G-Cloud 15

Service Definition

Sandpiper Network Intelligence Professional Services

Avenga Ltd

Lot 3 Cloud Support Services

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1. Introduction

Company Overview

Avenga is a UK-based intelligence technology company specialising in network analytics for mission-critical environments. Founded by practitioners with deep experience in building first-of-type intelligence platforms for UK Government agencies, Avenga brings together expertise in supply chain resilience, network intelligence, and adversarial threat modelling.

Our leadership team has extensive experience developing intelligence platforms for organisations including the National Crime Agency, UK law enforcement agencies, and the Department for Work and Pensions, delivering solutions that map complex networks, identify hidden dependencies, and enable rapid decision-making in high-stakes environments.

Value Proposition

UK Government organisations increasingly require specialist expertise to implement, operate, and extract value from cloud-based intelligence and analytics platforms. The complexity of modern network intelligence spanning supply chain resilience, organised crime networks, critical infrastructure protection, and information operations demands practitioners who combine deep technical skills with domain-specific knowledge.

Traditional IT consultancies lack the operational intelligence experience required to understand government, defence and security analytical challenges. Specialist intelligence consultancies often lack the modern cloud and data engineering capabilities required to build scalable platforms. This gap leaves government buyers struggling to find partners who can bridge both worlds.

Avenga Global [Professional Services] addresses this gap by providing integrated teams that combine cloud engineering expertise with intelligence domain knowledge, enabling government organisations to implement, operate, and continuously improve their network intelligence capabilities.

What the Service Provides

Avenga Professional Services provides specialist consultancy, implementation, and operational support for cloud-based network intelligence solutions. Our services support the full lifecycle from initial assessment through implementation to ongoing operations and continuous improvement.

Service Categories

1. Implementation & Integration Services

- Platform implementation and configuration for Sandpiper Network Intelligence Platform.
- Data integration and knowledge graph development.
- System integration with existing client environments.
- Migration from legacy analytics and intelligence systems.
- Custom analytics development and scenario modelling.

2. Domain Subject Matter Expertise

- Defence and military supply chain specialists.
- Law enforcement and criminal intelligence analysts.
- Critical national infrastructure security consultants.

- Counter-disinformation and information operations specialists.
- Financial crime and asset tracing investigators.
- Geopolitical and regional analysts.

3. Training & Capability Transfer

- Platform user training and certification programmes.
- Advanced analytics and graph query training.
- Train-the-trainer programmes for internal capability development.
- Domain-specific analytical tradecraft workshops.
- Data literacy and AI/ML awareness programmes.
- Capacity building operations in the UK and abroad.

4. Managed Operations & Support

- Platform operations and monitoring.
- Data pipeline management and quality assurance.
- Security operations and incident response.
- Continuous improvement and optimisation.
- Service desk and technical support.

5. Strategic Consultancy

- Network intelligence strategy and roadmap development.
- Threat landscape assessment and adversary modelling.
- Data strategy and governance advisory.
- Operating model design for intelligence functions.
- Business case development and benefits realisation.

Social Value

Avenga is committed to delivering social value aligned with the Government's PPN 002 Social Value Model. Our commitments are proportionate to contract value and focus on the following priority areas:

Kickstart Economic Growth

- **UK SME Supply Chain**. Minimum 60% of subcontracted value to UK-based SMEs, with preference for companies outside London and the South East.
- **Skills Development**. For contracts exceeding £500K, we will offer at least one paid internship or apprenticeship position in data engineering, intelligence analysis, or software development.
- **Knowledge Transfer**. All engagements include capability transfer to client personnel, reducing long-term dependency on external suppliers.

Break Down Barriers to Opportunity

- **Diverse Recruitment**. Active recruitment from underrepresented groups in technology, including partnerships with organisations supporting veterans, career changers, and returners to work.

• **Flexible Working**. All roles support remote and flexible working arrangements to enable participation from those with caring responsibilities or accessibility needs. • **Social Mobility**. Our operations teams are anchored in the North of England, primarily in the North East. We create careers of choice for technologists and are building the tech cluster around the National Innovation Centre for Data.

Make Britain a Clean Energy Superpower

• **Remote Delivery**. Default delivery model minimises travel-related carbon emissions through remote working, virtual collaboration, and digital-first engagement. • **Sustainable Operations**. Where on-site presence is required, we prioritise public transport and carbon-offset travel arrangements.

