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G-Cloud 15

Lot 3: Cloud Support / Set Up and Migration Service Definition

Document control

Framework	G-Cloud 15 (RM1557.15)
Service name	Cloud Support
Lot	Lot 3
Service category	Set Up and Migration (Marino Migrate)
Supplier name	Marino Software Limited
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1. Purpose of this document

This Service Definition describes how Marino Software delivers Cloud Support Services under G-Cloud 15 Lot 3 (Cloud Support: Setup and Migration) through its **Marino Migrate** service.

It is intended to help public sector buyers understand:

- what the service includes and excludes
- the features and benefits of the service
- how it is delivered
- buyer and supplier responsibilities
- how the service is priced and supported

This document should be read alongside:

- the G-Cloud 15 Pricing Document
- the supplier's Service Levels
- the CCS G-Cloud 15 Call-Off Contract

2. Service summary

2.1. What the service is

Marino Migrate helps organisations transition their systems and workloads to cloud platforms smoothly and securely. It focuses on reducing risk and disruption, improving scalability, responsiveness, performance and cost-efficiency, and modernising legacy infrastructure to accelerate digital capability, support sustainable growth and set foundations for modular development.

2.2. Who the service is for

- Central government departments
- Arm's length bodies and agencies
- Local authorities
- Health, education and emergency services
- Public sector organisations at any stage of cloud adoption

2.3. Key features

- Migration readiness assessment for legacy and business-critical systems
- Cloud migration planning and phased delivery roadmap
- Secure AWS cloud migration execution
- System design and architectural assurance
- Security, compliance, and governance by design

- High-performance, scalable cloud architecture
- Infrastructure as Code for consistent deployments
- Automated provisioning, monitoring, and alerting
- Embedded teams with full documentation and knowledge transfer
- Continuous optimisation for performance and cost efficiency

2.4. Key benefits

- Reduces migration risk for business-critical systems
- Improves deployment speed through automation and Infrastructure as Code (IaC)
- Reduces operational overhead with automated provisioning and monitoring
- Improves system reliability and resilience under peak demand
- Enhances security posture with built-in compliance controls
- Reduces downtime during cloud transition
- Improves team capability through embedded delivery and knowledge transfer
- Enables predictable, phased cloud migration delivery
- Optimises cloud costs through continuous performance tuning
- Improves scalability to handle unpredictable workloads

3. Scope of service

3.1. In scope

The service may include any combination of the following, depending on buyer needs:

- | | |
|---|---|
| • Cloud readiness assessments | • Network, identity and security baseline configuration |
| • Application and infrastructure discovery | • Data and application migration delivery |
| • Migration strategy and roadmap definition | • Re-hosting, re-platforming or re-factoring support |
| • Risk, dependency and complexity analysis | • Migration tooling selection and configuration |
| • Cost modelling and migration planning | • Validation and post-migration assurance |
| • Cost optimisation and right-sizing | • Knowledge transfer and documentation |
| • Cloud landing zone design | |
| • Cloud set-up and configuration | |

- Cut-over and go-live planning and execution
- Policy and controls implementation
- DevOps / CI-CD enablement
- Observability setup
- Automated testing and validation
- Reviews against the AWS Well Architected Program

3.2. Out of scope

Unless explicitly agreed in writing, the following are excluded:

- End-user device and desktop support
- Application redevelopment beyond the agreed migration scope
- Software licence procurement or licence costs
- Management of buyer-owned third-party suppliers or contracts
- Business process redesign or organisational change activities
- Ongoing managed services beyond agreed post-migration assurance
- Day-to-day operational support after migration completion
- Onsite support, unless explicitly included as a priced option

4. Delivery approach

4.1. Delivery model

Services are delivered primarily remotely using secure collaboration tools. Onsite delivery can be provided by prior agreement.

