

Data Integration and Intelligence Service — Lot 2b

Product Definition / Service Definition

1) Service Overview

Data Integration and Intelligence provides end-to-end data ingestion, transformation, streaming, quality management, metadata governance, master data management, and unified analytics using Microsoft Azure and Microsoft 365 technologies. The service enables public-sector organisations to securely connect, prepare, integrate, govern, and analyse structured and unstructured data at scale using Azure Data Factory, Synapse, Fabric, Event Hubs, IoT Hub, Purview, and Power Platform components. It is designed to support real-time, high-quality, compliant data operations aligned to UK public-sector governance expectations.

2) Service Categories (Lot 2b Taxonomy)

Primary category:

- Application Development and Deployment

Sub-categories:

- Data Management
- Data Integration and Intelligence
 - Data Ingestion and Transformation Software
 - Dynamic Data Movement Software
 - Data Quality Software
 - Data Access Infrastructure Software
 - Composite Data Framework Software
 - Metadata Management Software
 - Master Data Intelligence Software
 - Data Archiving and Lifecycle Management

3) Service Features & Benefits

Service Features

- Data ingestion and transformation using Azure Data Factory and Synapse.
- Real-time event streaming using Event Hubs, IoT Hub, and Data Explorer.
- Data quality monitoring using Microsoft Purview and Power Query.
- Secure data access through API Management and Microsoft Graph API.
- Unified analytics via Microsoft Fabric, OneLake, and Synapse pipelines.
- Master data management using Purview Catalog, lineage tracking, and SQL-based services.
- Centralised metadata management for governance and traceability.
- Data archiving via Azure Blob Storage and SharePoint.
- Automated lifecycle management using Purview retention and records management.
- Integration of structured and unstructured data into unified analytics workflows.

Service Benefits

- Securely connect, ingest, and transform data across multiple platforms.
- Achieve real-time analytics with streaming and event-driven processing.
- Improve data quality using automated validation and monitoring.
- Enable controlled, secure data access via API-based governance.
- Consolidate disparate datasets into unified analytics outputs.
- Maintain consistent and accurate master data across systems.
- Strengthen governance with centralised metadata and lineage.
- Ensure compliant data retention aligned with regulatory needs.
- Reduce administrative overhead through automated lifecycle controls.
- Accelerate insights through integrated analytics frameworks.

4) Scope, Add-ons & Extensions

- This service can be delivered as a standalone SaaS capability or as an add-on to Microsoft Azure, Microsoft 365, or Power Platform environments.

- Optional enhancements include advanced analytics consultancy, custom data modelling, and workload-specific configuration.

5) How Users Work With the Service

Users access the service through a cloud-based web interface compatible with modern browsers. The interface provides access to dashboards (Power BI), workflows (Power Automate), applications (Power Apps), and governance tools (Purview). Mobile users have access to reports, apps, quality checks, and real-time dashboards with responsive layouts. Advanced pipeline and modelling features are available on desktop interfaces for optimal performance.

6) Technical Requirements & Dependencies

- Supported browsers: Edge, Chrome, Firefox, Safari (latest versions).
- Operating systems: Windows 10/11; macOS 10.15+.
- Mobile OS: iOS 14+; Android 10+.
- Internet connection: Minimum 5 Mbps.
- Microsoft 365 or Power Platform licences required for full functionality.
- 4 GB RAM minimum, 8 GB disk recommended.
- MFA required for all administrative access.

7) Onboarding & Offboarding

Onboarding

- Self-service resources, documentation, and tutorials.
- Online training and optional instructor-led workshops.
- Optional onsite consultancy for data ingestion, transformation, analytics, and governance setup.

Offboarding

- Users export all data via Microsoft 365 native export tools.
- Licences can lapse, transfer to another CSP partner, or be renewed.
- Guidance provided on data extraction, tenant transition, and subscription management.
- No customer data is stored outside the customer's Microsoft tenant.

8) Metrics, Reporting & Tagging

- Metrics include pipeline runtimes, data throughput, event ingestion rates, latency, error rates, data quality indicators, metadata usage, and retention compliance.
- Reporting: Scheduled reports and reports on request.
- Resource tagging: Supported.
- FOCUS tagging: Supported.

9) Support Model

- Support channels: Email, online ticketing, phone support, and optional web-chat.
- Hours: 9am–5pm UK time, Monday–Friday.
- Support tiers:
 - Tier 1 – Initial triage.
 - Tier 2 – Technical support and configuration.
 - Tier 3 – Specialist engineering escalation.
 - Tier 4 – Vendor liaison (Microsoft).
- Accessibility: WCAG 2.2 AA.
- Support available to third parties.

10) Security, Governance & Compliance

- Data-in-transit protection: TLS 1.2+, IPsec or TLS VPN gateway.
- Data storage locations: UK, EEA, and other regions (customer-controlled).
- Penetration testing: Minimum every 6 months conducted by external organisations.
- Data at rest protection: Physical access control, encryption, sharding/obfuscation.
- Data sanitisation: Cryptographic erasure, secure wipe, physical destruction.
- Governance: Cyber Essentials Plus, ISO 27001-aligned controls, BPSS-level staff screening.
- Authentication: MFA, identity federation, public-key authentication.
- Access control: RBAC and least-privilege.
- Post-quantum cryptography: Supported.
- Incident management: Defined triage, containment, remediation and reporting.

11) Service Levels, Availability & Resilience

- Availability guaranteed by underlying Microsoft SaaS SLAs (typically 99.9%+).
- Resilience supported by Microsoft's globally distributed cloud architecture.
- Load balancing, redundancy, and automated failover across datacentres.
- Outage reporting via Microsoft 365 Service Health Dashboard and email alerts.

12) Public-Sector Considerations

- Aligned with UK G-Cloud Security Principles.
- Supports OFFICIAL-level data handling.
- Ensures compliance with public-sector retention, audit, and governance expectations.
- Fully cloud-hosted; no requirement for public-sector network connectivity.

13) Pricing Summary (High-Level)

- Subscription pricing aligned to Microsoft CSP/NCE models.
- Optional consultancy, advanced analytics, or onsite support available at additional cost.
- Educational discounts and promotional trials available where supported by Microsoft campaigns.

14) Training & Documentation

- Documentation available in PDF format.
- WCAG 2.2 AA-compliant.
- Training options include self-service modules, online sessions, virtual workshops, and optional onsite delivery.

15) Trials & Education Discounts

- Free trial availability subject to Microsoft campaigns (typically 30-day product evaluations).
- Discounts available for qualifying educational organisations.

16) Responsibilities Matrix (Supplier vs Buyer)

Supplier Responsibilities

- Provide licensing and platform access through Microsoft CSP/NCE.
- Provide onboarding guidance, documentation, and optional training.
- Manage support escalations to Microsoft.
- Maintain security governance, monitoring, and incident management.
- Ensure compliance with G-Cloud Lot 2b standards.

Buyer Responsibilities

- Maintain their Microsoft tenant and user access controls.
- Ensure appropriate licensing and configuration.
- Manage internal data governance, classification, and retention policies.
- Perform data extraction prior to contract end.

17) Compliance with Lot 2b Product Definition Specification

This service fully complies with the G-Cloud 15 Lot 2b Product Definition requirements. It provides a commercial off-the-shelf SaaS solution, delivered via Microsoft's cloud platform, accessible over the public internet, and designed to support public-sector governance, security, accessibility, and operational standards. It includes all mandatory service-definition components, follows the prescribed structure, and aligns with the expectations of the Digital Marketplace.