

Microsoft Power Platform – Lot 2b Product Definition / Service Definition

Service Name: Microsoft Power Platform

Lot Classification: Lot 2b – Software as a Service (SaaS)

Cloud Deployment Model: Public Cloud; Hybrid Cloud

Supplier Role: Reseller providing extra support

1) Service Overview

Microsoft Power Platform is a low-code/no-code cloud service enabling public-sector organisations to analyse data, build custom applications, automate business processes, and develop intelligent virtual agents. The platform unifies Power BI, Power Apps, Power Automate and Power Virtual Agents to help users transform operational processes, improve service outcomes, and accelerate digital transformation.

2) Service Categories (Lot 2b taxonomy)

The service aligns to the following G-Cloud 15 Lot 2b categories:

- **Application Platforms**
 - Model-driven application platforms (Power Apps, Power Platform, Microsoft Dataverse, Dynamics 365)
- **Robotic Process Automation**
 - Robotic process automation (Power Automate, SharePoint Flows, unattended/attended bots)

3) Service Features & Benefits

Service Features

- Create custom apps without writing code for diverse business workflows.
- Automate repetitive tasks across applications and systems.
- Build interactive dashboards and visualise data in real time.

- Deploy AI-driven virtual agents for self-service and first-line support.
- Integrate seamlessly with Microsoft 365, Azure and third-party apps.
- Apply governance, compliance and security policies centrally.
- Monitor service usage and performance with analytics and alerts.
- Secure access from desktop, mobile and web interfaces.
- Extend capabilities using connectors and custom APIs.
- Leverage AI-assisted low-code tools for insights and predictions.

Service Benefits

- Improve decision-making through interactive dashboards and actionable insights.
- Increase operational efficiency by automating manual processes.
- Empower non-technical users to build solutions without IT bottlenecks.
- Reduce support workload using AI-driven virtual agents.
- Maintain consistent compliance and secure data handling.
- Streamline workflows by linking multiple enterprise systems.
- Accelerate digital transformation through rapid low-code development.
- Enhance visibility into operations with real-time analytics.
- Foster collaboration via shared apps and integrated workspaces.
- Increase productivity with tailored line-of-business applications.

4) Scope, Add-ons & Extensions

The service can operate as a standalone SaaS capability or extend other Microsoft cloud services. Add-on capabilities include AI-driven automation, premium connectors, enterprise governance tools, enhanced data integration, and optional consultancy or training packages.

5) How Users Work With the Service

Users access Power Platform through a web browser or mobile device. The service includes drag-and-drop app designers, visual workflow builders, interactive analytics dashboards, and AI bot configuration tools. Users can interact with apps, dashboards and flows from any supported modern browser or mobile app. Accessibility conforms to **WCAG 2.2 AA**.

6) Technical Requirements & Dependencies

- Modern supported browsers (Edge, Chrome, Firefox, Safari).
- Stable internet connection for cloud access.
- Certain advanced features require Microsoft 365 or Azure subscriptions.
- MFA-secured authentication for all user accounts.
- Data encrypted at rest and in transit.
- Role-based access control (RBAC) implemented for all environments.
- Regular auditing, logging and monitoring for compliance.
- APIs use standard integration protocols.
- Regular external penetration testing and vulnerability remediation.

7) Onboarding & Offboarding

Onboarding includes access to Microsoft Learn courses, documentation, tutorials, workshops and optional onsite support. Users follow guided learning paths for Power Apps, Power Automate, Power BI and Power Virtual Agents.

Offboarding ensures all customer data remains within their Microsoft 365 tenant. Users extract data using standard Microsoft tools (OneDrive, SharePoint, Outlook admin exports). At contract end, licences may lapse, transfer to another partner or be renewed. Supplier access is revoked.

8) Metrics, Reporting & Tagging

Metrics include licence utilisation, active/inactive users, subscription status, adoption insights, consumption trends and security/compliance activity where applicable. Reports are available regularly or on request. Resource tagging is supported, including FOCUS tagging.

9) Support Model

Support includes email, online ticketing, phone and web chat (standard hours 9–5 UK time). WCAG 2.2 AA accessibility applies to support channels. Support tiers include:

- **Tier 1:** Initial triage and troubleshooting.
- **Tier 2:** Technical configuration support.
- **Tier 3:** Specialist engineering support.

- **Tier 4:** Vendor liaison (Microsoft).

Onsite support is available at extra cost.

10) Security, Governance & Compliance

- Data in transit protected via **TLS 1.2+** or **IPsec VPN**.
- Data stored in UK, EEA or other Microsoft-managed locations with user control over residency.
- Datacentre security managed by Microsoft (CSA CCM, SSAE-18/ISAE 3402).
- Encryption at rest with physical access controls and media protection.
- Data sanitisation via cryptographic erasure, secure overwrite or physical destruction.
- External penetration testing at least every 6 months.
- Cyber Essentials Plus and internal ISMS aligned to ISO 27001.
- Defined incident management, vulnerability management and protective monitoring.
- Access restrictions enforced via MFA, RBAC, identity federation and annual access testing.
- Staff screened to **BS7858:2019** and up to **BPSS** clearance.
- Post-quantum cryptography readiness declared.

11) Service Levels, Availability & Resilience

Microsoft provides underlying service SLAs (typically 99.9% uptime). Customers may be eligible for Microsoft service credits if SLAs are not met. Resilience is ensured through geographically distributed datacentres, automated failover, load balancing and continuous monitoring. Outage reporting is available through Microsoft 365 Service Health Dashboard and public status pages.

12) Public-Sector Considerations

The service supports UK public-sector compliance needs, including secure onboarding, data residency control, MFA-based identity, and policy-driven governance. It aligns with GDS, NCSC and CCS procurement standards. The platform supports accessibility commitments, open standards, exit readiness and value-for-money principles.

13) Pricing Summary (high-level)

Pricing follows Microsoft's licensing model, including per-user and consumption-based SKUs. Discounts may apply via Microsoft campaigns. Additional consultancy, support packages, premium connectors or training may incur extra costs. Educational organisations may receive discounts.

14) Training & Documentation

Comprehensive documentation is provided in PDF format, compliant with **WCAG 2.2 AA**. Training includes Microsoft Learn modules, guided tutorials, community resources, optional instructor-led sessions and onsite consultancy.

15) Trials & Education Discounts

Free trials are available for selected Microsoft Power Platform products subject to Microsoft's promotional campaigns. Educational institutions may qualify for discounted pricing.

16) Responsibilities Matrix (Supplier vs Buyer)

Supplier Responsibilities:

- Provide licensing, configuration guidance and support.
- Maintain security governance, RBAC controls and incident processes.
- Deliver onboarding assistance, ticketing support and escalation to Microsoft.
- Ensure alignment with public-sector compliance standards.

Buyer Responsibilities:

- Maintain required Microsoft licences and user access policies.
- Manage data stored within their own tenant.
- Apply governance rules internally (data ownership, RBAC, approvals).
- Ensure appropriate devices, connectivity and browser compatibility.
- Oversee Azure/Azure AD configuration where applicable.



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17) Compliance with Lot 2b Product Definition Spec

This service definition is fully aligned with **G-Cloud 15 Lot 2b** Product Definition requirements and consistent with the associated Pricing Schedule.