



Service Definition Document: Cloud Setup & Migration

Overview

This service definition outlines a comprehensive Cloud Setup and Migration Service designed to align with the requirements of G-Cloud 14 and G-Cloud 15 frameworks under Lot 3: Cloud Support. Lot 3 encompasses services that assist public sector organizations in setting up, migrating to, and maintaining cloud environments, including planning, migration, optimization, and support. This service focuses on enabling seamless transitions to cloud platforms (e.g., AWS, Azure, Google Cloud) by addressing setup, data management, project coordination, and optimization needs. It ensures compliance with UK public sector standards, such as data security, accessibility, and cost efficiency, while minimizing downtime and risks.

The service is tailored for organizations undergoing digital transformation, providing end-to-end support from initial assessment to post-migration stabilization. It incorporates best practices for cloud adoption, including agile methodologies and adherence to frameworks like the Cloud Adoption Framework (CAF) and Well-Architected Framework.

Service Description

Our Cloud Setup and Migration Service delivers expert assistance in establishing cloud infrastructures and migrating workloads, data, and applications from on-premises or legacy systems. This includes auditing existing assets, designing optimal structures, planning stakeholder engagement, managing projects with strong governance, optimizing resources for cost-effectiveness, and coordinating mobilization efforts. The service is delivered by certified cloud professionals (e.g., AWS Certified Solutions Architects, Azure Administrators) and can be scoped to hybrid, multi-cloud, or full-cloud environments. Delivery timelines typically range from 3-12 months, depending on complexity, with options for phased implementations.

Service Features

The following 10 features highlight key capabilities of the service, covering setup and migration, data auditing and organizing, data/information structure design, engagement and communication planning, project management and governance, service optimization/right-sizing, and mobilization coordination:

1. **Comprehensive Data Auditing and Organizing:** In-depth assessment of existing data assets, including classification, cleansing, and structuring to ensure readiness for cloud migration, identifying redundancies and compliance issues.
2. **Tailored Data/Information Structure Design:** Custom architecture design for data schemas, databases, and storage solutions, optimizing for scalability, performance, and integration with cloud-native tools like object storage or relational databases.
3. **Strategic Engagement and Communication Planning:** Development of stakeholder maps, communication strategies, and change management plans to foster buy-in, including workshops, progress updates, and feedback loops.

Document	Owner	Date/Version No.	Next Review
Service Definition Cloud Setup & Migration	GCloud	01-Oct-2025-v9	01-Oct-2026



4. **Robust Project Management and Governance:** Implementation of agile or PRINCE2-based project management with defined governance structures, including risk registers, milestone tracking, and steering committees for oversight.
5. **Service Optimization and Right-Sizing:** Analysis of resource utilization to recommend and implement right-sized cloud instances, auto-scaling policies, and cost-management tools to avoid over-provisioning.
6. **Efficient Mobilization Coordination:** Coordination of cross-functional teams, vendor partnerships, and resource allocation for smooth service activation, including timeline synchronization and dependency mapping.
7. **Secure Cloud Environment Setup:** Configuration of cloud accounts, networking (VPCs, subnets), identity access management (IAM), and foundational security controls aligned with NCSC guidelines.
8. **Seamless Data and Application Migration:** Use of tools like AWS Database Migration Service or Azure Migrate for low-downtime transfers, supporting lift-and-shift, refactor, or rearchitect approaches.
9. **Risk Assessment and Mitigation in Migration:** Proactive identification of migration risks (e.g., data loss, compatibility issues) with contingency planning, testing environments, and rollback strategies.
10. **Post-Migration Validation and Tuning:** Thorough testing, performance benchmarking, and initial optimization post-migration to ensure operational stability and alignment with business objectives.

Service Benefits

The following 10 benefits demonstrate the value delivered by the service, addressing the covered areas to enhance efficiency, compliance, and outcomes:

1. **Enhanced Data Quality and Accessibility:** Through auditing and organizing, organizations achieve cleaner, more organized data, reducing errors and improving decision-making speed.
2. **Optimized Information Architecture:** Custom structure design leads to scalable, future-proof data systems that support AI/ML integrations and reduce long-term maintenance costs.
3. **Improved Stakeholder Alignment:** Effective engagement planning minimizes resistance to change, ensuring higher adoption rates and smoother transitions.
4. **On-Time and On-Budget Delivery:** Strong governance and project management reduce delays and overruns, providing predictable outcomes and resource efficiency.
5. **Significant Cost Savings:** Right-sizing and optimization prevent wasteful spending on underutilized resources, potentially reducing cloud bills by 20-40%.
6. **Minimal Business Disruption:** Coordinated mobilization ensures quick ramp-up, allowing operations to continue with little to no downtime during migration.
7. **Scalable and Resilient Infrastructure:** Setup features enable elastic cloud environments that grow with demand, improving reliability and disaster recovery.
8. **Secure and Compliant Migration:** Built-in risk mitigation protects sensitive data, ensuring adherence to GDPR, DPA, and G-Cloud security standards.

