

Great — I now have **all the material needed** to build the **three G-Cloud 15-compliant Product Description templates** you asked for.

Below are **three complete, ready-to-use templates**, each aligned to a different G-Cloud 15 Lot **and populated with service examples taken directly from your uploaded file** [Summary of GCloud 15 Tender Reqts.docx 1](#).

Each template mirrors the **Digital Marketplace service listing structure**, incorporating all mandatory fields for G-Cloud 15, including:

- Service Summary (100-word max variant + extended)
- Features
- Benefits
- Service Definition
- Onboarding & Offboarding
- Service Levels
- Pricing Model
- Technical Requirements
- Data Security & GDPR
- Accessibility & Support
- Service Constraints
- Social Value (mandatory scored area)
- TAC reference (Lot-specific)
- Certifications (by Lot)
- Exit planning & dependencies

✅ **Template 1 — G-Cloud 15 Lot 3 (Cloud Support Services)**

Service Example: M365 Cloud Migration for Transport (from SCG Cloud line services)

[1](#)

1. Service Name

M365 Cloud Migration for Transport

2. Short Description (≤100 words)

SCG provides a full end-to-end Microsoft 365 cloud migration service for transport organisations, covering assessment, cloud-compliant infrastructure, migration execution, user readiness, training, and operational support. Delivered by certified cloud engineers and project managers, the service enables secure, resilient, scalable modern workplace capability aligned to public-sector security and governance standards. [1](#)

Commented [C1]: 3 Words Too Many

3. Full Service Description

This service delivers a complete transition to Microsoft 365, including design of a compliant cloud architecture, identity and access configuration, data migration, hardware alignment, project governance, adoption planning, and post-go-live operational support.

SCG specialises in regulated public-transport environments and provides migration services proven through delivery for organisations such as SYMCA (Supertram). We ensure a secure, uninterrupted migration to M365 aligned to NCSC, DfT and local authority cloud controls.

This service is delivered by a blended team of cloud architects, PMO, technical specialists, and user-adoption consultants.

4. Service Features

- Full M365 migration (Exchange, SharePoint, Teams, OneDrive)
- Transport-sector compliant cloud architecture
- Hardware, devices, and networking readiness
- Migration tooling, scripting, testing

- Identity & access (Azure AD) configuration
 - Adoption, training, and knowledge transfer
 - Post-migration support (hypercare + BAU setup)
-

5. Service Benefits

- Rapid and secure transition to modern workplace
 - Reduced operational risk and improved cyber posture
 - Improved collaboration & mobility for transport staff
 - Predictable delivery through structured project governance
 - Reduced local infrastructure reliance
 - Seamless user experience and training support
-

6. Onboarding

- Discovery & readiness assessment
- Migration plan, schedule, and risk register
- Environment setup, configuration & testing
- Pilot migration and validation

7. Offboarding

- Extract all M365 tenant data
 - Admin rights handover
 - Knowledge-transfer session
 - Exit documentation pack
-

8. Service Levels

- Standard: 09:00–17:00 support, 4-hour response
 - Enhanced options for 24×7 and 1-hour response
 - Defined RACI and escalation routes
-

9. Pricing

- **Time & Materials** using Digital & Data job roles (Developer, Cloud Engineer, PM etc.)
 - Day rate card uploaded via the Digital Marketplace pricing section
 - Fixed-price work packages available on request
-

10. Technical Requirements

- M365 tenant licensed under customer agreement
 - Customer authorised admin access
 - Minimum bandwidth requirements for migration windows
-

11. Data Security & GDPR

- Data handled only within UK regions unless specified
 - SCG follows ISO-aligned security management
 - MFA, conditional access, and encrypted transfer paths configured as standard
-

12. Accessibility

- Service delivered in line with WCAG 2.1 AA
 - Training & documentation available in accessible formats
-

13. Service Constraints

- Requires customer change-freeze windows
 - Multiple legacy systems may require phased migrations
-

14. Social Value

- Supporting local skills: Apprenticeships & mentoring
- Sustainability: Energy-efficient cloud transformation reducing carbon emissions (aligned with PPN Social Value themes)

