

Service Definition Document

AWS Cloud Architecture, Engineering and Support

Service overview

This service provides AWS cloud architecture, engineering, and operational support for organisations using cloud environments hosted within their own AWS accounts. The service supports the design, implementation, and operation of secure, resilient, and scalable cloud infrastructure.

The service is provided under **Lot 3: Cloud Support** and does not include cloud hosting or software provision.

Service scope

The service supports public sector organisations by providing specialist AWS expertise across the design, implementation, and operational support stages. Delivery is engineering-led and focused on reducing technical risk, improving reliability, and supporting effective cloud operations.

All work is carried out within client-owned AWS environments.

What the service includes

The service may include the following activities, subject to call-off requirements:

- AWS cloud architecture design and technical assurance
- Secure AWS environment setup and configuration
- Infrastructure as code implementation and support
- Cloud migration planning and migration support
- Security hardening and access control configuration
- Operational support for live AWS environments
- Incident investigation and technical troubleshooting
- Cost optimisation and cloud usage review
- Documentation and knowledge transfer

What the service does not include

This service does not include:

- Cloud hosting or resale of cloud infrastructure
- Managed cloud services or full operational outsourcing
- Application development or software delivery

- Provision of proprietary platforms or tools

Support arrangements

Support is delivered by experienced AWS cloud engineers and architects.

- Support is provided during UK business hours
- Support is available on an ad hoc or retainer basis
- A named cloud support engineer acts as the primary technical contact
- A technical account manager role can be provided where required

Enhanced or extended-hours support may be agreed as part of a specific call-off contract.

Onboarding and offboarding

Onboarding

Onboarding typically includes:

- Initial discovery and requirements review
- Agreement of scope and priorities
- Secure access setup to client-owned AWS environments
- Confirmation of delivery and communication arrangements

Offboarding

Offboarding includes:

- Knowledge transfer and documentation handover
- Removal of supplier access to client systems
- Support for service transition where required

Security and personnel assurance

- All work is performed within client-owned AWS accounts
- Access is granted on a least-privilege basis
- Staff delivering the service are subject to background screening
- The supplier is prepared to support BPSS or SC clearance at call-off where required

No classified hosting or data handling is provided as part of this service.

Service constraints

- Support is primarily delivered remotely
- Services are limited to AWS environments
- Support is delivered during UK business hours, unless otherwise agreed
- The service does not provide 24/7 managed operations

Service locations

Services are delivered remotely from the UK. On-site support may be agreed where required as part of a specific call-off contract.

Service management

Service delivery is managed through clear ownership and direct communication with client stakeholders. Activities are planned and prioritised in collaboration with the client to align with organisational governance, security, and operational requirements.

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