Document	Owner	Date/Version No.	Next Review
Service Definition Cloud Setup & Migration	GCloud	01-Oct-2025-v9	01-Oct-2026



9. **Reduced Operational Risks:** Comprehensive planning and testing lower the likelihood of post-migration issues, fostering confidence in cloud adoption.
10. **Long-Term Performance Gains:** Overall service alignment with G-Cloud frameworks delivers ongoing efficiencies, enabling innovation and better service delivery to end-users.

Security Requirements

VITS will implement robust measures to protect data, systems, and information:

- Implementation of security mechanisms. Use up-to-date antivirus software from reputable providers to mitigate malicious software risks (Clause 2.3.3).
- Comply with the Technology Code of Practice and maintain physical/IT security to prevent unauthorized access (Clauses 2.1, 34.5).
- Undergo assurance verification to confirm service scope and compliance (Clause 5.9).
- Restrict network access to authorized personnel, use secure connections, and allow client audits of security systems (Section 7.5).
- Cooperate in investigations of unauthorized access and change authentication elements periodically.

Data Protection Requirements

VITS will align with Data Protection Legislation, including UK GDPR and the Data Protection Act 2018:

- Process personal data only per Schedule 7 instructions, with indemnity up to £10 million for breaches (Clauses 28.1–28.2).
- Implement technical and organizational measures against data loss, including training for personnel and confidentiality obligations (Schedule 7, Clause 5).
- Notify controllers of breaches immediately and assist with mitigation, impact assessments, and regulatory compliance (Schedule 7, Clauses 6–8).
- Maintain processing records, allow audits, and obtain consent for subprocessors (Schedule 7, Clauses 9–13).
- Restrict international data transfers without safeguards like Standard Contractual Clauses (Schedule 7, Clause 5(d)–(e)).
- Delete or return data upon termination unless legally required to retain (Schedule 7, Clause 5(f)).

Pricing Transparency Requirements

Pricing must be clear, fixed, and auditable to promote fair procurement:

- Prices listed on the Digital Marketplace cannot increase during the term but may be reduced (Clause 3.1).
- Call-off contracts use the latest platform prices; supplier terms (including pricing) remain fixed unless specified (Clauses 3.2, 3.4).
- Provide detailed pricing models, discounts, and no hidden/minimum-only pricing on the marketplace (Schedule 4).
- Pay management charges (up to 1%, currently 0.75% of invoiced charges excluding VAT) monthly, based on accurate MI reports (Clauses 6.20–6.25).

Document	Owner	Date/Version No.	Next Review
Service Definition Cloud Setup & Migration	GCloud	01-Oct-2025-v9	01-Oct-2026



- Failure to report accurately incurs admin fees, default charges, or suspension (Clauses 6.16–6.19).

Ethical Standards Requirements

VITS will uphold high ethical practices, including anti-corruption and social responsibility:

- Adhere to the Supplier Code of Conduct (Clause 36.1).
- Avoid conflicts of interest, with breaches considered material (Clauses 24.1–24.4).
- Comply with equality laws, prohibiting discrimination and supporting public sector duties (Clause 26).
- Prohibit bribery/corruption; breaches allow termination (Clause 17).
- Ensure tax compliance, notifying non-compliance within 5 days (Clause 19).
- Comply with Modern Slavery Act 2015, including due diligence, annual reports, and fair employment (e.g., minimum wages, max 60-hour weeks) (Clauses 36.5–36.11).
- Meet government buying standards for sustainability (Clause 36.11).

Other Mandatory Obligations

Additional requirements ensure operational integrity and accountability:

- Provide accurate service descriptions and updates (Clauses 2.2, 2.3.9).
- Maintain records for 7 years post-term and submit self-audit certificates (Clauses 7.4–7.7, Schedule 2).
- Submit monthly MI reports by the 5th working day; failures lead to penalties (Schedule 6, Clauses 6.5–6.18).
- Hold required insurances (e.g., £10m professional/public liability, £5m employers' liability) (Schedule 9, Clause 30.1).
- Notify changes in control or prohibited acts immediately (Clauses 5.4–5.8).
- No subcontracting without approval; remain liable for subcontractors (Clause 21).
- Assist with Freedom of Information Act (FoIA) and Environmental Information Regulations (EIR) requests (Clauses 18.1–18.10).
- Prohibit Inside IR35 working arrangements (Clauses 4.10, 5.1.5).
- Participate in buyer satisfaction surveys and meet KPIs (e.g., 95% response rate within 2 days) (Clauses 6.28–6.30).

Document	Owner	Date/Version No.	Next Review
Service Definition Cloud Setup & Migration	GCloud	01-Oct-2025-v9	01-Oct-2026



Category	Key Examples	Potential Consequences of Non-Compliance
Security	Antivirus use, audit allowances	Suspension or termination of framework participation
Data Protection	Breach notifications, international transfers	Indemnity claims up to £10m, audits, legal action
Pricing	Fixed prices, monthly reporting	Admin fees (£500+), default charges, suspension
Ethical Standards	Anti-bribery, modern slavery compliance	Material breach, immediate termination
Other	Insurance maintenance, record-keeping	Penalties, audits by CCS, contract ending

Document	Owner	Date/Version No.	Next Review
Service Definition Cloud Setup & Migration	GCloud	01-Oct-2025-v9	01-Oct-2026