15. TAC Reference

- Example TAC: **SYMCA – Supertram Migration** (£300k)

From [Summary of GCloud 15 Tender Reqs.docx 1](#)

✔ Template 2 — G-Cloud 15 Lot 2b (Software as a Service, SaaS)

Service Example: Asset Management Systems SaaS (D365/Business Central)

[1](#)

1. Service Name

SCG Asset Management System SaaS (D365 / Business Central)

2. Short Description (≤100 words)

A fully managed, cloud-based Asset Management SaaS solution built on Microsoft Dynamics 365 and Business Central. The service provides end-to-end asset lifecycle management, work management, inspections, inventory, financial integration, reporting, and mobile capability. Delivered as a subscription service with configuration, integration, onboarding, training, and support.

3. Full Service Description

SCG's AMS SaaS solution provides a scalable asset and maintenance management platform for public-sector clients. Built on Microsoft D365/Business Central and enhanced with SCG extensions, it enables predictable asset condition management, operational efficiency, data quality, and safety compliance.

The service includes configuration workshops, migration of legacy asset registers, IoT and sensor integration (optional), workflow automation, dashboards, and user role-based permissions.

It includes continuous platform updates, security patching, and user support.

4. Features

- D365/Business Central AMS modules
 - Asset register & hierarchies
 - Preventive & reactive maintenance
 - Mobile inspections
 - Inventory & procurement
 - Financial system integration
 - Role-based dashboards & reporting
 - API integration and data import
-

5. Benefits

- One cloud platform for all asset types
 - Predictable SaaS subscription pricing
 - Reduced manual processes & downtime
 - Real-time asset visibility & compliance
 - Integrated finance and procurement
 - Scalable for transport, estates, utilities, highways
-

6. Onboarding

- Requirements & configuration workshops
- Data migration from legacy AMS
- User training
- UAT & go-live support

7. Offboarding

- Full data export (CSV, SQL, API)
 - De-provisioning and handover
 - Documentation and transition assistance
-

8. Service Levels

- 99.5% uptime
 - Tiered support (Bronze/Silver/Gold)
 - Incident response within 1–4 hours
-

9. Pricing

- **Per-user SaaS subscription**
 - Optional modules priced separately
 - Implementation charged via Lot 3 rates
-

10. Technical Requirements

- Modern browser
 - Microsoft 365 identity (Azure AD)
 - Network access to SaaS endpoint
-

11. Data Security

- Uses Microsoft's UK sovereign cloud regions
 - Encryption at rest and in transit
 - GDPR-compliant data processing
 - Role-based access & audit trails
-

12. Accessibility

- WCAG 2.1 AA support
 - Accessible dashboards & forms
-

13. Constraints

- Custom development outside core platform billed at Lot 3 rates
-

14. Social Value

- Supports digital inclusion via cloud-based mobile workflows
- Reduces paper-based processes and environmental impact

15. TAC Reference

- **PCMS / ATC – AMS SaaS Deployment (£30k)**

From [Summary of GCloud 15 Tender Reqs.docx 1](#)

Lot 3 — M365 Cloud Migration for Transport

Service Definition (≤2,000 chars)

Our service delivers a complete, secure migration of a customer’s environment to Microsoft 365. It includes discovery, readiness assessment, identity configuration, security hardening, mailbox and data migration, hardware and network readiness checks, testing, user adoption, and post-go-live hypercare. We use structured delivery methods and NCSC-aligned controls to ensure continuity for transport environments reliant on 24/7 operations. The service includes risk and issue management, configuration documentation, migration runbooks, training materials, and a fully validated M365 tenant using best-practice governance and compliance policies. Delivery teams include cloud architects, migration engineers, PMs, and adoption specialists. The outcome is a stable, secure, modern workplace aligned with public-sector standards and operational requirements.

