

RM1557.15

G-CLOUD 15 FRAMEWORK

LOT 3: CLOUD SUPPORT

SERVICE DEFINITION DOCUMENT

Supplier: Backyard Technologies Ltd.

18 Brickfield Close, CO4 3BH, Colchester, Essex
United Kingdom

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Classification: OFFICIAL

BACKYARD

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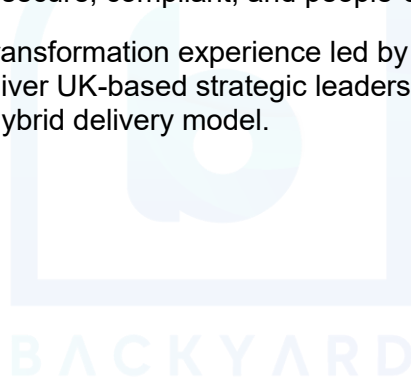


1. SUPPLIER OVERVIEW

Supplier Name	Backyard Technologies Ltd.
Registered Address	18 Brickfield Close, CO4 3BH, Colchester, Essex, United Kingdom
Company Registration	Companies House Registered
Supplier Type	SME (Small and Medium-sized Enterprise)
Framework Reference	RM1557.15 G-Cloud 15
Lot	Lot 3: Cloud Support
Contact	Christopher Abhulimen, CEO

Backyard Technologies Ltd. is a Hybrid Challenger Consultancy established to bridge the critical data maturity and AI-readiness gap facing UK SMEs and public sector organisations. Our mission is to guide organisations through secure, compliant, and people-centred digital transformation.

With 25+ years of IT and digital transformation experience led by our CEO, a KOICA Certified E-Government Professional, we deliver UK-based strategic leadership combined with cost-effective technical execution through our hybrid delivery model.



2. SERVICE 1: AI-READINESS AUDIT & DATA GOVERNANCE ROADMAP

Service Name	Backyard AI-Readiness Audit & Data Governance Roadmap
Service Type	Cloud Support - Cloud Migration Planning / Data Auditing
Service ID	BKYD-L3-001

2.1 Service Description

A specialized 6-week diagnostic engagement designed to bridge the data maturity gap. We classify legacy "dark data," define AI governance guardrails, and build a prioritized implementation backlog for safe, agentic AI adoption.

2.2 Service Categories

Data auditing, Architecture analysis, Governance, and Strategy

2.3 Key Features

- Dark-data identification and classification
- AI risk and governance "guardrail" design
- Prioritized 12-month implementation roadmap
- Working MVP (Prototype) of a bespoke workflow agent
- Security and compliance "heatmap" for AI deployment

2.4 Key Benefits

- De-risks AI investment by fixing foundational data hygiene
- Accelerates ROI with identified "quick-win" automation opportunities
- Ensures alignment with 2026 UK SRS and data regulations
- Human-led strategy combined with agile technical execution
- Cost-effective delivery through Backyard's hybrid model

2.5 Deliverables

- Comprehensive data map and classification report
- Identified dark-data sources with remediation plan
- Prioritized quick-win automation opportunities list
- Security and compliance heatmap for AI deployment
- Working prototype agent (MVP)
- 12-month implementation roadmap with milestones

2.6 Pricing

£8,000 to £25,000 fixed price based on organisational scope and complexity.

3. SERVICE 2: COMPLIANCE-AS-A-SERVICE (CaaS)

Service Name	Backyard CaaS: Managed Cyber Security & Sustainability Reporting
Service Type	Cloud Support - Security Auditing / Ongoing Support
Service ID	BKYD-L3-002

3.1 Service Description

A managed subscription service providing continuous monitoring and automated evidence generation for Cyber Essentials Plus v3.3 and UK Sustainability Reporting Standards (UK SRS). We ensure your cloud posture remains audit-ready daily.

3.2 Service Categories

Security auditing, Risk management, and Sustainability reporting

3.3 Key Features

- Continuous asset and 14-day patch reporting (CE+ v3.3 compliant)
- Automated ESG evidence pipelines for UK SRS
- Live security posture dashboard and quarterly clinics
- Direct support for Cyber Essentials Plus certification
- Managed log analysis and cloud-native vulnerability monitoring

3.4 Key Benefits

- Predictable, fixed-cost monthly compliance
- Maintains public sector "bid-ready" status (CE+ v3.3)
- Reduces administrative time spent on manual audit evidence
- UK-based strategic oversight with offshore monitoring efficiency
- Automated sustainability data collection for supply chain reporting

3.5 Service Tiers

Tier	Features	Price (Monthly)
Starter	Asset monitoring, patch reporting, quarterly reviews	£750
Business	All Starter features + live dashboard, ESG automation, monthly clinics	£2,500
Enterprise	Full managed service with dedicated support, custom integrations	Bespoke

4. SERVICE 3: STRATEGIC CLOUD MIGRATION & G-CLOUD OPTIMIZATION

Service Name	Backyard Strategic Cloud Migration & G-Cloud Optimization
Service Type	Cloud Support - Cloud Migration Planning / Governance
Service ID	BKYD-L3-003

4.1 Service Description

Senior advisory and technical support led by a 25-year IT veteran to help public sector bodies migrate to and optimize their hybrid cloud environments. We focus on cost-reduction, agentic automation, and procurement compliance.

4.2 Service Categories

Cloud migration planning, Training, and Service delivery management

4.3 Key Features

- Hybrid cloud architecture design and migration planning
- G-Cloud tender preparation and procurement advisory
- Public Sector Contract (PSC) alignment and special terms drafting
- Workforce upskilling on AI and cloud governance
- Post-migration optimization for performance and sustainability

4.4 Key Benefits

- Direct access to a CEO-level e-government expert
- Simplified procurement via G-Cloud 15 call-offs
- Maximized value for money through infrastructure right-sizing
- Ensures sovereign and ethical cloud operations
- Bridges the gap between technical migration and operational ROI

4.5 Pricing

Milestone-based or call-off projects following SFIA rate cards. See Pricing Document for detailed rates.