Monitoring & Reporting

Social value commitments will be tracked through quarterly reporting, with metrics including: SME spend percentage; apprenticeship/internship positions created; training hours delivered to client personnel; and, carbon footprint per engagement. Reports will be provided to contracting authorities on request.

Overview of the G-Cloud Service

Avenga Professional Services is offered through G-Cloud 15 as a Cloud Support Service, providing specialist consultancy, implementation, and operational expertise for cloud-based network intelligence solutions.

Role Categories

Our services are delivered by practitioners across the following specialist role categories:

Technical Delivery Roles

- **Data Engineers**. Design and build data pipelines, ETL processes, and data integration solutions.
- **Software Engineers**. Develop platform features, APIs, and custom analytical tools. • **DevOps/Platform Engineers**. Implement and maintain cloud infrastructure, CI/CD pipelines, and platform operations.
- **Site Reliability Engineers**. Ensure platform reliability, implement SLOs/SLIs, and manage incident response.
- **Security Engineers**. Implement security controls, conduct assessments, and ensure compliance.

AI/ML & Data Science Roles

- **Data Scientists**. Develop analytical models, entity resolution algorithms, and predictive capabilities.
- **AI/ML Engineers**. Implement machine learning pipelines, model deployment, and AI integration.
- **Knowledge Engineers**. Design knowledge graphs, ontologies, and semantic structures.
- **Prompt Engineers**. Design and optimise prompts for LLM-based analytical capabilities.

Intelligence & Analysis Roles

- **Intelligence Analysts**. Produce finished intelligence assessments using structured analytical techniques.
- **All-Source Intelligence Analysts**. Fuse multi-source intelligence into coherent operational pictures.
- **Threat Intelligence Analysts**. Analyse adversary tactics, techniques, and procedures; produce threat assessments.
- **Financial Investigators**. Trace illicit financial flows, support asset recovery and sanctions enforcement.
- **Open Source Researchers**. Conduct systematic open source research with rigorous source validation.

Counter-Disinformation Roles

- **Information Operations Specialists**. Plan and coordinate information activities, assess information environment.
- **Narrative Analysts**. Identify, track, and analyse hostile narratives; assess reach and resonance.
- **Counter-Disinformation Specialists**. Develop counter-messaging strategies and coordinate

rapid response.

- **Social Media Intelligence Analysts**. Monitor social media for narrative trends, bot activity, and coordinated campaigns.

Regional & Cultural Expertise

- **Regional Analysts**. Deep expertise on political, social, and cultural dynamics in specific regions.
- **Linguists**. Translation, interpretation, and linguistic analysis across target languages. • **Cultural Advisors**. Advise on cultural context, norms, and sensitivities for operational planning.

Delivery & Management Roles

- **Delivery Managers**. Lead engagement delivery, manage resources, and ensure quality outcomes.
- **Product Managers**. Define requirements, manage backlogs, and ensure solutions meet user needs.
- **Business Analysts**. Elicit requirements, map processes, and translate business needs to technical specifications.
- **Service Designers**. Design end-to-end service experiences aligned with GDS standards.
- **Technical Architects**. Define solution architecture, integration patterns, and technical standards.

Delivery Model

Services are delivered through flexible engagement models including time and materials (day rate), fixed-price deliverables, and outcome-based arrangements. All engagements follow Agile delivery principles with full transparency on progress, risks, and outcomes.

Services can be delivered remotely, on-site at client premises, or through a hybrid model as agreed. Where security requirements necessitate on-site delivery or access to classified environments, this can be accommodated subject to appropriate clearances and facilities.

Associated Services

Services available under this Lot

- Professional services consultancy (all role categories listed above). • Implementation and integration services.
- Training and capability transfer programmes.
- Managed operations and support services.
- Strategic consultancy and advisory.
- Domain subject matter expertise.

Related Services (available under separate Lots)

- Avenga Network Intelligence Platform (SaaS) - available under G-Cloud 15 Lot 2b.

Please refer to the Avenga G-Cloud 15 Rate Card and pricing document for detailed pricing by role and seniority level.

2. Data Protection

Information Assurance

Current Certifications

Avenga is committed to achieving industry-standard security certifications. Our certification roadmap is:

• **Cyber Essentials Plus**. Targeted within 12 months of G-Cloud framework award. • **ISO 27001:2022**. Targeted within 18 months of framework award. • **SOC 2 Type II**. Targeted within 24 months of framework award.

