



Digital Futures Group Ltd

Service Definition Document

G-Cloud 15

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Name:	Ruth Evans, Delivery Director
Address:	1 Worship Square, 65 Clifton Street, London
Email	publicsector@digitalfutures.com

Contents

1. Introduction to Digital Futures	3
2. Snapshot – Key Service Offerings	3
2.1 Frontier AI	3
2.2 Athena.....	4
2.3 Lighthouse.....	4
3. Cloud Services	5
3.1 Cloud Transformation Teams.....	5
3.4 Reskill & Upskill Training Services	6
4. Social Value	7
4.1. Economic and Skills-Based Social Value	7
4.2. Social Value through Equal Opportunity and Workforce Inclusion	7
4.3. Environmental Responsibility and Sustainable Delivery.....	8
4.4. Contract-Specific Social Value and Governance	8
4.5. Alignment with Government Policy and Legal Requirements	8
5. Backup Policies, Data Restore, Business Continuity and Disaster Recovery Plans.....	9
6. Onboarding and Offboarding.....	9
6.1 Onboarding.....	9
6.2 Offboarding	9
7. Implementation Plan.....	10
8. Pricing Overview, Volume Discounts and Data Extraction Costs	11
9. Service Constraints, Maintenance Windows and Customisation Options	11
10. Service Levels, Performance and Support Hours	12
11. Ordering and Invoicing Process.....	12
12. Termination of Contract	12
13. After-Sales Support	12
14. Technical Requirements.....	12
15. Hosting Options and Locations.....	13
16. Access to Data (Upon Exit).....	13
17. Security.....	13

1. Introduction to Digital Futures

Digital Futures is a mission-led technology services company specialising in artificial intelligence (AI), data and cloud services. We support organisations across government, defence and regulated sectors to adopt AI and cloud technologies safely, effectively and at pace, while building sustainable in-house capability.

Our approach combines live delivery with structured capability transfer, ensuring organisations reduce long-term dependency on external suppliers and develop resilient, diverse and future-ready workforces.

2. Snapshot – Key Service Offerings

Digital Futures delivers all cloud services through an integrated delivery model underpinned by Frontier AI, Athena, and Lighthouse.

2.1 Frontier AI

Frontier AI is Digital Futures' delivery model for providing embedded, cloud-native data and AI teams into live client environments. Through a repeatable and scalable pipeline, Digital Futures builds diverse teams of AI, data and cloud specialists and deploys them into client programmes with ongoing delivery oversight.

Frontier AI teams operate as part of client delivery teams, aligned to agreed outcomes, governance arrangements and security requirements. Engagements are structured to support long-term capability transfer, with the option for individuals to transition into client headcount after a minimum 24-months, reducing dependency on external suppliers.

Frontier AI cohorts are developed with a strong focus on diversity, equity and inclusion, supporting the creation of a representative and resilient workforce.

Strategic Benefits:

- Access a continuous pipeline of critical Cloud, Data and AI skills
- Build sustainable capability with the option to transition to headcount
- Accelerate Cloud, data and AI projects and initiatives

Frontier AI underpins the delivery of:

- Cloud Transformation Teams
- Data Teams
- Generative AI Teams

2.2 Athena

Athena is Digital Futures' AI-powered workforce capability assessment and targeted upskilling service. Our proprietary tool delivers a data-driven view of organisational Cloud, Data and AI readiness by assessing literacy, identifying skills gaps, and pinpointing where capability needs to be strengthened, then closes those gaps via tailored, AI-powered training to improve adoption rates and measurable improvement across the workforce.

Strategic Benefits

- A data-led view of current skills across individuals, teams and functions
- Identification of capability gaps aligned to cloud, data and AI roles
- Targeted, role-based learning pathways aligned to organisational priorities
- Increased workforce productivity and innovation

Athena enables organisations to retrain existing staff into cloud management, data and AI roles, accelerating adoption while reducing long-term reliance on external contractors.

