



G-Cloud 15 Service Definition Document

Managed Azure, AWS and Private Cloud Platforms

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Any questions regarding this document should be directed to:	
Name:	Civica UK Limited
Address:	Southbank Central, 30 Stamford Street, London, SE1 9LQ
Telephone:	0333 321 4914
Email:	g-cloud@Civica.co.uk

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1. Lot 1 Services

1.1. Introduction

This is the Service Definition Document for Civica UK Ltd (Civica) for Azure, AWS and Civica Private Cloud Platforms under the G-Cloud Framework.

1.2. Overview of Services

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

Service	Service Description
Managed Microsoft Azure	Unlock the full potential of Azure with our end-to-end professional and managed services. We take care of your infrastructure, platform, and SaaS management so you can prioritise your services and your users. Whether it's microservices, databases, serverless technologies, or application modernisation, we manage and transform your Azure environment for maximum performance and efficiency.
Managed Amazon Web Services (AWS)	Unlock the full potential of your AWS cloud platform with our comprehensive professional and managed services. We take care of the complexities across AWS infrastructure, platforms, and SaaS environments so you can stay focused on your services and users. Our customisable solutions span IaaS, PaaS, and SaaS - covering microservices, databases, serverless computing, and application transformation.
Managed Private Cloud Platform	Enhance application performance on our fully managed cloud platform, letting you concentrate on delivering user value. Designed as a cost-effective alternative to public cloud, it's suited to legacy applications requiring round-the-clock support. Our UK sovereign service includes comprehensive management, monitoring, and seamless onboarding to secure networks e.g. PSN, RLI, LECP.

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 Limited. Civica NI Limited is registered in Northern Ireland at 10 Weavers Court, Belfast, BT12 5GH.

2. Detailed Description

2.1. Managed Microsoft Azure

Service Features and Benefits

Features	Benefits
- Managed service underpinned by a Service Level Agreement (SLA) - Security-cleared staff with SC, BPSS, and NPPV3 clearance - Monthly/quarterly reporting, service reviews, 24/7 helpdesk, support engineering - Service adoption, transition, migration projects - Cloud service monitoring, vulnerability management, configuration, and FinOps - DevOps and service configuration using CloudFormation, Terraform, Ansible and Chef - Virtual Machines, Functions (Serverless), Storage, SQL Server, Entra ID - Observability with Monitor, Backup/Site Recovery, Security Centre, Defender for Sentinel - Service Fabric, Azure Kubernetes Service, Web Apps, Container Services - Logic Apps, API management, AI Foundry, Fabric, ML, DBaaS	- Certified partner status: certified cloud architects and engineers 20+ years public sector infrastructure & hosting experience - Flexibility, the service adapts as organisation grows and mature - Advice on Azure plans and configuration - Security-cleared staff maintaining Information Security for Central Government and Defence - Azure experts with Agile and ITIL experience - Cost benefits through flexible resourcing model - Provides efficiencies by using tried and tested tools - ISO 27001, 27018, 20000, 9001, PASF, 14001 certified, Cyber Essentials+ - Supports portals, web apps, legacy integration/modernisation, content management, Modern Workplace

Data Backup/Restore and Disaster Recovery



Civica will typically deploy Azure backup which offers a full suite of backup options for all Azure VMs, on-premises services, Azure File shares and SQL servers. Geo-redundant storage options allow for data replication to secondary regions for platform resilience. In addition to Azure backup, we can offer full disaster recovery services using Azure Site Recovery (ASR) and Azure marketplace services such as Veeam.

On-Boarding and Off-Boarding



Depending on the Buyer platform, we will automate on-boarding using a variety of tools from Azure migration to Azure Site Recovery (ASR). Migration to Azure can also involve using SQL services. Where suitable, we can also manually import services to Azure. Off-boarding is achieved as we provide Buyers with an off-boarding pack containing all configuration components for redeployment.

Service Levels



Azure Monitor is a service offered to maximise the availability and performance of applications and services hosted in Azure. It can collect and report on application performance, operating systems, and all the underlying Azure resources. It offers deep insights into application-level monitoring to ensure we can gauge real end user performance.