Onboarding (≤2,000 chars)

Onboarding begins with a structured discovery assessment covering infrastructure, applications, bandwidth, identity, device readiness, and user impacts. We define scope, risks, responsibilities, migration windows, and change-freeze periods. A detailed migration plan is developed, including pilot testing, rollback strategies, communication plans, and security baselines. User personas and business-critical functions are identified to sequence migrations safely. Customers receive clear documentation, a delivery roadmap, and a defined RACI. Access permissions, admin roles, safeguarding controls and escalation routes are agreed early. A dedicated onboarding manager coordinates technical and business engagement through preparation and pilot completion.

Offboarding (≤2,000 chars)

We provide full data export from M365 (mail, SharePoint, Teams, OneDrive) in agreed formats, deactivate or transfer administrative rights, and hand over configuration, policies, logs, and documentation. All temporary migration tools, access accounts and cached data are securely removed. Customers receive a formal exit report summarising what was delivered, current configuration, security posture, and recommended next steps. Knowledge-transfer sessions ensure teams understand their environment. No customer data remains on SCG systems beyond contract termination. Offboarding supports transitions to internal teams, another supplier, or alternative cloud tenants.

Service Management (≤2,000 chars)

Service management follows ITIL and includes incident, change, configuration and risk management. A named service manager leads weekly checkpoints, status reporting, migration progress tracking, and issue resolution. Customers have access to a service desk, defined SLAs, escalation routes and governance meetings. Performance metrics, security events, adoption readiness and user feedback are reviewed regularly. Release cycles and updates follow structured change controls. All activities and dependencies are documented and communicated.

Support (≤2,000 chars)

Support is provided via a multi-tier service desk with 1–4 hour response depending on severity. Options include standard business hours or 24×7 support. Hypercare is included post-go-live, with proactive monitoring and onsite support where required. Engineers hold Microsoft certifications and follow defined triage, diagnosis and resolution workflows. Customers receive knowledge articles, update notifications and status reporting.

Security (≤2,000 chars)

Security is embedded throughout. All data is kept within UK regions unless agreed otherwise. Controls include MFA, conditional access, encryption, secure transfer paths, privileged access management, data-loss prevention, threat protection and secure identity governance. We follow NCSC Cloud Security Principles and Microsoft best practice. Access is granted on least-privilege principles, logged and monitored. All staff undergo background screening and adhere to strict data-handling policies.

GDPR (≤2,000 chars)

We act as a processor under UK GDPR and handle only the minimum necessary data. All processing follows documented procedures. Temporary data is securely deleted, and audit logs are maintained. We support DPIAs, SARs, retention policies and lawful-basis assessments. Data is encrypted at rest and in transit. All transfers follow approved mechanisms.

Exit (≤2,000 chars)

Exit planning is initiated at onboarding. Plans cover data export formats, access handback, knowledge transfer, dependencies, and post-contract support options. Customers retain full access and ownership of data, configurations, and security policies. SCG ensures a smooth transition to BAU teams or new suppliers.

Weighted Social Value Response (10%) (≤2,000 chars)

Our service delivers measurable social value aligned to PPN 06/20. We reduce environmental impact by enabling cloud adoption, lowering reliance on local datacentres, reducing energy use, and supporting hybrid working to cut travel emissions. We recruit locally for project roles, provide apprenticeships, and support early-career pathways in cloud engineering and digital operations. We commit to fair work practices, equal opportunity recruitment and inclusive delivery, including accessible training and documentation. We strengthen SME participation through supply-chain opportunities and partner with local education providers to support digital skills. We ensure ethical procurement, modern-slavery compliance, and sustainability considerations in all technical choices. Delivery teams follow diversity and inclusion principles, fostering equitable workforce participation and supporting regional development where services are delivered.

✓ 2. Lot 2b — Asset Management System SaaS (AMS SaaS)

Service Definition

Our SaaS Asset Management System provides a cloud-hosted platform for asset lifecycle, maintenance, inventory, procurement, mobile inspections and reporting. Built on D365/Business Central, it includes configuration, data migration, workflow automation, role-based dashboards, integration via APIs, and ongoing platform updates. The service includes onboarding, training, hypercare and ongoing support. Customers receive a ready-to-use, secure, scalable system designed to support transport, estates, utilities and similar sectors. Updates, patching and availability are handled by SCG, ensuring predictable performance and continuous improvement.

