



G-Cloud 15 Service Definition



G-Cloud 15 Service Definition Lot 3: Cloud Support

Supplier Information

Supplier name: Acubed IT Solutions Limited

Staff security screening: BS7858:2019

Government clearance: Up to Developed Vetting (DV)

Acubed IT is a UK-based provider of secure, scalable, and innovative technology solutions for National Security, Defence, and the Public Sector. Our fully SC/DV-cleared team specialises in secure application development, cross-domain systems, and advanced cryptographic research. Core services include cross-domain system integration, post-quantum cryptography risk assessments (PQC-RA), and collaborative research and development through Knowledge Transfer Partnerships. We have developed the Cross Domain Hybrid Application (CDHA) Framework – a unique solution to address cross-domain application challenges. In partnership with academia and Innovate UK, we advance cybersecurity through post-quantum cryptography, AI-driven vulnerability scanning, and next-generation encryption technologies, shaping the future of secure digital systems.

Service Overview

1. Cross Domain Solution – Design and Delivery Services

Description: A specialist service designing and delivering secure cross domain solutions enabling controlled data sharing between security classifications. We support discovery, architecture, build, integration, and assurance, aligned to NCSC guidance. Delivered using secure-by-design and agile methods by security cleared staff for sensitive government environments.

Service Features:

- CDHA-based cross domain solution design and delivery
- Hybrid application architecture spanning multiple security domains
- Controlled data sharing across classification boundaries using CDHA patterns
- Architecture aligned with NCSC's cross-domain security guidance
- Integration with accredited guards and gateway technologies
- Policy-based access control and enforcement mechanisms
- Support for structured and unstructured sensitive data
- Agile, security-by-design delivery approach
- SC and DV cleared UK-based delivery teams
- ITHC-ready CDHA designs with remediation support

Service Benefits:

- Enables secure hybrid applications across multiple security domains
- Reduces manual cross-domain data release processes
- Maintains strict security separation and assurance
- Unlocks operational value from sensitive data safely
- Gateway-agnostic designs avoiding vendor lock-in
- Active partnerships with multiple cross-domain gateway providers
- Reduced integration risk with existing government gateway estates
- Faster deployment across varied cross-domain environments
- Trusted delivery for sensitive government programmes

2. Secure Technology Solutions – Discovery Services

Description: A GDS and CDDO aligned discovery service using user-centred research and Figma-based prototyping to assess secure technology needs and delivery options. We test user journeys, identify security constraints, and evaluate architecture approaches, producing assessment-ready outputs and a clear, secure roadmap to Alpha delivery.

Service Features:

- Secure discovery for government cloud and digital services
- GDS and CDDO aligned discovery for government digital services
- User research and stakeholder engagement activities
- GDS service assessment ready documentation
- Security risk assessment and threat modelling
- Architecture options analysis and trade-off evaluation
- Prototyping and proof-of-concept development
- Cost modelling and delivery planning
- Figma-based interactive prototypes for user testing
- A/B testing of user journeys and design options

Service Benefits:

- Rapid validation of service designs with users
- Evidence-based decisions using tested prototypes
- Improved usability before committing to build
- Reduced risk of unsuitable service designs
- Strong alignment with GDS and CDDO expectations
- Faster progression from discovery to Alpha
- Reduced downstream delivery and remediation costs
- Clear evidence supporting service assessments
- Improved stakeholder confidence and alignment
- Strong foundations for secure user-centred delivery

3. Secure Technology Solutions – Design and Delivery Services

Description: A specialist service designing and delivering secure cross domain solutions enabling controlled data sharing between security classifications. We support discovery, architecture, build, integration, and assurance, aligned to NCSC guidance. Delivered using secure-by-design and agile methods by security cleared staff for sensitive government environments.

Service Features:	Service Benefits:
• CDHA-based cross domain solution design and delivery • Hybrid application architecture spanning multiple security domains • Controlled data sharing across classification boundaries using CDHA patterns • Architecture aligned with NCSC's cross-domain security guidance • Integration with accredited guards and gateway technologies • Policy-based access control and enforcement mechanisms • Support for structured and unstructured sensitive data • Agile, security-by-design delivery approach • SC and DV cleared UK-based delivery teams • ITHC-ready CDHA designs with remediation support	• Enables secure hybrid applications across multiple security domains • Reduces manual cross-domain data release processes • Maintains strict security separation and assurance • Unlocks operational value from sensitive data safely • CDHA tested across multiple accredited cross-domain gateway technologies • Gateway-agnostic designs avoiding vendor lock-in • Active partnerships with multiple cross-domain gateway providers • Reduced integration risk with existing government gateway estates • Faster deployment across varied cross-domain environments • Trusted cross-domain delivery for sensitive government programmes

4. Secure Technology Solutions – Support, Maintenance and Enhancements

Description: A service that delivers state of the art secure, custom solutions and purpose-built applications on Government platforms (GDS). We specialise in SharePoint, Dynamics 365 CRM, Power BI Report Server and Cross Domain Solutions.

