

CIVICA



G-Cloud 15 Service Definition Document

Power Platform Services

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1. Power Platform Services

1.1. Introduction

This is the Service Definition Document for Civica UK Ltd (Civica) Power Platform Services under the G-Cloud Framework.

1.2. Overview of Services

Civica offers the following services to help Buyers to plan and implement their cloud-based strategy.

Service	Service Description
Power Platform Business Process Transformation Services	Using our proven methodology, the service helps reimagine, streamline, automate and integrate legacy processes for efficiency savings, enhanced agility and improved customer service. It enables process automation, AI-driven insights and app innovation through strategy development, user research and baseline assessment, process re-engineering, change management, planning, implementation, integration, skills transfer/rollout.
Power Platform Strategy, Governance, and Service Set-Up	Using Power Platform Services within your organisation can avoid data egress and security concerns. Civica's tried and tested approach will provide a strategy, framework, training and necessary tooling, including Centre of Excellence, to ensure maximum Return on Investment and benefits realisation within Power Apps, Power BI and Power Automate Development.
Power Platform Application Design and Development	Power Platform offers a tailored, low/no-code approach to solutions, allowing a more streamlined approach to rapidly build/deploy powerful business applications, automate business processes and create user-friendly AI & data-driven dashboards and reports. Our service offers the full range of ALM activity, from process design to full development and implementation.

1.3. Use of Subcontractors and Partners

The above services are delivered by Civica UK Ltd. Depending on the Buyer requirement we may operate with other Civica group companies including Civica NI (Northern Ireland) Limited. Civica NI Limited is registered in Northern Ireland at 10 Weavers Court, Belfast, BT12 5GH.

2. Detailed Descriptions

2.1. Power Platform Business Process Transformation Services

Service Features and Benefits

Features	Benefits
- Current state assessment: systems, infrastructure, data, people, processes, governance - Future state assessment to identify areas of improvement - Process improvement strategy, modelling and planning using proven methodology - Business solution proof of concept (PoC) exploration and implementation - Full solution, process review & design by experienced experts - In-house skill increase via immersive workshops and live prototyping - Pre-migration/change readiness assessments for legacy systems and processes - Flexible scope: data-capture, workflow, RPA, natural language interfaces - Intelligent AI-driven automation via Power Automate and AI Builder - Low-code apps, secure portals via Power Apps and Power Pages	- Process alignment with business strategy, goals, and value disciplines - Maximise quality and value of process output (product, service, information) - Increased efficiency to improve Buyer experience or maximise throughput - More efficient resource use to reduce development cost and time-to-market - Higher internal or external regulatory compliance through enterprise-grade governance tools - Processes readily adaptable to changes in business environment - Build self-sufficiency in process engineering and Power Platform - Improved systems integration, robotic process automation, and data management - Solutions to maximise M365 ROI and deliver demonstrable business benefit - Unlock efficiency potential through business led automation development

Scope

Civica works with Buyers to transform and automate processes for maximum business impact. Whatever stage in your journey, whether just starting the work of identifying underperforming processes, mid-way through implementation or looking for operational support, our experienced Power Platform and business process specialists can help accelerate your process improvement initiatives. This includes getting the most from Power Apps, Power Automate, Virtual Agents, Power BI, MS Teams and SharePoint as effective platforms for process automation.

Civica's Power Platform Business Transformation Services are all based upon our standard and proven methodology. Our services are flexible, agile and draw from a number of established business process improvement methodologies (e.g. Lean Six Sigma). Hands on 'Art of the Possible' workshops and implementation follow our proven formal project methodology and Microsoft best practice, whilst business process improvement engagements adhere to a standard 5 stage approach:

Project Approach

Our Business Process Transformation Services scale from a single, intensive, big impact day to an end-to-end engagement that sees through the entire process transformation. Our approach scales accordingly to ensure all activities are delivering value and driving sought business outcomes. Typical engagements follow the following stages:

Stage	Typical Activities
Discover	following project initiation in the first stage we: identify business terms, functional areas and roles, shortlist activities and processes, and catalogue the process landscape.
Case for Change	If required, during this stage, we build the business case by gathering context and characterise in scope processes, establishing the reason for, cost and benefits of process improvement, capturing requirements and future state vision, and identifying impact, performance targets and measures.
Baseline	During the Baseline stage, we work with you to further characterise and assess in scope processes, establishing actors and handoff points, workshoping and diagramming current state flows, and assessing individual process steps
Target	The Target stage focusses on future state, establishing overall approach and ideas for transformation, characterising improvements, developing ideal workflows, and refining process into realistic target workflows within real world constraints
Roadmap	This stage plans the transformational implementation by conducting gap analysis, identifying, and prioritising key activities, assessing transition readiness, and building an implementation and transition plan

Together, the 5 stages in our methodology deliver a readiness to confidently start the process of a process transformation.

