

We follow industry best practice for data sanitisation, using cryptographic erasure or secure deletion techniques to prevent recovery. We dispose of end-of-life equipment in accordance with recognised standards to ensure complete destruction of stored data.

We support subject access requests, data portability and deletion requests in line with UK GDPR.

2.2.3 Data at rest protection

We protect data held within our systems using AES-256 encryption and appropriate technical and organisational controls, including secure storage, environment isolation and role-based access. Where clients provide their own environments, data remains within buyer-managed infrastructure, reducing exposure and supporting governance.

2.2.4 Incident management and breach response

We operate defined incident management procedures to identify, respond to and resolve data security incidents. If we detect a suspected or confirmed breach, we notify the buyer promptly and cooperate fully to support investigation, mitigation and regulatory reporting.

2.2.5 Data-in-transit protection

We protect all data in transit using industry-standard encryption protocols. We use secure channels for transferring personal and project information, including encrypted email, secure file transfer and HTTPS where applicable. We restrict access to transferred data to authorised personnel only.

Where we deliver services within client environments, data remains within client-controlled systems, further reducing transfer risk and protecting confidentiality and integrity during transmission.

2.2.6 Business continuity and disaster recovery

We maintain a business continuity framework to ensure service delivery can continue in the event of disruption. This includes documented continuity plans covering staff availability, system access and communication arrangements.

We operate flexible working practices and distributed delivery capability, enabling us to maintain recruitment and account management activities during localised incidents or loss of office access. Key service activities can be delivered remotely to support continuity.

We rely on secure, resilient third-party platforms hosted in UK data centres for core systems, supported by vendor-managed backup and recovery capabilities. We regularly review supplier assurance and availability commitments to maintain confidence in service resilience.

In the event of a significant incident, we activate our continuity arrangements, notify affected buyers promptly and provide regular updates until normal service resumes. This approach supports ongoing access to recruitment services while minimising disruption to buyer programmes.

2.3 Governance and service management

We operate a clear governance framework to support transparent delivery, accountability and continuous improvement throughout each engagement.

At onboarding, we agree roles, responsibilities, reporting arrangements and escalation routes with the buyer. We assign a dedicated account manager as the primary point of contact, responsible for coordinating delivery, managing resources and maintaining regular communication with client stakeholders.

We hold scheduled service reviews to track performance against agreed objectives, address emerging risks and confirm upcoming resourcing requirements. These reviews provide buyers with visibility of progress, candidate performance and delivery continuity.

We hold Cyber Essentials Plus certification and align our service delivery processes to support continual improvement and consistent quality.

We review performance data, customer feedback and audit findings monthly to identify improvement opportunities and track corrective actions. Our Compliance Manager oversees governance of all management systems and reports into a board-level Quality and Security Committee.

We maintain clear escalation pathways for operational or performance issues, enabling timely resolution and minimising impact on programme delivery. Where required, we provide management oversight to support issue resolution and service improvement.

This governance approach ensures buyers retain visibility and control while we manage specialist resource provision in line with agreed outcomes.

2.4 Service performance monitoring and reporting

We monitor service performance throughout each engagement to provide buyers with clear visibility of delivery, resource effectiveness and continuity. We track key operational metrics including time-to-hire, candidate suitability, onboarding timelines and resource retention. Where agreed with the buyer, we also capture feedback on resource performance and service quality.

We provide regular performance updates through scheduled service reviews, supported by management information covering resourcing activity, engagement status and any emerging risks. Buyers can access performance data through their dedicated account manager, ensuring transparency and timely communication. We use performance data, client feedback and audit findings to identify improvement opportunities and implement corrective actions. We review these inputs monthly as part of our governance process, supporting continuous improvement across recruitment, compliance and service delivery.

This approach ensures buyers have ongoing access to meaningful performance information while we proactively manage service quality and delivery outcomes.

2.5 Quality assurance

We apply structured quality assurance controls across recruitment, onboarding and ongoing service delivery to ensure consistent outcomes for buyers.

We validate candidate suitability through skills screening, experience assessment and compliance checks before submission. We confirm alignment to role requirements, security expectations and programme needs, helping reduce delivery risk from the outset. During engagements, we monitor performance through regular client check-ins and service reviews. We capture buyer feedback and use this to assess service quality, resource fit and delivery effectiveness.

