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G-Cloud 15

Lot 3: Cloud Support / Managed Cloud Service Definition

Document control

Framework	G-Cloud 15 (RM1557.15)
Service name	Cloud Support
Lot	Lot 3
Service category	Managed Cloud (Marino Optimise)
Supplier name	Marino Software Limited
Version	1.0
Date	27th January 2026
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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: Managed Cloud).

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 Optimise provides secure, reliable, and proactive managed cloud services. We monitor, maintain, and continuously improve your AWS environments, ensuring stability, compliance, and performance. With tiered support and a human-centred approach, we reduce operational overhead while helping your cloud platform scale with confidence.

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

- Proactive monitoring and incident management to maintain service availability
- Secure cloud operations aligned with government and industry security standards.
- Managed support provided by experienced engineers during agreed support hours.

- Backup, patching, and recovery processes to protect live services.
- Controlled change and release management to minimise service disruption.
- Security management including firewalls, access controls, and threat protection.
- Performance monitoring to ensure systems meet agreed service levels.
- Regular service reports supporting governance, assurance, and audit requirements.
- Flexible support tiers aligned to service criticality and organisational needs.
- Ongoing technical advice to support continuous service improvement.

2.4. Key benefits

- Reduces service outages through proactive monitoring and incident management.
- Reduces operational risk through controlled change and security management.
- Improves service reliability by meeting agreed availability and performance levels.
- Reduces recovery times through managed backups and tested recovery processes.
- Simplifies governance through clear reporting and audit-ready documentation.
- Reduces internal workloads by managing day-to-day cloud operations.
- Improves security posture through continuous monitoring and standards alignment.
- Supports predictable costs through defined service tiers and scope.
- Enables faster issue resolution through agreed response and resolution times.
- Supports continuous improvement through regular service reviews and advice.

3. Scope of service

3.1. In scope

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

- Managed cloud (post-migration)
- Day-to-day operational support
- Monitoring and alerting
- Incident and problem management

- Patch and vulnerability management
- Capacity and cost optimisation
- Change and release support
- Monitoring and logging set-up
- Security baseline configuration
- Network, identity and access configuration
- Reviews against the AWS Well Architected Program
- Knowledge transfer and documentation

3.2. Service tiers at a glance

Feature / Tier	Enterprise	Premium	Premium Plus
Support staff available	8x5	16x5	24x7
Uptime SLA	99.95%	99.95%	99.95%
Response Time	< 60 mins	< 30 mins	< 15 mins
Resolution Time	< 4 hrs	< 2 hrs	< 1 hr
Cloud Operations Support	8x5	16x5	24x7
DNS & Web Traffic Monitoring	8x5	16x5	24x7
Incident Management	✓	✓	✓
Change & Release Management	■	✓	✓
Backup & Patch Management (Basic)	✓	✓	✓
Advanced Patch Management	■	■	✓
Disaster Recovery Support & Testing	■	✓	✓
Firewall, VPN, Security Management	✓	✓	✓

DDoS & WAF Protection	■	✓	✓
Security Audits	Yearly	Quarterly	Quarterly
VAPT (System & App Security Testing)	Yearly	Quarterly	Quarterly
Live Dashboards & Audit Reports	■	■	✓
Performance Reviews & Health Reports	Monthly	Monthly	Monthly + QBR
Cloud Consulting Support (Hours/Month)	10 hrs	20 hrs	50 hrs
DevOps Automation & CI/CD Support	■	■	✓
DBA Support	■	■	Available
Manual Support During Deployments	■	■	✓

3.3. Add on Services

Buyers can add optional services for an additional cost, subject to agreement. These may include:

- Cloud architecture reviews and cost optimisation assessments
- DevOps support, including CI/CD pipelines and automation approaches
- Database health checks and ongoing database administration support
- Support aligning services with regulatory and compliance requirements
- Application monitoring approaches and operational dashboarding
- Incident simulation exercises and disaster recovery testing

3.4. Out of scope

Unless explicitly agreed in writing, the following are excluded:

- End-user device support, including desktops, laptops, and mobile devices
- Application redevelopment beyond the agreed modernisation or migration scope
- Software licence procurement, renewal, or licence cost management.
- Management of buyer-owned third-party supplier contracts.
- Business process redesign or organisational change activities.
- On-site support, unless explicitly included as an agreed service option.

4. Delivery approach

4.1. Delivery model

Marino Optimise is delivered as a managed cloud service focused on stability, security, and continuous improvement. Services are delivered primarily remotely, using secure collaboration tools. Onsite delivery can be provided where agreed.

We work in partnership with buyers to understand their cloud environment, operational priorities, and governance requirements. This allows us to deliver support that goes beyond reactive issue resolution, ensuring services remain resilient, secure, and optimised over time.

The service is delivered through clearly defined support tiers, allowing buyers to select the level of coverage that best suits their business needs and service criticality. Additional advisory or technical services can be added as requirements evolve.

Service delivery is supported by an experienced internal engineering team. We provide secure, stable cloud operations without introducing additional operational overhead for buyer teams, making the service suitable for regulated and public-sector environments.

4.2. Roles and responsibilities

Area	Supplier	Buyer
Managed cloud operations	✓	
Monitoring and alerting	✓	
Incident and problem management	✓	Support
Patch and vulnerability management	✓	
Change and release management	✓	Approve

Security configuration and controls	✓	Approve
Identity and access management	Support	✓
Backup and recovery operations	✓	
Cost monitoring and optimisation	✓	Support
Service governance and reporting	✓	✓
Data ownership and classification		✓

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

Enterprise is our default tier with Mon-Fri workday support, <60 min response time with <4h resolution time. Premium & Premium Plus are our advanced service tiers and offer a ramped level of managed service support.

Feature / Tier	Enterprise	Premium	Premium Plus
Support staff available	8×5	16×5	24×7
Uptime SLA	99.95%	99.95%	99.95%
Response Time	< 60 mins	< 30 mins	< 15 mins
Resolution Time	< 4 hrs	< 2 hrs	< 1 hr

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 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:

- Selected managed service tier and required support coverage hours
- Agreed service level targets, including response and resolution times
- Size, complexity, and criticality of the supported cloud environment
- Optional add-on services agreed in addition to the core service
- Monthly managed service fees defined during onboarding

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

Area	Name	Email
Service enquiries	Ed Melvin	ed.melvin@marinosoftware.com
Support	Client-specific addresses are provided for each organisation.	
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