Athena underpins:

- Reskill & Upskill Training Services
- Capability uplift alongside all delivery teams

2.3 Lighthouse

Lighthouse is our bespoke Executive Leadership Programme designed in partnership with the Massachusetts Institute of Technology (MIT). Lighthouse supports senior leaders to understand, govern and sponsor cloud and AI adoption. It provides executive-level literacy, operating model alignment and guidance on responsible and secure adoption, ensuring leadership teams are equipped to oversee delivery and investment decisions. Lighthouse is delivered as an optional advisory and executive enablement service and does not require off-framework contracting.

Strategic Benefits

- Aligned executive leadership on Cloud and AI strategy
- Define the blueprint for AI-enabled operating models
- Equip leaders to govern AI safely and responsibly

3. Cloud Services

Digital Futures provides the following cloud services under G-Cloud 15. All services are delivered in accordance with buyer requirements, applicable government standards, and agreed call-off terms. Services are designed to align with relevant government standards including GDS, NCSC Guidance and departmental assurance processes where applicable. Services are delivered through embedded delivery teams and capability uplift, enabling organisations to build sustainable cloud and AI capability while delivering live outcomes.

3.1 Cloud Transformation Teams

Digital Futures' Cloud Transformation Solutions offer a holistic approach to cloud implementation, tailored specifically for public sector buyers. Our process begins with a thorough needs analysis, ensuring a deep understanding of the client's requirements. We then assemble a team of expert Delivery Leads and emerging talent, creating a blended workforce capable of guiding the client through every stage of their cloud journey.

Teams support the full cloud transformation lifecycle, including:

- Cloud strategy and roadmap development
- Target architecture and platform design
- Cloud migration and modernisation
- Platform engineering and DevOps implementation
- Service optimisation and operational handover

Cloud Transformation Teams operate within client environments and governance models, working alongside internal teams and suppliers. Delivery is iterative and outcome-focused, aligned to agreed milestones and service objectives.

Delivery is enabled through Frontier AI, which provides embedded, cloud-native engineers and architects developed through a repeatable pipeline. This ensures that transformation activity is accompanied by structured capability transfer, reducing long-term dependency on external suppliers.

Where required, Athena is used to assess existing cloud capability and support targeted upskilling of internal teams alongside delivery.

3.2 Data, AI & Cloud Engineering Teams

Digital Futures provides Data, AI and Cloud Engineering Teams to design, build and operate cloud-based data and analytics services that support operational decision-making and digital services.

Services may include:

- Data platform and pipeline design and implementation
- Data engineering and integration
- Analytics and reporting solutions

- Data governance and data quality support
- AI and machine learning engineering

Teams work within existing cloud environments or support the design of new data platforms. Delivery focuses on building production-ready services that are secure, scalable and aligned to organisational standards.

Teams are delivered through Frontier AI, embedding data and AI engineers into live programmes with ongoing delivery oversight. Athena may be used in parallel to assess internal data capability and deliver targeted learning pathways, enabling organisations to strengthen internal capacity while services are delivered.

3.3 Generative AI Teams

The Digital Futures Generative AI Solutions guide public sector buyers through each stage of AI implementation, from inception to deployment. Our teams are deployed to clients to design, build and deploy AI-enabled services, including machine learning models, AI-assisted workflows and intelligent automation.

Services may include:

- Use-case discovery and feasibility assessment
- Model selection, training and deployment
- Integration with existing systems and data sources
- Monitoring, optimisation and operational support
- Alignment with assurance, security and governance requirements

Generative AI Teams operate within agreed assurance frameworks and client governance models, ensuring responsible and secure adoption. Solutions are designed to be explainable, maintainable and suitable for live service environments.

Delivery is enabled through Frontier AI, providing embedded AI practitioners developed through a structured pipeline. Athena supports responsible adoption by assessing AI literacy and delivering targeted upskilling to internal teams alongside delivery.

3.4 Reskill & Upskill Training Services

Digital Futures provides reskilling and upskilling services to support the adoption and operation of cloud, data and AI services. Our experts collaborate closely with public sector organisations to design and deliver tailored training programmes that address specific skill gaps and align with strategic goals. Our approach begins with a thorough skills gap analysis, enabling us to develop targeted, effective training pathways.