Security Practices

All Avenga personnel engaged in client delivery adhere to the following security practices:

- **Security Clearances**. Personnel can obtain security clearances (SC/DV) as required for specific engagements. Current clearance status and sponsorship requirements will be discussed during engagement planning.
- **Device Security**. All devices used for client work are encrypted, managed, and monitored in accordance with Cyber Essentials Plus requirements.

• **Access Controls**. Multi-factor authentication (MFA) enforced for all systems. Role based access controls (RBAC) limit data access to those with legitimate need. • **Training**. All personnel complete annual security awareness training and role-specific security training as appropriate.

Data Back-Up & Restoration

For professional services engagements, data handling arrangements are tailored to the specific requirements of each client.

- **Client Data**. Where Avenga personnel access or process client data, this is performed within client-controlled environments using client backup and recovery procedures.
- **Deliverable Data**. Working documents and deliverables produced during engagements are backed up to encrypted cloud storage with version control and 90- day retention.
- **Engagement Handover**. Upon engagement completion, all client data and deliverables are transferred to client systems and securely deleted from Avenga systems within 30 days, with certificate of destruction provided on request.

Client-specific data handling requirements can be discussed prior to order placement and documented in the Order Form.

Business Continuity Statement/Plan

Avenga maintains a Business Continuity Plan (BCP) aligned with ISO 22301 principles to ensure continuity of professional services delivery.

- **Resource Continuity**. Cross-training and documentation ensure knowledge transfer between team members. Named backup resources identified for all critical engagements.
- **Remote Working Capability**. All personnel are equipped for remote working, enabling continuity during travel disruption or office access issues.

• **Communication**. Multiple communication channels maintained (email, phone, video conferencing, instant messaging) to ensure client contact is maintained. • **Subcontractor Network**. Established relationships with vetted subcontractors provide surge capacity and specialist skills as required.

A more detailed Business Continuity Plan can be provided to the buyer on request.

Privacy by Design

Avenga embeds Privacy by Design principles into all professional services delivery.

• **Data Minimisation**. Personnel access only the data necessary for their specific tasks. • **Purpose Limitation**. Client data is used only for the purposes defined in the engagement scope.
• **Confidentiality Agreements**. All personnel sign confidentiality agreements before accessing client information.
• **Privacy Impact Assessment**. Where engagements involve processing of personal data, we support clients in conducting Data Protection Impact Assessments (DPIA). • **GDPR Compliance**. All data handling complies with UK GDPR requirements. Data Processing Agreements executed where Avenga acts as a data processor.

3. Using the Service

Ordering & Invoicing

To order Avenga Professional Services via G-Cloud 15:

1. **Initial Contact**. Email juan.villamil@avenga.com with an outline of your requirements, including the nature of the engagement, required skills, estimated duration, and any specific security or location requirements.
2. **Scoping Discussion**. We will arrange a discovery meeting to understand your specific needs, confirm the required roles and expertise, and discuss delivery approach.

3. **Proposal & Pricing**. Based on the scoping discussion, we will provide a detailed proposal with team composition and pricing based on the G-Cloud 15 Rate Card. 4. **Order Form**. Upon agreement, we will assist in completing the G-Cloud Call-off Contract Order Form, documenting agreed scope, deliverables, team, and pricing. 5. **Invoicing**. Invoices are issued monthly in arrears for time and materials engagements, or against agreed milestones for fixed-price work. Standard payment terms are 30 days from invoice date.

Availability of Trial Service

Avenga does not offer unpaid trial services. However, we offer the following alternatives to support buyer confidence:

- **Discovery Workshops**. Paid discovery engagements to define requirements and demonstrate our approach before committing to larger programmes.
- **Proof of Concept**. Time-boxed paid engagements with defined success criteria to validate approach and team capability.
- **Reference Calls**. We can arrange reference calls with existing clients (subject to their agreement) to discuss their experience working with our teams.
- **CV Review**. Proposed team CVs can be provided for client review prior to engagement commitment.

Please refer to our Rate Card for pricing on discovery and proof of concept engagements.