Marino Migrate follows a structured, risk-managed migration framework aligned with government cloud best practice. The service is delivered through four phases:

- **Assess** – Understand the current environment, dependencies, risks, and cloud readiness.
- **Plan** – Develop a detailed, agreed migration plan, including scope, approach, and schedule.
- **Migrate** – Execute the migration using proven methodologies, tools, and controls.
- **Optimise** – Validate outcomes and optimise the AWS environment for performance and cost.

Following migration, services either conclude with buyer handover and knowledge transfer, or transition to a separately contracted managed service, if required.

4.2. Roles and responsibilities

Area	Supplier	Buyer
Migration planning	✓	Support
Cloud configuration	✓	Approve
Security configuration	✓	Approve
Access provisioning	Support	✓
Data ownership		✓
Service governance	✓	✓

5. Onboarding and mobilisation

5.1. Buyer prerequisites

- Named service owner and technical contact
- Timely access to environments and documentation
- Agreement on scope and priorities
- Access to required cloud platforms

5.2 Mobilisation activities

- **Kick-off meeting** – Establishes shared understanding of objectives, roles, and delivery approach.
- **Confirmation of scope and success criteria** – Agrees services, deliverables, assumptions, and measurable outcomes.
- **Access and security onboarding** – Sets up required system access in line with security requirements.
- **Delivery plan and schedule** – Defines milestones, dependencies, and agreed delivery timelines.

6. Support and service management

6.1. Support hours

Standard: Monday–Friday, UK business hours (excluding UK public holidays)

Extended / 24×7: Available as a service option

6.2. Incident management

Incidents are logged, prioritised and managed using ITIL-aligned processes.

Severity	Description
Sev 1	Critical service outage
Sev 2	Major service degradation
Sev 3	Minor issue or workaround available
Sev 4	Service request or query

Target response and resolution times are defined in the Service Levels document.

7. Security and assurance

The **Marino Migrate** service is delivered in line with recognised security best practice to protect buyer systems and data.

Access is restricted to authorised personnel using least-privilege principles, with clear separation of responsibilities and secure configuration baselines in place. Access and controls are reviewed regularly.

Where applicable, the supplier maintains recognised security certifications, including ISO/IEC 27001 and Cyber Essentials or Cyber Essentials Plus.

The service is supported by documented business continuity arrangements, regular verification of backups, and support for buyer disaster recovery testing to ensure service resilience.

8. Data protection

The service handles personal data in accordance with buyer instructions and applicable data protection requirements. Personal data is processed only for the purposes agreed with the buyer and is stored and processed in agreed geographic locations.

Any sub-processors used to support service delivery are disclosed to the buyer and managed in line with contractual and data protection obligations.

Data is retained only for the duration of the contract and is securely deleted on service exit or termination, in accordance with agreed retention and disposal procedures.

9. Performance and reporting

Service performance and delivery are supported through clear and regular reporting. Buyers receive periodic service reports covering delivery progress, incident and change activity, and key operational insights.

Where applicable, capacity and cost information is provided to support informed decision-making.

Continuous improvement recommendations are shared to help buyers optimise outcomes and plan next steps.

10. Exit and portability

10.1 Exit support

The supplier supports an orderly exit, including:

- Knowledge transfer
- Documentation handover
- Data export in agreed formats

10.2 Exit fees

Any exit charges are clearly stated in the Pricing Document. If none apply, this will be explicitly confirmed.

11. Pricing overview

Pricing is transparent and based on:

- Time-boxed discovery or planning engagements
- Day or unit rates for migration and support
- Optional managed service tiers

Full details are provided in the G-Cloud 15 Pricing Document.

12. Marino Software

12.1. About Marino Software

Marino Software delivers secure, scalable mobile, cloud and AI-powered solutions that help organisations innovate and grow. We combine expert consultancy, intuitive design and robust engineering to transform digital experiences and modernise systems, whether building apps, migrating to the cloud or optimising platforms. Trusted partners to global brands, we solve complex challenges with clarity and precision, driving measurable value for our clients.

12.2. Contact Details

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