Using Athena and Lighthouse, organisations Digital Futures will:

- Assess current workforce capability across individuals, teams and functions
- Identify priority skills gaps aligned to cloud, data and AI roles

- Deliver targeted, role-based learning pathways aligned to organisational objectives

Training services are designed to complement live delivery activity, enabling internal teams to build capability in parallel with Cloud Transformation, Data and Generative AI services. Learning pathways are tailored to starting capability and target roles, supporting sustainable workforce development rather than one-off training interventions.

4. Social Value

Digital Futures delivers social value as an integral outcome of how its services are designed and delivered, rather than as a standalone or ancillary activity. Our approach aligns with the principles set out in Procurement Policy Note 002 (PPN 002), ensuring that social value is relevant, proportionate, non-discriminatory, and over and above the core service deliverables. In line with PPN 002, our social value contribution focuses on economic, social, and environmental wellbeing, and supports the Government's missions as articulated through the National Procurement Policy Statement.

4.1. Economic and Skills-Based Social Value

Digital Futures' delivery model is explicitly designed to build sustainable UK capability and reduce long-term dependency on contingent labour.

- We recruit, train, and deploy individuals through structured early-career and reskilling programmes aligned to cloud, data and AI skills shortages.
- Delivery teams operate alongside client staff with structured knowledge transfer, shadowing, and capability uplift embedded into live delivery.
- Where appropriate, individuals may transition into permanent client roles at the conclusion of engagements, supporting long-term workforce sustainability.
- Delivery is UK-based, supporting regional employment and sovereign digital capability.

These activities contribute to tackling economic inequality by increasing access to high-value digital roles and strengthening public-sector capability over time.

4.2. Social Value through Equal Opportunity and Workforce Inclusion

Digital Futures is committed to creating inclusive pathways into digital and technology careers.

- Recruitment and training programmes are designed to attract individuals from under-represented backgrounds and non-traditional career pathways.
- We actively support early-career entrants, career switchers, and individuals returning to the workforce through structured learning and mentoring.
- We are a signatory to the Armed Forces Covenant and actively encourage applications from veterans and members of the Armed Forces community.
- Our delivery model supports fair working practices, continuous professional development, and workforce wellbeing.

These activities support equal opportunity objectives while remaining proportionate and directly related to the delivery of the contracted services.

4.3. Environmental Responsibility and Sustainable Delivery

Digital Futures seeks to minimise the environmental impact of service delivery where proportionate to the contract.

- Delivery models prioritise remote and hybrid working where security constraints allow, reducing travel-related emissions.
- We encourage efficient use of cloud and digital services, supporting responsible consumption of compute and infrastructure resources.
- Environmental considerations are embedded into internal operating practices and continuously reviewed as part of service improvement.

Environmental actions are implemented in a way that supports delivery effectiveness without creating barriers to entry or disproportionate obligations.

4.4. Contract-Specific Social Value and Governance

In line with PPN 002, Digital Futures recognises that social value commitments must be contract-specific and distinct from general corporate policies.

- Social value activities are tailored to the nature, scale, and duration of each contract.
- Where required at call-off stage, Digital Futures can define measurable social value commitments aligned to applicable model award criteria and standard reporting metrics.
- Delivery of agreed social value outcomes is governed through established contract management and reporting processes.

This approach ensures transparency, accountability, and compliance with equal treatment and non-discrimination principles.

4.5. Alignment with Government Policy and Legal Requirements

Digital Futures' approach to social value is designed to:

- Align with the Public Services (Social Value) Act 2012
- Support the Procurement Act 2023 and the National Procurement Policy Statement
- Respect obligations under the Equality Act 2010, including the Public Sector Equality Duty
- Remain proportionate, relevant, and fair to all suppliers, including SMEs and non-UK providers

Social value is treated as a contributor to overall value for money, alongside quality and effectiveness, across the full contract lifecycle.

5. Backup Policies, Data Restore, Business Continuity and Disaster Recovery Plans

Digital Futures operates a formal, documented Business Continuity and Disaster Recovery (BCDR) framework that is regularly reviewed, tested, and owned by designated roles across the organisation. Business continuity plans are in place to maintain continuity of service delivery in the event of disruption, including system failures, loss of site, and third-party outages.

