

Service Definition

Cloud Support Services

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Contents

1. Supplier Overview.....	3
2. Service Descriptions.....	3
1. <i>Digital Estates Consultancy and Delivery</i>	<i>3</i>
2. <i>Estates Data and Information Management.....</i>	<i>3</i>
3. <i>Location Intelligence and Spatial Modelling.....</i>	<i>3</i>
3. Scope of Services	4
4. Service Delivery.....	4
5. Onboarding and Offboarding	4
6. Support Arrangements	4
7. Security and Compliance	5
8. Pricing Approach	5
9. Service Constraints	5
10. Accessibility and Standards	5

1. Supplier Overview

BIS Consult provides Cloud Support services to public sector estates and facilities teams. We support organisations to plan, deliver and optimise digital ways of working across estates, assets, space and location-based data. Our services combine specialist consultancy with practical delivery support, focusing on improving data quality, decision-making, compliance and operational efficiency in complex, live environments.

Services are delivered in a flexible, modular manner and can be tailored to client needs at call-off.

2. Service Descriptions

1. Digital Estates Consultancy and Delivery

This service supports estates and facilities teams to plan, design and deliver digital improvements. We provide practical consultancy and delivery support across strategy, governance, business cases and implementation, helping organisations improve visibility, manage risk and deliver measurable outcomes.

Typical activities include capability assessments, future-state design, options appraisal, delivery roadmapping, stakeholder engagement and transition planning.

2. Estates Data and Information Management

This service helps organisations improve how estates, asset and space data is structured, integrated and managed. We design data models, pipelines and governance approaches that bring together fragmented information from multiple systems, enabling more reliable reporting, compliance and analysis.

Typical activities include data auditing, information model design, data integration, governance framework development and reporting foundations.

3. Location Intelligence and Spatial Modelling

This service uses location intelligence and spatial modelling to help organisations better understand and manage their estate. We design and support GIS-based solutions to visualise buildings, spaces and assets, supporting space planning, operational insight and strategic decision-making.

Typical activities include spatial data modelling, GIS visualisation, spatial analytics, dashboard development and continuous refinement of spatial insight.

3. Scope of Services

Services may include:

- Discovery, assessment and planning
- Solution and data architecture design
- Data preparation, integration and migration
- GIS and spatial analytics development
- Reporting and insight enablement
- Advisory and delivery support

Services do not include:

- Managed cloud hosting or infrastructure operations
- 24/7 helpdesk or incident management
- Break/fix IT support

4. Service Delivery

Services are delivered using a collaborative, remote-first approach. On-site support can be provided where required and agreed. Delivery is typically phased, allowing organisations to realise value incrementally while managing risk and disruption.

Engagement models include time and materials or fixed-price delivery, agreed at call-off.

5. Onboarding and Offboarding

Onboarding includes mobilisation planning, confirmation of scope, access to relevant systems and data, and agreement of delivery approach. Offboarding includes knowledge transfer, documentation handover and support for transition to in-house teams or third parties, as agreed.

6. Support Arrangements

Support is provided via email and phone during standard business hours (9am–5pm UK time, Monday to Friday). Support is delivered by named consultants who act as the primary point of contact. Weekend or extended-hours support may be agreed in advance where required.

7. Security and Compliance

Services are suitable for OFFICIAL data. Staff are subject to proportionate background checks aligned to role and risk, including BPSS. Access to client systems and data is granted on a least-privilege basis and reviewed regularly.

8. Pricing Approach

Pricing is agreed at call-off and typically based on time and materials or fixed-price delivery. Discounts for educational organisations may be offered on a case-by-case basis depending on scope, duration and delivery model.

9. Service Constraints

Delivery is primarily provided remotely, with on-site support available where required and agreed. Engagement timelines may be affected by data availability, stakeholder access and client dependencies. Services are delivered collaboratively and rely on timely access to relevant information and systems.

10. Accessibility and Standards

This document has been prepared in line with accessibility best practice. Alternative formats can be provided on request. Services are delivered in accordance with relevant UK public sector standards and guidance.