

Set Up and Migration - G-Cloud 15 Lot 3 (Cloud Support) – Product Definition

1. Service Attributes

Lot: G-Cloud 15, **Lot 3 – Cloud Support.**

Service Type: Cloud support service providing planning, preparation, and execution support for cloud and digital transformation programmes .

Supplier: SCG (Sota Consulting Group).

Supplier Role: Independent SME providing cloud migration support. SCG is listed as “a reseller providing extra support” on the Digital Marketplace, supporting customers on Microsoft platforms but not reselling cloud services .

Staff Security: All delivery staff screened to BS7858:2019 and able to hold BPSS clearance .

Support Included: Email and online ticketing support, with phone support included during business hours; web chat available as an add-on; all support channels accessible to WCAG 2.2 AA standard .

2. About the Service

Set Up and Migration is a structured cloud migration support service that helps public sector organisations prepare for, plan, and execute cloud transitions. It includes discovery of the current IT estate, definition of target cloud architecture, identification of gaps, and implementation of secure, phased migration activities .

The service covers user, data, and system migration activities; cutover planning; governance; and post-migration hypercare. SCG provides planning, technical execution support, documentation, stakeholder engagement, and knowledge transfer, working in partnership with the buyer throughout the project lifecycle .

The service is cloud-platform-agnostic and uses industry-standard tooling. No custom software development is included.

3. Service Categories

As defined in the Digital Marketplace listing :

- **Cloud Support Services — Set Up and Migration**

Sub-categories:

- Data auditing and organising
- Data/information structure design
- Engagement and communication planning
- Project management and governance
- Service optimisation/right-sizing
- Mobilisation coordination

These reflect the supported activities delivered as part of planning and executing cloud migration programmes.

4. Service Features & Benefits

Features (from long-form PD)

- Current-state assessment of systems, data, identity, and applications
- Cloud readiness and gap analysis
- Target cloud architecture design
- Migration strategy and phased roadmap
- Secure user and data migration
- Cutover planning and hypercare
- Documentation and handover
- Embedded security and compliance throughout the engagement

Benefits

- Comprehensive understanding of existing estate and migration needs

- Reduced risk through early identification of gaps and dependencies
- Secure, standards-aligned target cloud design
- Predictable, controlled migration execution
- Minimal disruption to users during cutover
- Clear governance, reporting, and traceability
- Full transfer of knowledge to enable the buyer's ongoing operations

5. Scope, Add-Ons & Extensions

In Scope

- Discovery, audit, and requirements definition
- Target cloud and migration architecture
- Tenant preparation and configuration
- Migration tooling setup
- User, mailbox, file, and system migration execution
- Testing, validation, and pilot migrations
- Cutover, hypercare, and knowledge transfer
- Project governance, risk, and issue management
- Documentation of design, build, and migration outcomes

All aligned with typical cloud-support migration activities (identity, messaging, files, collaboration, standard applications) .

Out of Scope

- Custom software development or application rewrites
- Ongoing operational / managed service support beyond hypercare
- Procurement of cloud licences or hardware
- Running tasks requiring privileged access in source environments where access cannot be granted; these are performed by the incumbent as needed
- Major infrastructure remediation outside advisory scope

Optional Add-Ons

- End-user training and floorwalking
- Extended or out-of-hours migration support

- Post-migration optimisation
- Data archiving support
- Integration with complementary cloud services

These are available by call-off or change control if required.

6. How Users Work With the Service

The service is delivered collaboratively with the buyer's team through workshops, structured meetings, and day-to-day interaction. SCG works with project, technical, and business stakeholders to design and execute migration tasks.

Users interact with the service through workshops, status meetings, shared documents, ticketing, and direct technical engagement during testing and migration periods .

The buyer provides access, decisions, approvals, and internal communications, with SCG delivering migration planning, technical execution, and documentation.

7. Technical Requirements & Dependencies

Buyer-side prerequisites typically include:

- Access to existing systems, documentation, and subject-matter experts
- Target cloud tenant/subscription provisioned and licensed
- Sufficient network and bandwidth capacity
- Cooperation of incumbent IT suppliers for source-system exports or environment freezes
- Approval for required migration tools and third-party services
- DNS, identity, and infrastructure readiness for cutover

These dependencies are confirmed during onboarding phases .