Added Value and Innovations

Alongside our Business Process Transformation services, we offer process efficiency health checks, change management for effective business outcomes, and M365 and Power Platform roadmap advice.

Buyer outcomes

Civica's Power Platform Business Process Transformation Services deliver:

- Improved understanding your process landscape and where the problem processes lie.
- A clear and compelling vision for business process improvement.
- Implementation scoping and prioritisation aligned with business strategy.
- Dependencies, risks and blockers mitigated.
- Skills and capability gaps identified and planned for.
- Processes transformed and expertly implemented, integrated and rolled out using Microsoft technologies.
- Greater in-house capability through training, building together and skills transfer.

2.2. Power Platform Strategy, Governance, and Service Set-Up Services

Service Features and Benefits

Features	Benefits
• Creating a robust environmental strategy to provide operational guardrails • Design of a Power Platform estate to meet modern demands • Governance/strategy using expert user research and user experience resources	• Fully established governance and compliance employing defined and trusted methodologies • Continuous improvement of user knowledge and adoption

• Apply governance, control and administration over your Power Platform estate • Business application development and process management best practice guidance • Centre of Excellence set-up/health check for management/adherence to policies • Creating an in-house service to help grow Power Platform uptake • Training, nurturing, using the proven Civica change management framework • Managed Support Service for technical, administration and end user roles • Production of reliable Application Lifecycle Management (ALM) and security management	• Reduce administrative burden and operations overheads / costs • Minimise misuse, data leakage and egress, and technical debt • Operational transparency and complete control of the whole Power Platform • Reduce operational and compliance risk and provision of safe environment • Modernise your workforce, seamless evolution of solutions and user development • A robust and guiding Power Platform, nurturing internal citizen development • Improved systems integration, robotic process automation, compliance, and data management • Maximise M365 ROI and deliver business benefit and enhanced self-sufficiency
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Scope

We are often told that organisations want to take advantage of the advancements made available with the use of low/no-code development and the advent of Citizen Developers. Often, however, organisations are either reluctant to permit citizen development outside of their 'official' IT (Information Technology) teams, or they have done and now are faced with a proliferation of applications, forms, workflows which have been done outside of the approved processes and have become unmanageable and cluttered at best.

Civica's Power Platform Strategy, Governance & Service Set-up services will assist you with all the features mentioned in the table above which will lead to you having a best of breed set of methods, processes and tools to make the very most from your Power Platform.

Project Approach

Stage	Typical Activities
Discover	We will work with you to deliver an overarching vision and strategy for your use of Power Platform. If you already use it, we will undertake a series of activities to understand the current environment, challenges and opportunities that exist to implement the changes required to achieve the vision and strategies.
Design	Following the Discovery phase, Civica's expert team will then present a design for your organisation's Power Platform Strategy & Governance solution that will always refer to the vision and strategy agreed during Discovery. This could include all or some of the outcomes detailed below. When you have agreed with the proposed design, we move into the all-important Implement phase.
Implement	On receipt of the Design, we will work together with your stakeholders and sponsors to implement your Strategy & Governance solution as per the requirements and design. At each stage of the implementation, we will robustly ensure that it is exactly in line with what has been agreed and that it meets and delivers the required benefits before being put into production. Again, always aligning to the vision and strategy agreed at the start of the process. Implementation also includes all aspects of Civica's top of class training, adoption and change management capabilities to ensure your users are ready for the solution.
Operate	At the end of the implementation, your solution will be ready to transition to business as usual. This can then be managed by your own in-house Support function, or you may wish to take advantage of Civica's expert managed services team to ensure that

the solution is supported and managed as it should be. Either way, we will ensure that anyone who needs to support it will be more than adequately trained and educated in terms of understanding the new solution.

Buyer outcomes

Civica's Power Platform Strategy, Governance, and Service Set-Up Services deliver:

- A comprehensive strategy for use of the Power Platform.
- Tailored and robust Governance for the Platform.
- A fully functioning, easy to use and understand suite of tools to set-up and operate your new Centre of Excellence.
- Capability to monitor and audit everything created on your Power Platform to avoid clutter, bad practice, and over-proliferation.
- Creation of an application audit process.
- Methods to manage application ownership.
- Provision of best practice training and adoption tools and materials.
- A secure environment to manage licenses and access to data sources through the creation of data loss prevention policies.
- Tools to enable the growth and evolution of your Power Platform (such as a Power Platform Team or Yammer channel).
- Comprehensive plan for supporting the solution.