On-Boarding, Off-Boarding, Service Migration

On-Boarding Process

Upon contract signature, the following on-boarding process is initiated:

- **Kick-off Meeting**. Initial meeting with key stakeholders to confirm scope, timelines, governance arrangements, and ways of working.
- **Team Mobilisation**. Named team members assigned and introduced. Security clearance applications initiated where required.
- **Access & Logistics**. Coordination of system access, building passes, equipment, and working arrangements.
- **Client Briefing**. Team briefed on client context, existing systems, stakeholders, and cultural considerations.
- **Governance Setup**. Establishment of reporting cadence, escalation paths, and communication channels.

Off-Boarding Process

Upon engagement completion or termination, the following off-boarding process applies:

- **Knowledge Transfer**. Structured handover of all documentation, working materials, and institutional knowledge to client personnel or successor suppliers.

- **Deliverable Handover**. Final versions of all deliverables transferred to client controlled systems.
- **Access Removal**. System access and physical access returned/revoked. • **Data Destruction**. Client data securely deleted from Avenga systems within 30 days. Certificate of destruction provided on request.
- **Lessons Learned**. Post-engagement review offered to capture feedback and identify improvements.

Training

Avenga provides training services to build client capability in network intelligence and related disciplines.

Training Offerings

- **Platform Training**. User training for Avenga Network Intelligence Platform covering navigation, querying, scenario modelling, and reporting.
- **Advanced Analytics**. Graph query languages, custom analytics development, and knowledge graph design.
- **Intelligence Tradecraft**. Structured analytical techniques, critical thinking, and bias mitigation for intelligence analysts.
- **Domain-Specific**. Tailored training on specific use cases (supply chain analysis, criminal network mapping, CNI protection, counter-disinformation).
- **Data Literacy**. Building data confidence and AI awareness for non-technical stakeholders.
- **Data & AI Strategy**. Support and coaching for Executive Teams and Chief Data Officers on Data and AI strategies and Operating Model design.
- **Train-the-Trainer**. Enabling client personnel to deliver internal training programmes. *Please refer to our Rate Card for detailed pricing on training services.*

Implementation Plan

Implementation approaches are tailored to engagement type. Typical patterns include:

- **Staff Augmentation**. Resources embedded within client teams, working to client processes and governance.
- **Managed Delivery**. Avenga takes responsibility for delivery of defined outcomes, with regular client touchpoints.
- **Hybrid**. Combination of embedded resources and managed workstreams. *A detailed implementation plan will be provided to the buyer following the scoping discussion.*

Service Management

Professional services engagements are managed in accordance with ITIL and Agile best practice principles.

- **Engagement Management**. Named Engagement Manager responsible for overall delivery, commercial management, and client satisfaction.
- **Progress Reporting**. Regular status reporting (typically weekly) covering progress, risks, issues, and upcoming activities.
- **Agile Ceremonies**. For delivery engagements, standard Agile ceremonies (stand ups, sprint planning, retrospectives) as appropriate to engagement type. • **Escalation**. Clear escalation paths for issues requiring senior attention, with named escalation contacts on both sides.
- **Quality Assurance**. Peer review of deliverables. Senior oversight of all client-facing outputs.

Service Constraints

- **Working Hours**. Standard delivery is UK business hours (0900-1730 Monday Friday). Out-of-hours support can be agreed at additional cost.
- **Location**. Default delivery is remote. On-site presence can be accommodated subject to location, security requirements, and notice period.
- **Security Clearances**. Where engagements require security-cleared personnel, lead times for clearance applications (typically 3-6 months for SC, 6-12 months for DV) should be factored into planning.
- **Resource Availability**. Specific named resources are subject to availability at time of order. Alternative resources of equivalent capability will be proposed where named individuals are unavailable.

Service Levels

Service levels for professional services engagements are agreed on an engagement-specific basis. Typical metrics include:

Metric	Typical Target
Resource mobilisation (from order) 2	
Resource replacement (like-for-like)	
Response to escalation	4 business hours
Deliverable review turnaround	5 business days

Specific service levels will be agreed during engagement planning and documented in the Order Form.

Outage & Maintenance Management

For professional services, continuity management focuses on resource availability:

- **Planned Absence**. Annual leave and other planned absences communicated with minimum 2 weeks' notice. Cover arrangements agreed in advance.
- **Unplanned Absence**. Client notified same day of any unplanned absence. Backup resource deployed within 48 hours for critical engagements.
- **Resource Changes**. Where resource changes are required (departure, redeployment), minimum 2 weeks' notice provided with handover plan.

