

# **Service Definition Document**

## **AWS Cloud Consulting and Support Services**

**Supplier:** VG Tech Solutions Ltd

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### **1. Service Overview**

VG Tech Solutions Ltd provides AWS Cloud Consulting and Support Services to public sector and regulated organisations. The service supports customers at all stages of their cloud journey, including architecture design, migration planning, security assessment, optimisation and operational improvement.

The service is delivered as professional cloud consultancy under G-Cloud Lot 3 (Cloud Support).

### **2. What the Service Includes**

- AWS cloud architecture design and assurance
- Secure landing zone design and implementation
- Cloud migration planning and delivery support
- Oracle and legacy system modernisation to AWS
- AWS security posture reviews and remediation guidance
- Cost optimisation and FinOps advisory
- Workload performance optimisation
- Disaster recovery and resilience design
- Knowledge transfer and documentation

### **3. What the Service Does Not Include**

- Provision of cloud hosting services
- Resale of AWS subscriptions
- 24x7 managed services or helpdesk support
- Incident response SLAs unless agreed separately
- Software licensing

### **4. Delivery Approach**

Delivery is provided through structured consultancy engagements including discovery, design, implementation and handover phases. Services are delivered remotely by default, with onsite support available by prior agreement.

Each engagement is delivered under an agreed statement of work aligned to buyer requirements.

## 5. Security and Data Protection

VG Tech Solutions Ltd operates in accordance with UK GDPR and government cloud security principles. Security controls include:

- Role-based access control
- Multi-factor authentication
- Encrypted devices and communications
- Secure documentation handling
- Compliance with Cyber Essentials requirements

No personal data is transferred offshore without buyer approval.

## 6. Onshore and Offshore Delivery

The service offers scalable **onshore and offshore delivery capability**.

- All security-sensitive, client-facing and data-handling activities are delivered onshore within the UK.
- Offshore resources may be used for approved engineering or support activities where permitted by contract.

## 7. Pricing Model

Services are priced on a daily or hourly consultancy basis. Pricing is defined per call-off contract and aligned to the published G-Cloud rate card.

No minimum contract value applies.

## 8. Service Constraints

- Service delivery is primarily remote
- Onsite delivery subject to availability and additional cost

- Managed support and SLAs are not included unless explicitly agreed

## **9. Contact Information**

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