Service Features:	Service Benefits:
• Ongoing secure application and platform support • Monthly cloud security patching and updates • Incident triage, investigation and resolution • Continuous infrastructure and application monitoring • Certificate, key and secret management • ITHC remediation and assurance support • End user support and guidance • Change, release and configuration management • Documentation maintenance and knowledge transfer • Continuous security improvement activities	• Reduced operating costs through migrating to a standardised platform • Our expert consultants configure a solution specific to your needs • Rapid delivery of value and business outcomes • Compliance with NCSC standards • Appropriate for any cloud platform including AWS, GCP, Azure • Expert capability enables flexible and agile deployment • Expert knowledge of secure systems, design and integration • Reduced security vulnerabilities over time • Proactive security management • Increased user confidence

5. SECRET Hosted Applications – Design, Delivery and Support Services

Description: A specialist service designing, delivering, and supporting applications hosted on SECRET platforms. Drawing on experience delivering applications on Rosa at SECRET, and working on other HMG programmes, we understand platform boundaries and assurance constraints. Our CDHA expertise enables secure application design across security classifications.

Service Features:	Service Benefits:
• Application design and delivery on SECRET hosted platforms • Proven experience delivering applications on Rosa at SECRET • Deep understanding of SECRET platform boundaries and constraints • Architecture aligned with NCSC's cross-domain security guidance • Secure-by-design architecture aligned to government security requirements • Experience supporting HMG departments and programmes • CDHA-informed designs supporting cross-classification architectures • Agile, security-by-design delivery approach • SC and DV cleared CDHA UK-based delivery teams • ITHC-ready CDHA designs with remediation support	• Reduced risk delivering applications on SECRET platforms • Faster delivery through understanding platform and assurance constraints • Improved confidence operating within classified environments • Easier application design using proven SECRET delivery experience • Reduced rework during security and assurance reviews • Trusted delivery partner for sensitive government programmes • Active partnerships with multiple cross-domain gateway providers • Reduced integration risk with existing government gateway estates • Improved security posture from inception • Trusted cross-domain delivery for sensitive government programmes

6. Security Advisory Services

Description: We can design, create, code, develop and support software development for internal and public facing systems and processes, integrating with other established software in an organisation.

Service Features:	Service Benefits:
• Total solution from consultancy, design, implementation and service management • Secure by Design, scalable, and full-service management • Agile delivery enabling rapid, flexible deployment aligned with business needs • Easily integrated with protective monitoring and compliance services • Highly resilient capability using modern cloud principles • Ensure the architecture and design is consistent with best practice • Cyber Security understanding and experience • Expertise of Azure and AWS public Cloud • Support and maintenance of any services • SC and DV Cleared Staff	• Custom user experience • Help managing your software application development • Expert capability enables flexible and agile deployment • Reduced operating costs through migrating to a standardised platform • Our expert consultants configure a solution specific to your needs • Rapid delivery of value and business outcomes • Meets Government Service Manual and UK Technology Code of Practice • Compliant with Government Digital Design Standards. • Scalable, agile infrastructure solutions designed for growth and sustainability

7. Post-Quantum Cryptographic Risk Assessment (PQC-RA) Services

Description: A specialist assessment service identifying and quantifying cryptographic risks arising from post-quantum threats. We assess systems, applications, data flows, and dependencies to identify non-PQC compliant cryptography, prioritise risks, and provide a practical, assurance-ready roadmap for post-quantum migration aligned to government timelines and standards.