2.3. Power Platform Application Design and Development Services

Service Features and Benefits

Features	Benefits
• Design & rollout PowerApps, PowerAutomate flows, Power Pages/Portals, PowerBI solutions • Business solution proof of concept (PoC) exploration and implementation • Full solution and process review and design by experienced experts • Powerful app development and automated processes built by experts • Development of PowerBI/Dataverse solutions to reveal timely business insights • Paperless forms and artificial intelligence tools • Maximising security and compliance across all M365 apps • Data visualisations and insight with dashboards and reports inside/outside Teams • Use change management, training, learning and adoption framework with ALM Integration with Azure/M365 and more than 600+ pre-built connectors	• Digitised processes replacing the legacy paper, manual form processing • Modern, user-friendly technology, built for rapid development and deployment • Improved management, data visualisation and other reporting with Power BI • Seamless/secure integration with M365, Office, Dynamics, Azure and other sources • Enable systems integration and management capabilities including AI, CoPilot • Market leading security and compliance tools built-in • Maximise M365 ROI and demonstrably deliver against strategy • Enable accelerated development of business critical systems in controlled environments • Accessible remotely on any device enabling access to tools/capabilities • Allows users to access applications and data wherever they are

Scope

Power Platform is made up of Power Apps, Power Automate, Power BI and Power Virtual Agents. Civica design and develop powerful canvas and model-driven applications to meet your business needs and simplify business processes.

Over many years we have built up the experience and the highest degree of expertise in working with our Buyers to deliver high value solutions to improve productivity and efficiency whilst at the same time bringing returns on investments over time. We are perfectly placed to either assist your teams in using what the Power Platform has to offer, or indeed building the solutions you need when you need them and as you need them.

In our experience, there are always many quick and big wins to be discovered at any organisation where Power Platform is ideal to deliver these. Whether this be things like absence management, holiday approvals, visitor and event bookings and any approval process. Or turning cumbersome spreadsheets into efficient and modern applications, to say nothing of removing the need for paper-based forms from your business. Civica and our Power Platform offering is designed to make your lives easier, move you forwards and make your business users more productive.

Project Approach

Stage	Typical Activities
Discovery	The first phase will always be that of discussing with your main stakeholders and sponsors the solutions that are in scope. This could be done by way of creating a roadmap or backlog of activities detailing your planned suite of applications, processes, dashboards and reports. In each case we will work with you in drilling into the requirements in order to ascertain the best possible ways in which Power Platform can realise the benefits it can bring you. This phase means that we will have all of the information we need to move into the next phase.
Design	On a case-by-case basis, each individual solution will need to be fully designed – whether this be using an agile methodology or waterfall (or anything in between) – we will produce a complete and comprehensive design for the solution. Every step of the way we will constantly work with you to ensure that the design is meeting your requirements. This phase will also include a delivery plan so that everyone involved is fully aware of what is being done, by whom and when. When the design and plan have been agreed, we will move to the Implementation phase.
Implement	On receipt of the Design, we will work very closely with your stakeholders and sponsors in order to implement the app/process/report/dashboard as per the requirements and design using the appropriate project methodology. At each stage of the implementation, we will robustly ensure that it is exactly in line with what has been agreed and that it meets and delivers the required benefits before being put into production. Implementation also includes all aspects of Civica's top of class training, adoption and change management capabilities to ensure your users are ready for the solution employing application lifecycle management techniques as required.
Operate	At the end of the implementation, your solution will be ready to transition to business as usual. This can then be managed by your own in-house Support function, or you may wish to take advantage of Civica's expert managed services team to ensure that the solution is supported and managed as it should be. Either way, we will ensure that anyone who needs to support it will be more than adequately trained and educated in terms of understanding the new solution.

Buyer outcomes

Civica's Power Platform Services deliver:

- Best of breed and innovative Power Apps, business process automation, Power BI dashboards and reports.
- Cost and time savings.

- Modern digital tools and processes.
- Efficiency savings and giving users the ability to develop their own low/no-code solutions.
- Simplified and more efficient compliance management by using Power Apps and Power Automate to ensure business processes are being followed.
- More efficient and diligent reporting capabilities by using Power BI to accurately report on data in real time with little or no human involvement.
- The capability to position yourselves to start using the AI capabilities available through M365 with innovations like chat bots in Teams.
- Connection and integration of all your data in one place.
- Rapid development capabilities wrapped up in a tight Governance structure to ensure compliance, control and speed to release.

