

G-Cloud 15 Framework

Service Definition

Website development services & cloud application development services.

Lot 3 Cloud Support

Creative thinking, positive results



bluefrontier

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Introduction

Company Overview

Blue Frontier is an independent, UK-based digital services provider delivering cloud application support, technical consultancy and ongoing service optimisation to public sector and private organisations.

Our multidisciplinary in-house team provides specialist support services including application support and management, user experience and accessibility consultancy, quality assurance, secure development assurance and cloud advisory services. We help organisations operate, maintain and improve digital services using secure, accessible and scalable technologies aligned with government best practice.

Our experience spans leading open-source content management systems such as WordPress, Drupal, WooCommerce and Joomla, as well as modern web application frameworks. Under this Lot 3 service, Blue Frontier supports and optimises existing platforms rather than delivering bespoke software builds.

By working with Blue Frontier, buyers gain access to experienced cloud support professionals, UX and accessibility specialists, QA analysts, technical consultants and service managers who collaborate closely with in-house teams to ensure digital services remain reliable, secure, compliant and user focused.

Value Proposition

Blue Frontier combines deep technical expertise with structured governance and service-focused delivery practices to support public sector organisations in operating, supporting and optimising cloud-based digital services.

We understand that public sector environments require flexibility, assurance and clear accountability. Our approach balances adaptability with strong controls through clear documentation, defined processes and transparent communication, ensuring services remain stable, secure and aligned with organisational objectives.

We provide expert consultancy and assurance across application architecture, cloud integration, accessibility compliance, performance optimisation and secure development practices. This enables buyers to make informed, risk-aware decisions throughout the operational lifecycle of their digital services, from steady-state support through to managed improvement and optimisation.

What the Service Provides

Blue Frontier provides professional cloud support and consultancy services to help public sector organisations operate, support and improve cloud-hosted digital applications.

Our services focus on the ongoing support, enhancement and optimisation of existing digital services and include:

- Application support, maintenance and incident resolution
- Managed enhancement and configuration of existing applications
- Migration, transition and stabilisation support for cloud-hosted services
- Secure development consultancy and technical assurance
- Accessibility remediation and compliance assurance
- Quality assurance, regression testing and performance validation

Services are delivered as professional services and consultancy, supporting applications hosted within buyer-managed cloud environments such as Amazon Web Services (AWS), Microsoft Azure or Microsoft 365.

Blue Frontier does not provide cloud hosting, platform availability guarantees or uptime commitments under this Lot 3 service.

An overview of the G-Cloud Service

Blue Frontier delivers cloud support and technical consultancy services to public sector organisations, including central government departments, NHS Trusts, local authorities and arm's-length bodies.

Our services support the ongoing operation, improvement and assurance of cloud-hosted digital applications throughout their lifecycle. This includes early-stage discovery and assessment, configuration and enhancement of existing services, testing and deployment support, and structured application-level support once services are live.

All services are delivered in alignment with recognised public sector best practice for accessibility, security, interoperability and user-centred service design. We work within buyer-managed cloud environments and support digital services already in operation or transitioning to cloud-based platforms.

Service Areas:

Application Support and Enhancement

- Support and maintenance of existing digital applications
- Configuration, enhancement and optimisation of open-source Content Management Systems (CMS) (WordPress, Drupal, Joomla)
- Modernisation and improvement of legacy digital services
- Accessibility remediation and compliance support

Cloud and Technical Consultancy

- Application migration and transition support
- API integration and system interoperability support
- Secure configuration and deployment consultancy
- Cloud architecture and technical assurance advisory services
- Accessibility consultancy aligned to WCAG 2.2 AA

Support, Quality Assurance and Training

- Application support, incident response and change management
- Functional, regression, usability and accessibility testing
- Knowledge transfer, documentation and handover support
- CMS and application user and administrator training

Associated Services

Associated services may be delivered where they directly support the operation, improvement or assurance of existing cloud-hosted digital services. All associated services are scoped in advance and agreed with the buyer as part of a clearly defined statement of work and are charged using the published G-Cloud Lot 3 day rates set out in the pricing document.

Associated services may include:

- Project and delivery management
- UX and accessibility support for existing digital services
- Application configuration, enhancement and optimisation
- Quality assurance, testing and assurance activities
- Content support and structured knowledge transfer
- Digital and technical advisory services

Where required, Blue Frontier may provide consultancy and advisory support relating to deployment into third-party cloud platforms such as Amazon Web Services (AWS) or Microsoft Azure. This support is limited to configuration guidance, deployment advice and assurance activities. Blue Frontier does not resell or provide hosting, licences or subscriptions under this Lot 3 service. All third-party services are procured and managed directly by the buyer.

Specialist services such as penetration testing or independent accessibility audits may be delivered where required to support the assurance, security or compliance of cloud-hosted digital services. These activities are scoped in advance and delivered using appropriately accredited specialists. All work is charged using the published G-Cloud Lot 3 day rates set out in the pricing document, with roles and effort clearly defined and agreed with the buyer prior to commencement.