Where Digital Futures manages platforms, client data is backed up in line with cloud-provider best practice, using automated, regular backups and tested restore procedures. Where client-owned platforms are used, backup and recovery responsibilities are clearly defined and aligned to client policies, standards, and controls.

For each engagement, Recovery Point Objectives (RPO) and Recovery Time Objectives (RTO) are agreed at call-off to reflect service criticality and risk appetite, ensuring that backup, restore, and failover arrangements are proportionate and transparent.

6. Onboarding and Offboarding

6.1 Onboarding

At project commencement, your dedicated Client Partner collaborates with you to understand requirements. Following this initial review, if needed, your Delivery Manager contributes to scoping and conceptual framework.

Next, our tailored solution, with detailed resource profiles, is showcased via our Athena platform. This offers visibility of the proposed team before documenting them in the call-off agreement. Digital Futures handles onboarding up to BPSS level; for additional clearance, our team supports buyer compliance functions.

For optimal integration, our teams require buyer-supplied equipment and access to necessary premises, ensuring seamless project implementation to BAU.

6.2 Offboarding

Digital Futures ensures a seamless transition at the end of each project engagement. Our consultants either roll off or transition to permanent headcount with the buyer, and we have established processes for both scenarios.

When a project end date is confirmed, your Delivery Manager collaborates with the buyer to provide a comprehensive handover, ensuring a smooth transition and minimising any disruption to the project's continuity.

If the buyer wishes to transition our consultants to permanent headcount after 24 months, Digital Futures will actively support the transition process, ensuring consultants fully understand their new roles, responsibilities, and the compensation package being offered. To facilitate these offboarding processes effectively, we require a minimum of 30 days' notice.

7. Implementation Plan

Digital Futures applies a structured Transformation Methodology to all G-Cloud 15 engagements to ensure predictable, high-quality outcomes and effective risk management across the full project lifecycle. The methodology is underpinned by formal governance, clear roles and responsibilities, documented deliverables at each stage, and alignment with client change, security and assurance processes. It is designed to support cloud-first, standards-based solutions, with traceability from user needs and requirements through to live service and transition to business-as-usual (BAU).

Scope – We work with the buyer to define project objectives, success criteria and constraints, assess the current technology and operating model, and identify candidate solution options. This includes capturing and prioritising user needs, non-functional requirements (e.g. security, performance, availability), and dependencies. We then create a comprehensive delivery plan that sets out scope, phases, milestones, resources, risks, assumptions and budget, ensuring alignment with the buyer's governance and assurance gates.

Design – We architect the solution in detail, defining technical specifications, integration patterns, data flows, hosting and security models, and service management processes. Designs consider scalability, resilience, interoperability, compliance with relevant standards, and reuse of existing assets where appropriate. At this stage we also agree environments, test strategy, and implementation approach, ensuring that data protection, access controls, and continuity requirements are built in by design.

Review – We present the proposed solution and delivery approach to key stakeholders for structured review and approval. Feedback and concerns are captured and managed through a formal decision and change process, with impact assessments on cost, risk, security and timelines. The design and plan are iterated as required until they meet buyer requirements and governance expectations, and formal sign-off is obtained before proceeding to implementation.

Implement – We lead the build, configuration, integration and testing of the solution in line with agreed designs and quality standards. Activities typically include environment setup, configuration, data migration, integration with existing systems, and execution of unit, system, security and user acceptance testing. Throughout implementation we maintain clear reporting, risk and issue management, and change control, ensuring that the solution remains aligned to requirements and remains supportable in live service.

Embed – We provide training, knowledge transfer and documentation to client teams, and support them in adopting the new solution, processes and ways of working. We monitor performance against agreed service levels, incorporate user and stakeholder feedback, and implement iterative improvements where required. This stage focuses on ensuring that benefits are realised, that the solution is secure and well-managed, and that operational teams are confident in running and supporting the service.