3. About Civica

3.1 Overview

New policies, advances in technology, restrictive budgets and rapidly changing cyber security risks put increasing pressure on government, while citizen expectations of your services continue to rise.

Our mission is to accelerate the digital transformation of public services, helping you create data-centric, secure solutions and intelligent, AI-driven services built around your goals, budgets and the needs of the citizens you serve. All with minimal disruption. All with expert support. For over 20 years, our focus has been exclusively on central government and defence, establishing a track record of lasting impact. We understand your drive to strengthen critical change programmes, driving better outcomes for citizens, businesses and communities, and value for money for taxpayers. We can turn your imperatives into reality. Faster.

3.2 Core Propositions

Civica's Central Government & Defence (CGD) Division's core offerings comprise:

Expertise on Demand



We share our knowledge, tools and approaches to build centres of excellence and enduring capability within your teams. Whether you require individuals or high-performing autonomous teams, we provide public sector domain experts who understand your challenges and have solved them before.

Intelligent Solutions



We design and build AI-driven intelligent software solutions using trusted data to transform your services. Alongside your teams, we create exceptional citizen experiences, modernise your software, integrate or deploy leading SaaS solutions, or build new intelligent solutions, improving efficiencies and reducing the cost to serve.

Managed Services



Once live, we ensure your systems deliver maximum value and return on investment, adapting as policy changes, technology evolves, cyber threats grow and user needs shift. We can manage your new solution or support your existing tech stack, minimising operating costs as we go.

3.3 Civica Innovations

Civica identifies and develops technology innovations to complement its mission of transforming the way its Buyers work, enabling them to drive improved outcomes for UK citizens, e.g.:

- Machine-based identity verification to improve the user experience in public sector pension management.
- Using advanced technologies to address voting decline by improving citizen engagement.
- Using innovative image processing AI to optimise passenger flow and improve passenger experience and safety at a regional airport

Our innovation labs provide a facility to co-create new ideas and technologies with a Buyer. Our innovation champions help promote and apply advanced technologies such as artificial intelligence, machine learning and augmented and virtual reality, to public service delivery. Peer-group sessions with Buyers have helped fuel the innovation focus, to mutual benefit.

3.4 Full List of G-Cloud Services

This is the list of GCloud service categories provided by Civica's Central Government & Defence (CGD) Business Unit:

- Managed Hosting Services for Azure, AWS and Civica private cloud.
- Cloud professional services covering:
 - Application Transformation
 - Digital Services
 - Change Management
 - Data Management, Data Architecture, Data Analytics and Data Engineering
 - Microsoft (M365, Power Platform and D365)

3.5 Other Framework Agreements

Civica's Central Government & Defence Business Unit operates through the following frameworks.

Framework	Description
GCloud 14 (RM1557.14)	Lots 1, 2, 3 and 4.
Technology Services 3 (RM6100)	Lot 1 Technology Strategy & Services Design; Lot 2 Transition & Transformation; Lot 3 Operational; Lot 4 Programmes & Large Projects.
Technology Services 4 (RM6190)	Lot 1 Technology and Digital Consultancy Services; Lot 2 Transition and SIAM; Lot 5 and 5a Application and Data Management.
Digital Specialists & Programmes (RM6263)	Lot 1 - Capability-based or delivery of multiple projects covered under an overarching strategic service objectives using PPM frameworks.
Software Design & Implementation (RM6193)	Lot 1.
Digital Outcomes 6 (RM1043.8)	Lots 1 to 3.
Digital Outcomes and Specialists 7 (RM1043.9)	Lot 1 - Digital Outcomes; Lot 2 - Digital Capability & Delivery Partner; Lot 3 - End User Services; Lot 4 - User Research Studios & Participants.
Big Data & Analytics (RM6195)	Lot 1: Design, Build & Run Services; Lot 2: Commercial Off-The-Shelf (COTS) Software.
Artificial Intelligence (RM6200)	Discovery and consultancy services related to artificial intelligence (AI), implementation and support of AI systems, end-to-end partnerships, and AI technologies.
Alexander Mann Public Sector Resourcing Framework (RM3749)	Civica is on the "Statement of Work" and the "Resource Augmentation" Lots under this framework.
Scottish Government (Digital Technology & Cyber Services)	Lot 1 - Digital and technology projects; Lot 2 - Digital Technology Resources.

3.6 How to Obtain Further Information

For further information please see our website at www.civica.com or contact us on 0333 321 4914.