Service Features:	Service Benefits:
• Post-quantum cryptographic risk assessment for government systems • Identification of non-PQC compliant cryptographic implementations • Discovery of cryptographic dependencies across applications and infrastructure • Risk assessment aligned to emerging PQC standards • Assessment of data longevity and quantum exposure risks • Review of third-party and supply chain cryptography • Prioritised remediation and migration recommendations • Architecture options for PQC migration planning • Assurance-ready reporting and documentation • Advisory support for post-quantum transition	• Clear visibility of post-quantum cryptographic risks • Reduced risk from future quantum-enabled attacks • Informed prioritisation of cryptographic remediation activities • Practical roadmap for post-quantum migration • Reduced likelihood of rushed future remediation • Improved alignment with government PQC timelines • Better understanding of data exposure and longevity • Increased assurance confidence for stakeholders • Supports long-term security resilience planning • Trusted specialist advice on post-quantum readiness

8. Post-Quantum Cryptography Migration and Implementation Services

Description: A delivery and support service implementing post-quantum cryptographic migrations following a PQC-RA. We design, plan, and implement cryptographic changes across applications, infrastructure, and integrations, supporting phased transition, assurance activities, and operational continuity while aligning to emerging PQC standards and government timelines.

Service Features:	Service Benefits:
• Post-quantum cryptography migration planning and implementation services • Translation of PQC-RA findings into delivery roadmaps • Phased migration approach aligned to operational priorities • Application and infrastructure cryptographic remediation • Hybrid classical and post-quantum transition designs • Secure key management and certificate migration support • Integration with existing government platforms and services • Testing, validation and assurance support • Change management and stakeholder coordination • Ongoing post-migration support and optimisation	• Practical execution of post-quantum migration strategies • Reduced disruption during cryptographic transitions • Lower risk of rushed future remediation • Maintains service continuity during migration • Improved long-term cryptographic resilience • Alignment with government and industry PQC timelines • Reduced operational and security risk • Increased confidence from assurance stakeholders • Scalable approach supporting future cryptographic changes • Trusted delivery partner from assessment to implementation

Service Support Overview (All Services)

Support Channels

Email/ticketing, phone: 09:00-17:00 UK time, Monday to Friday

Support levels

We provide three structured support levels aligned to service criticality, security requirements, and operational needs across government cloud services. Support is delivered by UK-based staff with appropriate security clearance.

Level 1

STANDARD SUPPORT

Business-hours reactive support for live services. Includes incident logging, triage, investigation, user support, service monitoring, and basic configuration assistance. Suitable for non-business-critical services and lower-risk environments.

Level 2

ENHANCED SUPPORT

Proactive support for business-critical services. Includes extended support hours, faster response times, infrastructure and application monitoring, monthly patching, certificate and secret management, incident management, and minor enhancements. Regular service reporting and stakeholder engagement are included.

Level 3

ASSURED/ SECURE SUPPORT

High-assurance support for sensitive or regulated services. Includes proactive security management, ITHC remediation, change and release assurance, enhanced monitoring, and support for restricted or classified platforms.

Delivered by SC or DV cleared staff as required. Support is priced transparently and can be procured as a monthly retainer or day-rate based service. Pricing varies by support level, service hours, environment complexity, and assurance requirements, and is agreed at call-off.

Technical Account Manager: Provided for Enhanced and Assured support levels.

Cloud Support Engineers: Provided at all levels, responsible for day-to-day technical support and service operation.

Support response times

During business hours (09.00 to 17.00) 2nd and 3rd line support is provided by our experienced delivery team who builds the product or service. They will work diligently to resolve issues in line with the SLA which we will have agreed on upfront.

Acubed provides out-of-hours on-call support service for our current projects. Our experienced delivery teams can agree the most appropriate and cost-efficient support for each customer. The range of this support can be discussed on an individual customer basis, but where required, Acubed can provide up to 24/7 coverage. This can include live support for products and services.



Security and Compliance

Staff security screening:
BS7858:2019

Government clearance:
up to Developed Vetting (DV)

Our services are delivered in accordance with internationally recognised management system standards:



We hold:

Cyber Essential Plus certification



IASME Cyber Assurance Certified Level 2



Engaging Acubed IT Solution Limited:

Our Approach

Discovery:

Before engaging on a large-scale project, the recommended approach is to initially complete a Discovery phase. This will include a series of workshops in which Acubed IT will gather sufficient information to understand:

- Your current ways of working.
- What process and procedure requirements you currently have in place.
- The identification of any pain points.

Following the completion of the workshops Acubed IT will review the information and produce a Discovery report which will include:

- An overview of the business problem we are helping you resolve.
- Your key requirements.
- Options which describe how best to use the technical solutions available.
- Feasibility and an analysis of the advantages and disadvantages of each option.
- A forecast of the timescales for each of the options.
- Next steps required to take the project forward.