5. OPERATIONAL DETAILS

5.1 Staff Security Clearance

Personnel are vetted to BPSS (Baseline Personnel Security Standard) as a minimum. Senior staff (CEO) hold higher clearances as required for specific engagements.

5.2 Support Levels

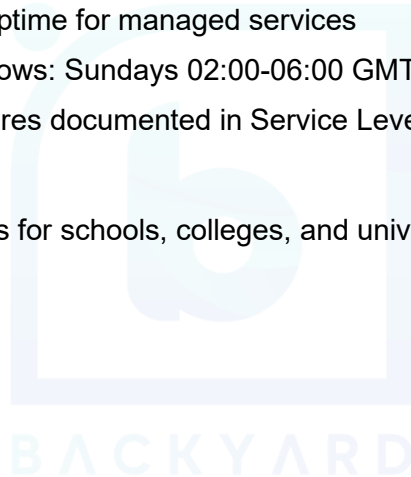
Support Tier	Availability	Response SLA
Enterprise	24/7 technical helpdesk	Critical: 1 hour / High: 4 hours
Business	9am-5pm Mon-Fri (UK time)	4-hour response via email/phone
Starter	9am-5pm Mon-Fri (UK time)	Next business day response

5.3 Service Availability

- Target availability: 99.5% uptime for managed services
- Planned maintenance windows: Sundays 02:00-06:00 GMT (with 7-day notice)
- Incident escalation procedures documented in Service Level Agreement

5.4 Educational Discount

10% discount on all one-off audits for schools, colleges, and universities.



6. ONBOARDING PROCESS

6.1 Standard Onboarding Timeline

Phase	Activity	Duration	Responsibility
1	Contract signature and kick-off meeting	Day 1	Both parties
2	Requirements gathering and stakeholder identification	Days 2-5	Backyard + Buyer
3	Access provisioning and security vetting	Days 5-10	Buyer
4	Service configuration and testing	Days 10-15	Backyard
5	User acceptance testing and sign-off	Days 15-20	Buyer
6	Go-live and hypercare support	Days 20-30	Backyard

6.2 Buyer Responsibilities During Onboarding

- Provide nominated project contact and escalation path
- Complete security vetting for Backyard personnel as required
- Provide access to relevant systems, data, and documentation
- Participate in requirements workshops and UAT

BACKYARD

7. OFFBOARDING PROCESS

7.1 Contract Termination Notice

- Minimum 30 days written notice for standard termination
- 90 days notice for Enterprise tier (to allow transition planning)

7.2 Exit Procedure

Step	Activity	Timeline
1	Termination notice received and acknowledged	Day 0
2	Exit planning meeting with Buyer	Within 5 days
3	Data export in agreed format (CSV, JSON, or XML)	Within 15 days
4	Knowledge transfer sessions (if requested)	Days 15-25
5	Secure deletion of Buyer data (with certification)	Within 30 days
6	Final invoice and service closure confirmation	Day 30

7.3 Data Return and Destruction

- All Buyer data returned in machine-readable format at no additional cost
- Certificate of secure data destruction provided upon request
- Compliant with UK GDPR Article 17 (Right to Erasure)

8. SERVICE MANAGEMENT

8.1 Governance Structure

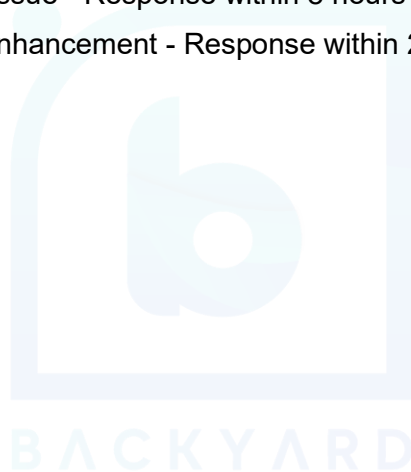
- Named Account Manager assigned to each engagement
- Monthly service review meetings (Business/Enterprise tiers)
- Quarterly strategic review with senior stakeholders

8.2 Change Management

- All changes logged via service desk ticketing system
- Impact assessment for significant changes
- 7-day advance notice for planned service modifications

8.3 Incident Management

- Priority 1 (Critical): Service unavailable - Response within 1 hour
- Priority 2 (High): Major functionality impaired - Response within 4 hours
- Priority 3 (Medium): Minor issue - Response within 8 hours
- Priority 4 (Low): Query or enhancement - Response within 2 business days



9. DATA HANDLING & SECURITY

9.1 Data Location

- All data processed and stored within UK-sovereign data centres
- No data transfer outside the United Kingdom without explicit Buyer consent
- Cloud infrastructure hosted on major hyperscale providers (AWS, Azure) with UK regions

9.2 Data Protection Compliance

- Fully compliant with UK GDPR and Data Protection Act 2018
- Compliant with Data (Use and Access) Act 2025
- Data Processing Agreement (DPA) provided with all engagements
- Data Protection Impact Assessment (DPIA) support available

9.3 Security Standards

- Cyber Essentials certification (in progress, expected within 12 months of award)
- All data encrypted at rest (AES-256) and in transit (TLS 1.3)
- Regular penetration testing and vulnerability assessments
- Security incident notification within 24 hours of discovery

9.4 Security Classification

Services are designed to handle data classified up to OFFICIAL (including OFFICIAL-SENSITIVE) in accordance with the Government Security Classifications Policy.

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BACKYARD