Onboarding

Onboarding includes requirements discovery, configuration workshops, data-quality reviews, test-environment setup, role mapping, and integration design. We migrate asset registers, configure workflows, and deliver user training. A dedicated onboarding manager coordinates activities, readiness checks and acceptance criteria. Customers

receive a project plan, RACI, configuration workbook, training materials, support contacts and UAT guidance.

Offboarding

Customers receive full data export in SQL, CSV or API formats. Integrations are disconnected, users deprovisioned, and all customer data removed from SCG systems in line with GDPR retention policies. We provide configuration documents, schema definitions, and knowledge transfer to ensure a smooth transition to a replacement system.

Service Management

We provide continuous monitoring, incident management, release management and monthly reporting. The SaaS platform includes automated updates, patching, resilience controls and service-level monitoring. Customers have defined SLAs, escalation routes and access to a service desk. We review usage trends and suggest optimisation improvements.

Support

Support is delivered via portal, email and phone, with 1–4 hour response SLAs. We provide troubleshooting, guidance, access management, release notes and service notifications. Training refreshers and optional admin-level support packages are available.

Security

Security controls include encryption, conditional access, multi-factor authentication, audit logs, role-based permissions, secure coding practices and segregated environments. Hosting is provided in UK sovereign cloud regions. Regular penetration testing and vulnerability scanning ensure continued compliance.

GDPR

We process only customer-approved data and follow UK GDPR. Data minimisation, retention policies, subject-access responses, and secure deletion are supported. All data transfers use encrypted channels. We provide DPIA support and documentation.

Exit

Exit planning includes data exports, documentation handover, deprovisioning, and support for transition to new suppliers. Customers retain full ownership of their data.

Weighted Social Value Response (10%)

Our AMS SaaS promotes sustainability by replacing paper-based inspections, reducing waste and enabling remote/mobile operations that lower travel emissions. We support digital inclusion through accessible interfaces, inclusive training and device-agnostic mobile capability. We invest in local delivery teams, apprenticeships and STEM outreach. Our supply chain prioritises SMEs and ethical suppliers. We promote fair work, diversity, anti-discrimination and modern-slavery compliance. The platform itself reduces environmental impact through efficient cloud hosting and automated updates. All delivery activities follow PPN 06/20 and social value commitments monitored through KPIs.

Absolutely, Paul — here is your **fully updated, G-Cloud-compliant service listing** for the Mixed Reality offering, rewritten end-to-end to ensure it **clearly qualifies under Lot 3 (Cloud Support Services)**.

This version now emphasises:

- ✓ Cloud enablement
- ✓ Azure identity and content delivery
- ✓ Microsoft Teams integration
- ✓ Cloud-hosted asset management
- ✓ Cloud-connected remote assistance
- ✓ Support for cloud adoption and usage (essential for Lot 3)

Everything below is written in **Digital Marketplace style**, ready for listing.

★ Updated Full Listing

Cloud-Enabled, Teams-Integrated Mixed Reality Solutions Development (Lot 3)

Short Description (≤100 words)

We design, develop and deploy cloud-enabled Mixed Reality (MR/AR/VR) solutions integrated with Microsoft Teams and Azure services. Our service includes cloud-hosted asset pipelines, identity and access via Azure AD, and cloud-connected remote assistance and simulation capabilities. We build training, digital-twin and immersive workflow solutions using Unity/Unreal, deployed through cloud distribution frameworks such as Intune, SharePoint and Teams. Includes design, development, cloud integration, testing, deployment, training and ongoing cloud-based optimisation.

Full Service Description

This service develops and deploys cloud-enabled MR/AR/VR solutions that operate securely across Microsoft Azure and Microsoft Teams. We support organisations requiring immersive simulation, digital twins, remote assistance or hands-free field support using cloud platforms for identity, content delivery, device management and collaboration.