Design and Delivery:

Acubed IT offers bespoke packages of work that are designed to deliver first class solutions to real world business problems. Initially we will discuss and agree an understanding of the current business problem/technology solution required. Once an understanding has been reached, we will propose a series of appropriate work packages to deliver a solution. The end goal of the engagement is to have a new technology solution that addresses the business needs live in the production system and fully supported.

On going Support and Enhancements:

We provide support and maintenance during business hours, and in addition, our team of experts can provide support and maintenance outside business hours, up to 24/7 coverage, in accordance with agreed SLA's. We also work with the customers team to upskill them for long-term support. We discuss with clients and agree on appropriate, cost-effective models for up to 24/7 coverage for live infrastructure, products, and services. During this ongoing support we also look to implement post go live improvements or adding new features to the live service.

Social Value

Fighting Climate Change

Acubed IT has made a firm committed to achieve Net Zero emissions by 2050, aligned with our carbon reduction strategy. To support this goal, we provide our employees with access to a Carbon Literacy training programme offered by the Carbon Literacy Project. As a Carbon Literate Organisation (CLO) we have observed a range of benefits, including reduced energy and resource consumption, an enhanced organisational profile, increased well-being and satisfaction among our staff, a healthier working environment, a safer supply chain, improved competitiveness, and reduced commercial risk. Our CLO accreditation serves as a testament to our organisation's commitment to corporate social responsibility.

Carbon Literacy
Project



Covid-19 Recovery

Acubed IT is dedicated to supporting COVID-19 recovery through increased employment and fostering development opportunities. Our national recruitment efforts aim to create opportunities in underprivileged areas and unconventional IT regions, aligning with the Levelling-up agenda. Our workforce operates under a flexible remote/hybrid model, allowing our staff a greater work-life balance. We have integrated the five foundational principles (satisfaction, fair pay, participation and progression, wellbeing, safety and security, and voice and autonomy) within our recruitment procedures and employment conditions. These practices enable us to attract good candidates from diverse backgrounds, reduce staff turnover and enhance overall productivity. Additionally, our organisation provides educational support to address skill gaps and help individuals attain recognised qualifications result in recognised qualifications, further contributing to their personal and professional growth.

Tackling Economic Inequality

We recruit nationally to provide employment opportunities in disadvantaged areas and non traditional IT regions, supporting the Government's Levelling-up agenda and boosting economic inclusion. Our remote and hybrid working model removes geographic barriers and enables broader participation in the digital economy, contributing to sustainable employment outcomes.

As a signatory to the Armed Forces Covenant, we are committed to supporting members of the Armed Forces community by encouraging applications from veterans, reservists and service leavers and recognising their transferable skills. We offer flexible working arrangements and appropriate leave to accommodate training and deployment and ensure our wellbeing support is accessible to service related needs. These measures help reduce employment barriers and improve workforce diversity in line with social value priorities.





Equal Opportunity

We emphasise the importance of cognitive diversity in our recruitment practices. Our active recruitment efforts span the entire United Kingdom, leveraging remote working opportunities to reach areas that may have historically had limited digital awareness. We employ a range of methods to engage with diverse talent. Salaries and promotions are based on merit, and we maintain transparency by disclosing salary ranges even within our management team. At all organisational levels, we are committed to achieving gender equality both in terms of representation and pay equity.

Wellbeing

Prioritising well-being and fostering an exceptional working environment is core to our approach. We promote open communication through one-to-one discussions, routine team, and company meetings, as well as frequent social events. Effective communication is key to our approach, emphasising regular breaks, early finishes when necessary, and accommodating personal responsibilities like childcare. Empowering team members to have a say in decisions that impact their work and time management is fundamental. Daily team meetings provide a forum for informal catchups, issue sharing and support for colleagues in need. Acubed IT is deeply committed to promoting mental health in the workplace. Our CEO endorses the Mental Health at Work Commitment and a dedicated “Mental Health Champion” within our leadership team emphasises its importance. Our comprehensive mental health at work plan includes initiatives such as mental health awareness training and workshops in which team members can explore the topic within a safe and supportive environment, while also providing guidance to colleagues by directing them to organisations offering professional support. In alignment with our commitment, Acubed IT provides supportive measures, including flexible working hours, hybrid and remote working options, mental health awareness training for managers, opportunities for sharing challenging experiences, and onboarding procedures that reflect new ways of working, reducing isolation for new employees. At Acubed IT, we prioritise well-being and mental health, creating an environment where our team not only excels but thrives.

**MENTAL
HEALTH
AT WORK
COMMITMENT**