8. Onboarding & Offboarding

Onboarding Includes:

- Kick-off meeting and scope validation
- Project governance, roles, and communication setup
- Access provisioning
- Collection of prerequisite information and documentation
- Finalisation of the migration plan and schedule
- Agreement of dependencies and constraints

Offboarding Includes:

- Delivery of all documentation (design, as-built, runbooks, reports)
- Handover and training for administrators
- Revocation of SCG access and confirmation of data handling completion
- Closure report and acceptance steps
- Optional short warranty period for migration-related issues

This ensures complete client control post-engagement .

9. Metrics, Reporting & Tagging

SCG provides structured reporting throughout delivery, including:

- Progress metrics (tasks, data volumes, migration throughput)
- Regular status reporting (weekly; daily during cutover)
- Issue and risk logs
- Success metrics for migration batches
- Optional tagging of cloud resources to align with buyer governance requirements

A full completion report is provided at project end .

10. Support Model

Included support:

- Email and online ticketing support, 09:00–17:30 UK time, Mon–Fri

- Phone support within business hours
- Ability for buyer to set ticket priority
- Web chat support as an optional extra
- Accessibility: WCAG 2.2 AA compliance for all support channels

Support during migration is primarily delivered by the assigned SCG team familiar with the project context .

11. Security, Governance & Compliance

- Staff: BS7858:2019 screening and BPSS eligible/held staff
- Data: Handled strictly under buyer instruction, encrypted in transit and at rest
- Controls: Principle of least privilege, secure tool use, full audit trails
- Governance: Alignment with NCSC cloud security principles, government policies, and buyer change-control processes
- Compliance: Supports UK GDPR, public-sector information governance, and buyer accreditation processes
- Environment separation and secure offboarding included

Based on practices described in the PD materials .

12. Service Levels, Availability & Resilience

This is a project-based service; availability is delivered through:

- Adherence to project milestones
- Resource continuity guarantees
- Extended hours during cutover when agreed
- Minimisation of downtime via staged migration approaches
- Resilient migration tooling with retry and batch controls

Service levels relate to response times, communication, and delivery commitments rather than platform uptime .

13. Public-Sector Considerations

The service aligns with public-sector requirements for:

- Cloud First policy alignment
- Accessibility and inclusion
- Data sovereignty and security classification handling
- Records management and retention needs
- Open standards and avoidance of vendor lock-in
- Social value commitments, documentation transparency, and FOI-compatible outputs
- Continuity of public-facing services during migration

These requirements are reflected throughout SCG's migration methodology .

14. Pricing Summary

Pricing is based on Time & Materials using SFIA-mapped day rates.

Examples taken from the PD materials include:

- Cloud Consultant/Architect
- Migration Engineer
- Project Manager
- Trainer/Adoption Specialist

Actual rate card is defined in the G-Cloud pricing document.

Optional pass-through costs: migration tooling licences charged at cost.

Expenses charged at cost following public-sector policy.

Fixed-price packages may be agreed for well-defined scopes .

15. Training & Documentation

Delivered as part of the service:

- High-level and low-level design documentation

- Migration runbooks, closure reports, and as-built records
- Admin training and handover sessions
- End-user communications and guides (where in scope)
- Knowledge-transfer and shadowing opportunities

All materials are provided in accessible formats and suitable for public-sector audit trails .

16. Trials (If Applicable)

Although consulting services do not have trials in the traditional sense, buyers may undertake:

- A small discovery/assessment engagement
- A technical proof-of-concept migration for a small user set
- Limited pilot migration batches

These provide assurance before committing to full migration activities .

17. Responsibilities Matrix

Responsibilities are shared between SCG and the buyer across:

- Project management
- Discovery and documentation
- Design approvals
- Migration execution and validation
- Communications and change control
- Access provision and licensing
- Security and compliance activities
- Post-migration support and acceptance

18. Compliance With Lot 3 Product Definition Requirements

This Product Definition:

- Follows the mandatory 18-section Lot 3 structure
- Uses a neutral, factual, procurement-appropriate tone
- Contains no marketing language
- Excludes custom software development
- Aligns with the scope of Lot 3 (cloud support for setup, transition, migration, and enablement)
- Covers security, accessibility, governance, exit, pricing, responsibilities, and public-sector considerations as required