

Service Definition Document

G-Cloud 15 (RM1557.15) – Lot 3: Cloud Support

Supplier Details

Supplier name: Insight Consulting Services Limited

Trading / service brand: ICS Projects

Framework: G-Cloud 15 (RM1557.15)

Lot: Lot 3 – Cloud Support

Service category: Set-Up and Migration

1. Service Overview

Insight Consulting Services Limited provides Cloud Set-Up and Migration Support Services under G-Cloud 15 (RM1557.15), Lot 3 – Cloud Support.

The service supports UK public sector organisations to plan, mobilise, migrate, and optimise services in buyer-selected cloud environments. The service is cloud-agnostic and does not include cloud hosting, software licensing, or resale.

2. Intended Buyers

- Central government departments and agencies
- Local authorities
- NHS and health bodies
- Education and research organisations
- Arm's-length bodies and non-departmental public bodies

3. Scope of Services – Set-Up and Migration Support

- Data auditing and organising: discovery, quality assessment, classification, remediation planning.
- Data and information structure design: information architecture, metadata, access and lifecycle design.
- Engagement and communication planning: stakeholder mapping, change impact, adoption planning.
- Project management and governance: mobilisation planning, RAID management, reporting.
- Mobilisation coordination: onboarding, access coordination, supplier integration.
- Service optimisation and right-sizing: post-migration review, cost and performance optimisation.
- Other cloud support activities: readiness assessments, operating model design, knowledge transfer.

4. Service Features and Benefits

- Platform-neutral delivery.
- Strong governance and assurance.
- Reduced migration risk and improved data quality.
- Improved cost control and stakeholder adoption.

5. What the Service Does Not Include

- Cloud hosting or infrastructure provision.
- Software licensing or resale.
- Proprietary platforms or products.

6. Service Delivery Approach

- Discovery and planning.
- Mobilisation and governance set-up.
- Migration and optimisation support.
- Knowledge transfer and handover.

7. Security and Data Protection

- Delivered in alignment with recognised information security standards.
- Personnel vetting and data handling agreed at call-off.
- Government security clearance up to Developed Vetting (DV)
- Alignment with G-Cloud Call-Off Security Schedules.

8. Pricing Model

- Time-and-materials using role-based day rates.
- Optional fixed-price packages.

Pricing provided in a separate Pricing Document.