

Service Definition Document

G-CLOUD 15

Service Definition

KJW Procurement Advisory Limited provides cloud-focused procurement and commercial support to help public sector organisations source, adopt and manage cloud services. Delivered through flexible, outcome-based work packages, our service applies expert knowledge of the Procurement Act 2023 and supports cloud-enabled programmes, including in secure and complex operating environments.

Service Features

- Cloud-focused procurement and commercial support for public sector cloud services.
- Outcome-based cloud procurement support delivered by a security-cleared SME.
- Flexible work packages offering cloud-aligned commercial and supplier management guidance.
- Experience attracting specialised UK-based suppliers and SMEs to provide niche solutions.
- Expert application of the Procurement Act 2023 to cloud procurements.
- Experience supporting cloud-enabled programmes across defence, IT and infrastructure sectors.

Service Benefits

- Enables compliant and efficient procurement of public sector cloud services.
- Reduces commercial and delivery risk during cloud adoption.
- Flexible, outcome-based support without long-term commitment.
- Accelerates cloud adoption through practical procurement expertise.
- Supports secure and complex cloud-enabled delivery environments.

Service Constraints

Service delivery is provided by a named specialist, which may limit the number of concurrent engagements supported.

Support Levels

- Purpose: Core support for cloud procurement and commercial activities
- Support hours: Monday–Friday, 09:00–17:00 (UK business hours)
- Contact method: Email or scheduled video call
- Initial response time: Within 1 working day
- Support scope: - Cloud procurement and commercial queries - Guidance on Digital Marketplace sourcing - Contract and supplier management support - Clarification of Procurement Act 2023 impacts on cloud procurement
- Delivery: Remote
- Excludes: Technical account manager / cloud support engineer services

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