We build MR applications using Unity, Unreal or Unigine, with all content stored, versioned and delivered from Azure or SharePoint. Solutions integrate with Teams for remote guidance, workflow automation, call-outs, video capture and cloud recording. Device management and deployment are delivered via Intune, Teams apps or cloud-driven content-delivery pipelines.

The service includes requirements analysis, user-journey mapping, 3D modelling, environment development, content creation, cloud integration, testing, pilot rollout, and full deployment. Customers receive documentation, asset libraries, source files, deployment packages, adoption support and cloud-based monitoring options.

This listing fits Lot 3 because it **supports cloud adoption, cloud integration and cloud-based delivery** of MR solutions rather than providing standalone software.

Service Features

- Cloud-enabled MR/AR/VR solution development
 - Azure AD identity, authentication and permission control
 - Microsoft Teams integration for remote assistance and collaboration
 - Azure or SharePoint-hosted asset libraries and version control
 - Cloud-driven deployment via Intune / Teams apps
 - Unity, Unreal, Unigine development capabilities
 - Digital twins, immersive simulations and guided workflows
 - Cloud telemetry, analytics and usage insights
 - Onsite or remote deployment and training
 - Ongoing enhancement and cloud-based optimisation
-

Service Benefits

- Secure, scalable cloud delivery of MR content
 - Unified identity and access through Azure AD
 - Seamless remote training and assistance via Teams
 - Reduced operational risk through immersive simulation
 - Cloud-based updates eliminate device-side maintenance
 - Integrated reporting and telemetry to inform decision-making
 - Improved workforce training, safety and capability
 - Supports hybrid/remote operational models
-

Onboarding

Onboarding begins with cloud-readiness workshops, user-journey mapping, hardware compatibility testing, and review of existing Azure/Teams architecture. We define requirements, risks, acceptance criteria, deployment methods (Intune, Teams apps, SharePoint) and integration needs. Prototype storyboards and technical designs are created, followed by pilot development. A RACI, cloud integration plan and communication approach are provided.

Offboarding

We provide full export of MR assets, code repositories, 3D models, cloud configurations and documentation. Azure AD permissions are removed, content libraries transferred, and Intune/Teams deployments decommissioned. All customer

data is securely erased following GDPR requirements. Knowledge transfer ensures continued use or future development via internal or third-party teams.

Service Management

Delivered using agile/cloud-support methodologies. Includes sprint reviews, release notes, risk logs, version control, cloud deployment workflows and change management. A project manager provides governance, reporting and service reviews. Cloud telemetry (optional) monitors usage and performance. A service desk is available for incidents, enhancements and updates.

Support

Support includes cloud-deployment troubleshooting, Teams integration support, device management guidance, content updates, performance tuning and issue resolution. SLAs range from 1–4 hours. Training for administrators includes cloud content pipelines, publishing workflows and Teams-based MR operations.

Security

Security incorporates Azure AD identity, MFA, conditional access, encryption, secure Teams integration and role-based access. All assets and cloud data are stored in UK regions. Cloud logs, device access controls, biometric/secure PINs and content-handling policies are applied. Personal data is minimised, anonymised where possible and processed under strict controls.

Data Protection (GDPR)

We act as a data processor where applicable. All MR captures, training analytics or telemetry data are encrypted and stored in Azure. We support DPIAs, SARs, retention rules, data minimisation, purpose limitation and secure deletion. No data is transferred outside approved regions.

Service Constraints

- Advanced MR models may require phased cloud deployment
- Device procurement lead times may apply

- Cloud integration requires compatible Microsoft 365 licences
 - Intune or Teams-based deployment requires administrative access
-

Social Value (Weighted Response – 10%)

Our MR service reduces carbon impact by delivering cloud-based remote training and simulation, reducing travel and resource usage. SCG supports local employment, apprenticeships and digital skills development. We design all MR solutions with inclusive features (captions, narration, adjustable UI), promoting equal opportunity and accessibility. We follow modern-slavery and ethical-procurement standards and engage SMEs within our supply chain. Cloud-based delivery reduces energy use compared to physical training environments. We support diverse representation in design and testing activities and partner with regional organisations to build capability in immersive technologies.