Experience Delivering for the UK Public Sector

Blue Frontier delivers cloud support, application support and technical consultancy services to a wide range of publicly funded organisations, including central government departments, NHS Trusts, local authorities and third-sector bodies.

Our experience covers the support, optimisation and assurance of live digital services operating within buyer-managed cloud environments. We work closely with internal teams and third-party suppliers to ensure services remain secure, accessible, performant and compliant throughout their operational lifecycle.

Examples of services delivered include:

- Ongoing support and maintenance for open-source CMS platforms (WordPress, Drupal and Joomla)
- Application support, optimisation and configuration for SharePoint-based services
- API integration support and cross-platform interoperability assurance
- Functional, regression and accessibility testing for live digital services
- Security assurance activities, including technical compliance reviews
- Accessibility remediation and WCAG 2.2 AA support for existing platforms
- GDPR, data handling and information governance consultancy
- Support and maintenance for cloud-hosted web and mobile applications

This experience enables Blue Frontier to provide reliable, governed and scalable cloud support services that align with public sector standards, operational needs and regulatory requirements.

Engagement Approach

Blue Frontier offers flexible engagement models to support public sector buyers throughout the operational lifecycle of their cloud-hosted digital services. Services are delivered on either a fixed-price basis for clearly defined scopes or on a time-and-materials basis using published day rates, with no minimum commitment.

Buyers may commission services such as application support, cloud advisory, configuration, optimisation, assurance or training as required. All services are provided on a time-and-materials basis using the published G-Cloud Lot 3 day rates, unless otherwise agreed as a fixed-price engagement.

The following services are not included as standard and are charged additionally, in line with the pricing document:

- Specialist security services, including penetration testing
- Independent accessibility audits or certification activities
- Extended-hours or out-of-hours support
- Third-party tooling, licences or subscriptions
- Services delivered by accredited third-party providers

For each engagement, Blue Frontier provides a clear scope of work, pricing structure and delivery approach prior to commencement. No additional costs are incurred without buyer approval, and all chargeable services are transparently reflected in the pricing documentation.

How Buyers Place an Order

To place an order under the G-Cloud 15 Lot 3 framework, buyers should contact Blue Frontier using the published G-Cloud contact details. Requests should include, where available:

- A brief description of the service requirement
- The digital service or application to be supported
- Any relevant timelines, constraints or dependencies
- The preferred engagement model (fixed price or day rate)

Following receipt of a request, Blue Frontier will:

- Review the requirement and confirm suitability under Lot 3
- Provide a written proposal or statement of work outlining scope, costs and delivery approach
- Agree timescales and onboarding steps prior to service commencement

All work proceeds once the scope and commercial terms have been formally agreed.

Throughout the engagement, Blue Frontier works collaboratively with buyer teams and third-party suppliers, providing structured governance, clear communication and technical assurance to ensure services are delivered in line with public sector expectations and operational requirements.

Information Security

Blue Frontier operates a mature, continuously improved information security framework designed to protect the **confidentiality, integrity and availability** of client information throughout the delivery of cloud support and technical consultancy services. Our approach is underpinned by independently verified standards, formal governance and robust organisational controls aligned to public sector expectations.

ISO/IEC 27001:2022 – Information Security Management System

Blue Frontier is certified to ISO/IEC 27001:2022, demonstrating that we operate a formally governed Information Security Management System (ISMS). The ISMS defines the policies, processes, procedures and controls used to identify, manage and reduce information security risks across our organisation.

The ISMS supports compliance with UK GDPR by ensuring appropriate technical and organisational measures are applied throughout service delivery. It governs areas including access control, data handling, supplier management, secure service delivery, incident management, change management and continuous improvement.

Cyber Essentials and Cyber Essentials Plus

Blue Frontier holds both Cyber Essentials and Cyber Essentials Plus certification.

Cyber Essentials demonstrates that we meet the UK government's baseline requirements for protecting against common cyber threats, including controls relating to boundary firewalls, secure configuration, access control, malware protection and patch management.

Cyber Essentials Plus provides additional assurance through independent technical verification, including internal and external vulnerability testing of our systems. This confirms that our security controls are not only in place, but operating effectively in practice.

CREST Accreditation: Penetration Testing and Vulnerability Assessment

Blue Frontier is CREST accredited for penetration testing and vulnerability assessment services. CREST accreditation is internationally recognised and assures that our methodologies, governance and technical practices meet rigorous industry standards.

Where required, penetration testing services can be commissioned separately by buyers as an optional, chargeable service, scoped and agreed in advance.

Personal Information Management System (PIMS)

Blue Frontier operates a Personal Information Management System aligned with BS 10012, ensuring that personal data handled during service delivery is managed lawfully, transparently and in accordance with statutory obligations and best practice.

Integrated Security Approach

All services delivered under this Lot 3 listing operate in alignment with the security frameworks outlined above. Our teams follow secure service delivery practices, apply role-based access controls, maintain appropriate audit logging and operate structured processes for vulnerability management,

incident response and change control.