Our engineering and Service Desks run from 8am to 6pm, with optional 24/7 and on-call as required. Depending on Buyer requirements, we can offer >99.99% up time on Buyer application and systems platforms. The Azure SLA is available at: <https://azure.microsoft.com/en-us/support/legal/sla/>

2.2. Managed Amazon Web Services (AWS)

Service Features and Benefits

Features	Benefits
- Managed service underpinned by a Service Level Agreement (SLA) - Security cleared staff with SC, BPSS and NPPV3 Clearance - Monthly/quarterly reporting, service reviews, service adoption, transition, migration projects - Cloud service monitoring, patching, configuration, and FinOps - DevOps and service configuration using CloudFormation, Terraform, Ansible and Chef - Up to 24/7 service desk, on-call, and support engineering - Elastic Cloud Compute, Lambda (Serverless), VPC, CloudFront, Glacier, RDS, VMWare - EC2 Auto-Scaling, AWS Migration including SnowBall, PrivateLink and DirectAccess - Elastic Load Balancing (ELB), S3 Storage Service, Container Services, IAM - Redshift, RDS, AI, Machine Learning, Beanstalk, DBaaS	- Certified partner status: expert certified Cloud architects and engineers 15+ years of public sector experience - Flexibility, the service adapts as your organisation grows and matures - Expert advice on AWS, including design, migration, configuration - Security cleared staff maintain Information Security - AWS experts with Agile and ITIL experience - Cost benefits through flexible resourcing model - Delivers efficiencies by using tried and tested tools - ISO 27001, 27018, 20000, 9001, PASF, 14001 certified, Cyber Essentials+ - Supports portals, web applications, legacy integration/modernisation, enterprise content management

Data Backup/Restore and Disaster Recovery



Civica will typically utilise the AWS Backup service, which offers a centralised and automated data backup across all AWS services. By implementing a Hybrid backup using AWS, it is possible to include on-premises environments into the cloud backup.

In addition, we can also deploy other AWS-native products for backup and resilience such as AWS Cloud Endure for full disaster recovery and hybrid solutions such as Veeam Backup to ensure all EC2 instances are kept backed up and available. Automation of snapshotting and frequent backups ensures the instant recovery of data and archiving to S3 storage ensures long-term retention if required.

On-Boarding and Off-Boarding



Our first step towards on boarding any platform to AWS will be to identify and design an appropriate path to successful adoption. By using the AWS Cloud Adoption Framework (supported by our cloud migration service), we will build a suitable approach based around best practice and specific to any application requirements.

We will ensure that the most appropriate AWS services are utilised without creating any dependencies on them. As part of our migration service, we always deploy services with platform exit in mind to ensure that services can be migrated and redeployed using automated scripts.

Service levels



Using services such as Amazon CloudWatch, we can offer full resource monitoring of all systems and infrastructure to proactively predict any potential bottlenecks with services or applications. Specific features can be utilised (e.g. AWS Performance Insights) to assess load on databases and determine the best actions to take. In addition to native AWS tool, we also monitor platforms and application performance.

Our engineering and Service Desk runs from 8am to 6pm with optional 24/7 and on-call as required. Depending on Buyer requirements, we can offer >99.99% uptime on Buyer application and systems platforms.

The AWS SLA is available at: <https://aws.amazon.com/legal/service-level-agreements/>

2.3. Managed Private Cloud

Service Features and Benefits

Features	Benefits
• Managed Service underpinned by a Service Level Agreement (SLA) • Service adoption, transition, migration projects • Managed private cloud platforms at Assured and Elevated tiers (PSN) • Application management, DevOps, support, and maintenance • Secure architecture design, management, and guidance • Security cleared staff (BPSS, SC, NPPV3, DV Clearance) • Cloud observability, patching, configuration, and FinOps • Service configuration via automated tools such as Terraform • Up to 24/7 service desk and support engineering	• Agile: DevOps and configuration provisioning and management • Highly resilient Tier 3, UK sovereign data centres • Native PSN-P, LECP and RLI • Secure: process and people for OFFICIAL and OFFICIAL SENSITIVE services • Certified: 9001, 20000, 27001, 27017, 27018, PASF, Cyber Essentials Plus • Comprehensive: management of platform, OS, and application services • Technology: support for Microsoft and Redhat • Cost efficient: scale your platform up/down based on need • Release resources: we take on responsibility, freeing your engineers

Data Backup/Restore and Disaster Recovery



Short and long-term backup of services are used to provide secure data protection. In addition, leveraging VMWare SRM to provide virtual server replication and disaster recovery as a service through secure dark fibre connectivity between data centers. Automated and attended migrations are possible between sites allowing for high availability for entire deployments.

On-Boarding and Off-Boarding



With most Cloud providers now supporting the importing and exporting of code and compute in open formats, manually on-boarding and off-boarding V2V (Virtual to Virtual) servers into Civica Cloud is a relatively straightforward process.

Service levels



Using our observability tools, we will monitor everything underpinning the service and send alerts for any anomalies. This includes resource monitoring of servers to allow for performance tuning where required. Everything from the OS upwards, including middleware and applications, will be monitored by us using third party tools.

Our engineering and Service Desk runs from 8am to 6pm with optional 24/7 and on-call as required. Depending on Buyer requirements, we can offer >99.9% up time on Buyer applications and systems platforms.

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.

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.