Financial Recompense Model for Not Meeting Service Levels

For professional services engagements, remedies for service level failures may include:

- Credit for days where agreed resources were unavailable due to Avenga factors • Additional resource days at no charge to address quality issues
- Fee reduction for deliverables not meeting agreed acceptance criteria

Specific remedies will be agreed during contract negotiation and documented in the Order Form.

4. Provision of the Service

Customer Responsibilities

To ensure successful service delivery, the Customer agrees to:

- **Nominated Contacts**. Provide named contacts for operational, technical, product and commercial matters with authority to make decisions on behalf of the organisation. • **Agile Ways of Working**. Work in a standard Agile delivery manner with full participation in required Sprint Ceremonies (where applicable).
- **Access & Facilities**. Provide timely access to systems, data, premises, and personnel as required for the engagement.
- **Security Clearances**. Support clearance applications by providing sponsorship and necessary documentation where required.
- **Timely Decisions**. Make decisions and provide approvals within agreed timescales to avoid delivery delays.
- **Feedback**. Provide timely feedback on deliverables and raise concerns promptly to enable resolution.
- **Subject Matter Input**. Make available appropriate client subject matter experts to support requirements definition and validation.

Technical Requirements & Client-Side Requirements

For Remote Delivery

- Video conferencing capability (Teams, Zoom, or equivalent).
- Secure document sharing (SharePoint, Google Drive, or equivalent). • Remote access to relevant client systems (VPN, Citrix, or equivalent) where required.

For On-Site Delivery

- Suitable workspace with network connectivity.
- Building access arrangements.
- Client device provision (if client policy prohibits third-party devices).

Specific technical requirements will be confirmed during engagement planning and documented in the Order Form.

Outcomes/Deliverables

Deliverables are tailored to each engagement. Typical outputs include:

- **Implementation**. Configured platform environments, integrated data pipelines, deployed solutions, technical documentation.
- **Consultancy**. Assessment reports, strategy documents, architecture designs, business cases, operating models.
- **Analysis**. Intelligence products, network analyses, threat assessments, scenario models.
- **Training**. Training materials, recorded sessions, certification records, train-the-trainer packs.
- **Capability Transfer**. Trained client personnel, operational runbooks, support documentation.

After-sales Account Management

Avenga is committed to long-term partnership with our clients.

- **Account Management**. Named Account Manager maintains ongoing relationship, identifying opportunities to add value.

- **Engagement Reviews**. Post-engagement reviews to capture lessons learned and identify improvement opportunities.
- **Continued Support**. Follow-on support available for questions arising from completed engagements.
- **Thought Leadership**. Clients invited to briefings, webinars, and events on relevant topics.

Termination Process

Either party may terminate the service agreement in accordance with the terms specified in the G-Cloud Call-off Contract and Order Form.

- **Notice Period**. Standard 30 days written notice for time and materials engagements. Fixed-price engagements as specified in Order Form.
- **Early Termination**. Where engagements are terminated early, fees for work completed to date are payable. Milestone-based engagements are payable for completed milestones.
- **Knowledge Transfer**. Avenga will provide reasonable knowledge transfer during the notice period to support continuity.
- **Deliverable Handover**. All work-in-progress and completed deliverables transferred to client within 10 business days of termination.
- **Data Destruction**. Client data securely deleted from Avenga systems within 30 days of termination.

5. Our Experience

Case Studies

Detailed case studies demonstrating successful delivery of network intelligence and related professional services for government and commercial clients are available on request. Case studies cover:

- Intelligence platform implementation for UK law enforcement
- Supply chain visibility and resilience programmes for defence
- Network analytics capability development for government departments • Counter-fraud analytics for public sector organisations
- Data strategy and governance for critical national infrastructure operators

Clients

Avenga and our delivery partners have experience working with organisations including:

- UK Government departments and agencies
- Law enforcement organisations
- Defence contractors
- Critical national infrastructure operators
- Professional services firms

References available on request, subject to client agreement.

Contact Details

For enquiries regarding Avenga Professional Services or G-Cloud 15 orders, please contact:

G-Cloud Contact: Juan Villamil

G-Cloud Email: juan.villamil@avenga.com

Website: www.avenga.com

— End of Service Definition —