Transition – Once the solution is stable and performing as expected, we manage a structured transition into BAU, either into the buyer's own teams or to a nominated third-party supplier. This

includes agreement and handover of support models, runbooks, technical and service documentation, and any residual risks or known issues. Buyers may, where appropriate, convert Digital Futures resources to permanent staff without incurring additional recruitment costs, supporting long-term capability building and sustainability of the service.

8. Pricing Overview, Volume Discounts and Data Extraction Costs

Pricing is provided through the G-Cloud Digital Marketplace. Pricing is based on day rates aligned to defined roles and delivery profiles. Buyers may scale team size and duration to meet budget and delivery requirements. Prices are in line with standards outlined in RM1557.15. Digital Futures offers two types of pricing strategies, designed to fit the needs of the buyer.

Time and Materials Delivery

Digital Futures offers a dynamic solution tailored to the unique needs of UK central government projects. Our blended team approach combines multi-disciplinary experts, seasoned digital professionals returning to work, and emerging talent SMEs. This diverse team composition ensures comprehensive coverage of all project aspects, delivering innovative solutions and driving impactful results. Our time and material payment model provides flexibility and transparency, allowing clients to efficiently manage project budgets while ensuring quality outcomes. With a track record of success in delivering central government projects, Digital Futures is committed to providing exceptional value and expertise, supporting government initiatives and driving positive change.

Outcome & Milestone Delivery

At Digital Futures, we understand the importance of outcome and milestone-based payment solutions in ensuring alignment with client goals and delivering measurable results. Leveraging our diverse teams, we tailor our approach to meet specific project milestones and deliverables. By structuring payments around achieved outcomes, we incentivise efficient project progress and mitigate risks associated with traditional payment models. Our collaborative methodology emphasises transparency and accountability, fostering a partnership built on mutual success. With a proven track record of delivering high-impact solutions for our clients, Digital Futures is well-positioned to provide outcome-driven payment solutions that drive innovation, enhance project delivery, and exceed expectations.

9. Service Constraints, Maintenance Windows and Customisation Options

- Services require timely access to systems, data and stakeholders
- Athena is configurable but not fully bespoke. Integration with existing customer processes is supported through defined configuration options rather than custom development.
- Maintenance windows may apply for platform updates
- Delivery is subject to client governance and security approvals

10. Service Levels, Performance and Support Hours

- Support hours: Monday to Friday, 08:30–17:00 (UK business days)
 - Service availability targets and response times are agreed per engagement
 - Regular service reviews monitor performance against agreed SLAs
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11. Ordering and Invoicing Process

Orders are placed through the G-Cloud Digital Marketplace. Invoicing is agreed at call-off in accordance with framework terms.

The company's standard daily rates for individuals are based on an eight-hour workday, defined as a Business Day (excluding Saturdays, Sundays, and public holidays in England). Invoicing is done monthly, based on submitted timesheets.

For fixed-price projects, the total cost will be outlined in the Call Off Agreement. The customer pays Digital Futures in instalments, as specified in the Call Off. Digital Futures issues invoices to the Customer for applicable charges, expenses, material costs, and VAT, if applicable.

Upon receiving a valid invoice, the Customer must make full payment, in cleared funds, within thirty (30) days of receipt. Payment should be made to a bank account designated by Digital Futures in writing.

12. Termination of Contract

Termination provisions are defined in the call-off contract and align to G-Cloud framework terms.

13. After-Sales Support

Digital Futures provides ongoing service management, optional continued Athena reporting, and support for optimisation and scaling of delivered services.

14. Technical Requirements

- Supported cloud platforms: AWS, Microsoft Azure, Google Cloud Platform
- Secure network access and identity management aligned to client standards
- Buyer-provided end-user devices where required

15. Hosting Options and Locations

Services may be delivered on client-owned cloud environments or approved third-party cloud platforms. Data hosting locations align to buyer requirements, including UK-hosted environments where required.

16. Access to Data (Upon Exit)

Clients retain ownership of all data and intellectual property. Athena outputs can be exported on request. Data is securely deleted in line with retention policies following contract end.

17. Security

- Compliance with Cyber Essentials Plus and GDPR
- BPSS screening as standard; higher clearances supported
- Alignment to client security and assurance requirements
- Security controls and assurance artefacts are made available to buyers upon request.

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