We review quality metrics, customer feedback and audit findings monthly to identify improvement opportunities and implement corrective actions. Our Compliance Manager oversees quality assurance activities, ensuring we maintain consistent standards across sourcing, compliance and account management.

Where issues arise, we take prompt corrective action, including resource replacement where required, to maintain continuity and service quality. This quality assurance approach supports reliable delivery, continuous improvement and clear accountability throughout each engagement

We hold Cyber Essentials Plus certification and align our service-delivery processes to ensure continual improvement and consistent quality.

Performance data, customer feedback and audit findings are reviewed monthly to identify improvement opportunities and track corrective actions.

Governance of all management systems is overseen by our Compliance Manager, who reports to the board-level Quality and Security Committee.

3 How to procure our services

3.1 How to buy

TechNET's services can be procured directly through the Crown Commercial Service (CCS) G-Cloud 15 Digital Marketplace.

Buyers can search for TechNET on the Digital Marketplace and select the required service listing.

Once selected, the buyer and TechNET will:

- Agree a Statement of Work (SOW) detailing scope, deliverables, timescales and pricing
- Raise a Call-Off Contract under the G-Cloud framework terms
- Issue a Purchase Order (PO) to confirm commencement

Ensuring transparency and compliance with public-sector procurement regulations, all engagements are delivered in line with G-Cloud framework conditions.

3.2 What our clients say about us

RICS



"Working with Gráinne and her Team has been a delight. Their collective efforts have made the hiring process a stress-free experience; ultimately helping us fill a regional role, with an excellent candidate in a short amount of time.

Throughout the process, TechNET provided talented and accomplished candidates, with relevant skills and experience. They coordinated each interview and provided instant feedback from candidates, which I found to be helpful in getting a sense for what candidates took away from each interview and confirming their interest in the role. The initial briefing call with Gráinne helped to



establish our requirements; and then everything we asked for was delivered, at speed.

I would have zero hesitation working with TechNET IT again, in hiring for any future roles. They truly made it easy to find the right candidate, with the right experience and matched to the right salary."

ONNEC



"I've worked with Curtis and the team at TechNET for a number of years, across our time as

ExcelRedstone and now as Onnec, and I can say without hesitation they've been one of our most effective and dependable recruitment partners.

Our industry is highly specialised and fast-moving. Finding people who not only understand the technical requirements but also fit into our unique project environments across the UK and EMEA isn't easy. TechNET just get it. They've consistently delivered quality hires for us, whether it's been Project Engineers, Site Leads, or more strategic hires within our Sales, Programme and Delivery teams.

What stands out most is their speed and precision. They've taken the time to understand our delivery model, client base, and internal expectations, so we're never wading through generic CVs or losing time briefing multiple agencies. It's always targeted, relevant, and fast.

We've scaled rapidly in recent years, taken on some hugely complex projects, and hired under pressure and TechNET have delivered every time. I wouldn't hesitate to recommend them to anyone in our industry looking for a recruitment partner who understands both the tech and the people sides of the equation."

Essentra Components



"I had the pleasure of working with TechNET in my role as Global Head of Talent Acquisition at Essentra.

They were outstanding in their recruitment support; I trialled them with a couple of roles. They offered me a diverse slate of candidates, and the quality was exactly what we were after. Within no time they were securing offers with us and finding us some fantastic candidates. Curtis ensured we were updated regularly with their searches, and we formed a really great partnership.

I would recommend them as a recruitment supplier to anyone looking to grow their business."

Bain & Company



"We have retained TechNET on several Executive Search Projects for Senior level, critical hires across a multitude of disciplines including Product, Engineering and Architecture.

Emily and Craig have continued to be highly effective in their approach – remaining communicative, collaborative, and transparent at all times.

We've taken on exceptional hires through the team so far, with many more to come in the near future. We look forward to working closely with TechNET in an ongoing basis for exceptional talent.

I would highly recommend partnering with TechNET if you are looking for fast, yet thorough and highly effective results. The team move at pace and always ensure that candidates are thoroughly vetted, engaged, and passionate about Bain & Company."