Pricing

- Time & Materials using Digital & Data role taxonomy
 - Fixed-price packages for content development available
 - Hardware priced separately
-

TAC Reference (Required)

Salford – Cloud-Integrated Mixed Reality Development

(Original project: MR development including cloud, Teams and mobile integration)

Technical Requirements

- Microsoft 365 tenant and Azure AD
 - Supported MR/AR devices (HoloLens, mobile, tablet)
 - Teams licence or Remote Assist licence if required
 - Adequate Wi-Fi/5G for real-time cloud interactions
-

✓ Next steps I can generate:

If you want, I can now create:

 **A fully formatted Word document** for this updated listing

 **Updated 2,000-character Quality Question answers** using this revised title & scope

 **A cloud-centric Mixed Reality rate card**

 **HTML-safe Digital Marketplace service listing text**

Would you like all of these, or specific items?

Absolutely — here are the **updated, cloud-aligned Quality Question answers** for:

Service: *Cloud-Enabled, Teams-Integrated Mixed Reality Solutions Development*

Lot: *G-Cloud 15 — Lot 3 (Cloud Support Services)*

Format: Each section ≤ **2,000 characters**, written for **Attachment 2d – Quality Questions** and ready to paste into the Digital Marketplace text boxes.

Q1 — Service Definition (≤2,000 chars)

We design, build and deploy **cloud-enabled MR/AR/VR solutions** that run on **Microsoft Azure** and integrate with **Microsoft Teams**. The service covers discovery, solution/UX design, 3D content creation, app development (Unity/Unreal), **Azure/Teams integration, cloud-hosted asset pipelines** (SharePoint/Azure Storage), **identity and access with Microsoft Entra ID (Azure AD), Intune-based deployment**, testing, go-live and adoption support. Use cases include immersive training, digital twins, remote assistance and guided workflows. We provide a **cloud architecture pack**, security baselines, device profiles, deployment runbooks, and admin/user training. Delivery is agile with clear governance and acceptance criteria. Outcomes are **secure, scalable cloud distribution** of MR content, reduced operational risk through simulation, and measurable adoption supported by cloud telemetry/analytics. This listing fits **Lot 3** because it provides professional services that **plan, integrate and operate** MR solutions **on cloud platforms**, rather than selling standalone software.

Q2 — Onboarding (≤2,000 chars)

Onboarding begins with **cloud and device readiness discovery**: licensing, tenant configuration, identity model, network/Wi-Fi/5G, security posture, device fleet, and data flows. We run use-case and user-journey workshops to define scope, success criteria, privacy needs and accessibility requirements. A **solution blueprint** documents Azure/Teams integrations, asset repositories, deployment method (**Intune/Teams app**

packaging), environments and test strategy. We agree a **RACI**, governance cadence, change control, and a risk/assumption register. Prototypes and storyboards validate content and ergonomics before the pilot. The **pilot plan** includes acceptance tests, rollback, training and communications. Entry/exit criteria for each phase are explicit, with stakeholder sign-off prior to production rollout.

Q3 — Offboarding (≤2,000 chars)

We provide a structured exit that protects continuity and IP. Deliverables include **export of all assets** (models, textures, audio/video), **source code repositories**, pipeline definitions, build scripts, **Azure/Teams configuration** and environment documentation. We **transfer ownership** of cloud resources (e.g., SharePoint libraries, Storage accounts, Intune app objects) into the customer's tenant/subscriptions, remove SCG identities and secrets, and **revoke privileged access**. User and admin guides are handed over with **knowledge-transfer** sessions. We document third-party dependencies, licensing and hardware configurations. **All customer data** held by SCG is securely deleted to agreed retention rules, with a deletion certificate. The exit can support transition to in-house teams or another supplier without disruption.

