

G – CLOUD 15 PLATFORM ENGINEERING, DEVOPS AND CLOUD SUPPORT SERVICES

Service Definition Document – Mesoform Ltd (Lot 3)

Supplier Identity	Mesoform Ltd
Companies House CRN	10450860
PPON Registration	PHDB-7292-VPHW
DUNS Number	222168315
VAT Number	254363702
Registered Office	4 Wulfstan Street, London, W12 0AH, United Kingdom
G-Cloud 15 Service ID	6939 7421 7602 818
Business Classification	SME

1. Executive Summary & Service Scope

Mesoform Ltd is a specialist UK-based Platform Engineering, DevOps and Cloud Support provider registered under G-Cloud 15 Lot 3. We specialise in the design, deployment, automation, and managed support of productised Internal Developer Platforms (IDP) and MLOps infrastructure. Operating under an ethical, high-accountability direct-delivery model as an SME, Mesoform eliminates the substantial software platform delivery overhead and operational bottlenecks within distributed engineering teams. All technical solutions are built utilising a standardised, reusable template pattern, which we designate as the Thinnest Viable Platform (TVP) methodology – minimising project scope creep, reducing developer toil, and ensuring a rapid, secure path to operational readiness.

2. G-Cloud 15 Lot 3 Taxonomy Mapping

To facilitate rapid, compliant procurement evaluations, Mesoform's core capabilities are mapped directly to the official Crown Commercial Service (CCS) Lot 3 Taxonomy:

CCS Taxonomy Code	Core Capability	Mesoform Cloud Support Deliverable
F-201-000-000	Cloud Support Strategy	Strategic platform roadmapping, cloud architecture reviews, and

		GDS standard compliance assessments.
F-202-000-000	Cloud Transition Support	Cloud-agnostic migrations, Infrastructure as Code (IaC) engineering, and Kubernetes migrations.
F-203-000-000	Cloud Setup & Migration	Deployment of production-ready IDPs and MLOps platforms utilising GitOps delivery models.
F-204-000-000	Security Services	Policy-as-Code implementation, (e.g. OPA Gatekeeper/Kyverno) integration.
F-205-000-000	Quality Assurance	Requirement traceability (e.g. Jira) and automated release pipeline validation.
F-208-000-000	Ongoing Cloud Support	Continuous technical support, continuous cloud cost optimisation, and platform maintenance.

3. Government Standards Alignment

Mesoform strictly aligns its cloud support services with the mandatory standards issued by the Cabinet Office and the Government Digital Service (GDS):

- **GDS Service Manual Compliance:** We support buyer discovery, alpha, beta, and live development phases using agile, iterative engineering patterns.
- **Technology Code of Practice:** Design and delivery favour open-source tooling, cloud-agnostic portability, and open standard APIs – avoiding proprietary vendor lock-in.
- **NCSC 14 Cloud Security Principles:** Every technical architecture is pre-audited and implemented against the NCSC guidelines to assure data separation, identity governance, and secure administration.
- **Accessibility Standards:** Platform and documentation outputs are developed in accordance with WCAG 2.2 accessibility guidelines.

4. Service Delivery Standards & Operational Accountabilities

To maintain operational excellence and keep ourselves accountable to high-quality service delivery, Mesoform aligns its service delivery with the following operational response and remediation targets. These serve as our internal delivery benchmarks to ensure responsiveness and stability during active contracts:

Severity Level	Definition & Impact	Response Target	Target Resolution (MTTR)
P1 – Critical	Total service loss or severe operational disruption to production environments.	≤ 15 Minutes	≤ 4 Hours
P2 – Major	Major platform functionality degraded or restricted; workarounds available.	≤ 30 Minutes	≤ 8 Hours
P3 – Standard	Minor operational degradation; development environment issues.	≤ 2 Hours	≤ 1 Working Day
P4 – Minimal	General inquiries, minor documentation amendments, or change requests.	≤ 4 Hours	≤ 3 Working Days

5. Technical Quality Standards

Mesoform holds its technical delivery to strict quality benchmarks, integrating automated quality assurance mechanisms at every stage of the platform engineering lifecycle. These standards ensure robust, repeatable deployments:

- **Requirement Traceability:** Full integration with Jira requirement boards ensures every technical sprint and code commit corresponds to verified G-Cloud contract deliverables.
- **Automated Linting & Testing:** Release pipelines enforce automated security and syntax scanning of Infrastructure as Code (IaC) templates prior to environment integration.
- **Continuous Policy Enforcement:** Built-in policy validation utilising policy technologies like Open Policy Agent (OPA) Gatekeeper and Kyverno ensures zero compliance drift in active environments.

6. UK Operational Resilience & Exit Management (Call-Off Schedule 10)

Mesoform is committed to assuring the highest degree of operational resilience for UK public sector clients, aligned directly with the UK Operational Resilience Regime (governed by the FCA and PRA) and the National Cyber Security Centre (NCSC) Cyber Assessment Framework (CAF).

Our technical designs focus on absolute portability, ensuring the client maintains complete ownership of all compiled Infrastructure as Code (IaC). To satisfy the provisions of Call-Off Schedule 10 (Exit Management), Mesoform executes the following transition controls:

- **Thirty-Day Transition Setup:** Within thirty (30) days from the contract Effective Date, Mesoform establishes and populates a secure, role-based G-Cloud Virtual Library on a secure Google

Shared Drive (utilising Multi-Factor Authentication and restricted Read-Only access for buyer managers).

- **Asset and Sub-contract Registers:** Registers detailing all contract-associated assets (and their Net Book Values), and key software licences are maintained dynamically.
- **Continuous Exit Planning:** A comprehensive Exit Plan is updated regularly, defining clear transition schedules, technical training, and data handback schemas to ensure a zero-friction handover to a replacement supplier or the buyer’s internal IT team.

7. Verified Corporate Credentials & Case Studies

HSBC Case Study

Mesoform engineers designed and delivered the core platform automation for HSBC – scaling to support the provisioning and execution of over 1,000,000 virtual machines (VMs) monthly, petabytes of data and thousands of project teams. Operating with high technical stability and performance consistency, this deployment demonstrates our capacity to manage large-scale regulated enterprise infrastructure workloads.

HMRC CDIO Endorsement

Mesoform’s team provided direct technical discovery and implementation to the Chief Digital Information Officer (CDIO) division at HM Revenue & Customs, accelerating technical modernisation and alignment with national digital service standards.

8. Security & Vetting Credentials

To ensure transparent, fact-grounded procurement, Mesoform Ltd maintains the following active compliance and security credentials under G-Cloud 15 Lot 3:

Certification / Compliance Area	Mesoform Framework Status	Regulatory Justification
Cyber Essentials	Active (Cert No: fabc34d4-152f-4b83-b1cf-12a3a6724599)	Mandatory security hygiene standard for G-Cloud suppliers under Call-Off Schedule 27.
Personnel Vetting Standards	BS7858 & SC Cleared	All staff delivering Lot 3 cloud support are screened to BS7858 standards and are prepared to hold SC clearance.