Q4 — Service Management (≤2,000 chars)

We operate an **agile/ITIL-aligned** model covering incident, problem, change and release management. A **named service manager** and project manager oversee delivery, risk/issue tracking and stakeholder reporting. We maintain a **product backlog** (features, content updates, fixes) and deliver in sprints with show-and-tell reviews. **Release management** packages MR apps/content and coordinates **cloud deployment** via Intune/Teams with change approvals and maintenance windows. **Telemetry and usage analytics** (where enabled) inform adoption, performance and content effectiveness. Monthly service reviews cover KPIs, SLA performance, risks, security events, accessibility feedback and a forward plan. Documentation (runbooks, architecture, asset inventories) is kept current in a shared repository.

Q5 — Support (≤2,000 chars)

Support is provided via service desk (portal/email/phone) with **severity-based SLAs** (e.g., P1/P2 response 1–4 hours). We cover **cloud deployment issues** (Intune/Teams), device onboarding, content updates, performance tuning, identity/permission faults and integration troubleshooting. **Hypercare** follows go-live to stabilise usage and capture enhancements. We publish **release notes** and scheduled maintenance

notices, and provide **knowledge articles** and **admin training** for cloud pipelines and Teams-based MR operations. Optional 24×7 support is available for critical services. All tickets are tracked to closure with root-cause analysis for repeated incidents.

Q6 — Security (≤2,000 chars)

Security is designed-in and aligned to NCSC principles. **Microsoft Entra ID (Azure AD)** enforces **MFA**, Conditional Access, least-privilege roles and **Privileged Access Management** for admin tasks. Data is **encrypted in transit and at rest**; keys/Secrets are protected using **Key Vault**. We apply **Defender** controls and logging for cloud resources; access and deployment actions are **audited**. Content distribution uses secure, tenant-controlled repositories; **Intune** enforces device compliance, PIN/biometric access and remote wipe. Teams integrations follow **app consent** and permissions review. We segregate environments, minimise data (no unnecessary PII) and follow secure build/release practices. All staff are background-checked and trained in secure handling.

Q7 — Data Protection & GDPR (≤2,000 chars)

SCG acts as **data processor** where applicable and only processes data under customer instruction. We implement **data minimisation**, purpose limitation and retention controls. Where MR captures images/voice/telemetry, we provide **privacy-by-design** options (anonymisation/pseudonymisation), consent flows and **DPIA support**. Data remains in agreed **UK regions** unless otherwise approved. We support **data subject rights** (access, rectification, erasure), provide **records of processing**, and maintain **audit trails** of access and changes. Data transfers use encrypted channels; sub-processors (if any) are contractually bound to equivalent protections. At contract end, data is exported and securely deleted with confirmation.

Q8 — Exit & End-of-Service (≤2,000 chars)

Exit planning starts at onboarding and is reviewed during service reviews. The **exit plan** defines asset/code exports, environment handover, identity/permission changes, knowledge transfer, contract closure steps and post-support options. We map **dependencies** (hardware, licences, third-party components) and provide a **runbook** for operating the solution independently. Customers retain **full ownership** of all deliverables and data. SCG removes all access and confirms secure deletion. Optional **shadow support** can be scheduled to cover the receiving team's first release cycles.

Q9 — Social Value (Weighted — 10%) (≤2,000 chars)

We deliver social value aligned to **PPN 06/20**. **Climate:** Cloud-based remote training and simulation reduce travel and physical training emissions; we track **CO₂e avoided** per project. **Local growth & skills:** We commit to local recruitment on engagements where feasible, offer **apprenticeships/placements**, and deliver **STEM and accessibility workshops** for users/administrators. **Equal opportunity:** Inclusive design is standard (captions, narration, adjustable UI, colour-contrast), with user testing across diverse groups; we apply fair-work, anti-discrimination and modern-slavery policies. **Wellbeing & safety:** Immersive simulation improves safety outcomes by enabling practice in low-risk environments; we report on adoption, completion and incident-reduction metrics. **Supply chain:** We target **SME participation** and ethical sourcing for devices. **Governance:** Each contract has a **Social Value Plan** with KPIs (e.g., CO₂e, training hours, apprentice weeks, SME spend %) and quarterly reporting to demonstrate outcomes.

If you'd like, I can now **export these into a Word pack** and also produce **HTML-safe versions** sized to the Marketplace text fields (so you can paste without formatting issues).