This integrated approach ensures that Blue Frontier consistently delivers secure, compliant and well-governed cloud support services suitable for public sector environments.

Quality Management

Blue Frontier hold the following accreditations for quality management:

- ISO 9001:2015 - Quality Management System
- ISO 13485:2016 - Medical Devices Quality Management Systems

Business continuity statement/plan

Blue Frontier maintains a formal Business Continuity Plan (BCP) as part of our ISO 27001:2013 Information Security Management System. The plan ensures that our organisation can continue delivering development, consultancy and support services in the event of disruption affecting our offices, staff, systems or operations.

Our BCP focuses on:

- Ensuring continuity of the professional services we provide to clients
- Maintaining availability of communication channels and project management tools
- Protecting access to required development and collaboration platforms
- Minimising disruption to ongoing work through remote-working readiness and secure cloud-based systems
- Ensuring staff, systems and processes remain operational during incidents that affect our physical locations or internal infrastructure

The plan is reviewed regularly, tested periodically and updated to reflect changes across our business operations and technology stack. Blue Frontier's continuity planning covers organisational resilience and internal operations only; it does not extend to hosting or live service continuity, which remain the responsibility of the buyer and their hosting provider.

A detailed copy of our Business Continuity Plan can be provided to buyers on request.

Using the Service

Support requests

Authorised users can raise support requests via email, web form or telephone. All requests are logged within Blue Frontier's ticketing system, where they are triaged, assigned and prioritised in accordance with the agreed support model. Issues may be addressed immediately or scheduled based on severity, impact and available information.

Quoted projects

Where support activities, consultancy or service enhancements require clarification or planning, authorised personnel may submit a request via email or through Blue Frontier's support channels. Blue Frontier will confirm the proposed scope, approach and indicative effort required.

All such activities are delivered within the published G-Cloud Lot 3 day rates and do not incur separate estimation or scoping fees. Where a larger or more structured piece of work is required, Blue Frontier will provide a written statement of work outlining the scope, timeline and applicable day rates for buyer approval prior to commencement.

Work proceeds only once the buyer has confirmed approval of the scope and commercial terms.

Invoicing

Blue Frontier invoices monthly, either on a time-and-materials basis using published G-Cloud Lot 3 day rates or in accordance with an agreed fixed-price schedule for clearly defined scopes. Invoicing milestones and payment schedules are confirmed at the outset of each engagement.

To place an order under the G-Cloud 15 Lot 3 framework, buyers should email Matt Kerley, Blue Frontier's nominated G-Cloud contact, using the contact details published on the Digital Marketplace. The initial request should include, where available:

- A brief description of the service requirement
- The digital service or application requiring support
- Any relevant timelines, priorities or constraints
- The preferred engagement model (day rate or fixed scope)

On receipt of a request, Blue Frontier will confirm suitability under Lot 3 and provide written confirmation of scope, applicable day rates and delivery approach. Work will only commence once a purchase order or signed agreement has been received, unless alternative arrangements have been agreed in writing.

Availability of Trial Service

Where appropriate, Blue Frontier may offer a free limited trial access to elements of our consultancy, discovery or application support services. Availability of trial activity is assessed on a case-by-case basis and depends on the nature of the service, project requirements and technical feasibility. Any trial options will be communicated as part of project-specific discussions or proposal submissions.

Pricing Overview

All pricing for this service is based on the Government Digital and Data Profession Capability Framework, using role-based day rates published as part of the G-Cloud 15 Lot 3 pricing documentation.

Engagements may range from small, discrete support activities through to longer-running cloud support or assurance engagements. Services can be commissioned on a time-and-materials basis using published day rates, or as fixed-price engagements where a clearly defined scope has been agreed in advance with the buyer.

Optional or specialist services, such as penetration testing, independent accessibility audits, extended-hours support or services delivered by accredited specialists, are not included as standard. Where required, these services are delivered using the roles and day rates published in the G-Cloud Lot 3 pricing document. The required effort, roles and duration are agreed with the buyer in advance and costed transparently using the applicable day rates.

On-boarding processes

Blue Frontier takes a structured and considered approach to on-boarding new clients and projects. Before commencing any work, we ensure we fully understand the project objectives, existing systems, user needs and any constraints that may influence delivery. This enables us to reduce delivery risk, maintain transparency and provide accurate planning from the outset.

Following an initial meeting or call, Blue Frontier assigns a dedicated Project Manager and delivery team responsible for coordinating onboarding, governance and ongoing service delivery. The Project Manager acts as the primary point of contact and ensures all activities are managed in line with agreed scope and priorities.

As part of the onboarding process, the project team will typically request project-relevant information such as:

- Functional and technical specifications
- Access to development materials (e.g., documentation, APIs, design assets)
- Details of any third-party systems or integrations
- Requirements relating to deployment processes and release workflows
- Existing codebases or repositories, where applicable

Once the required information is received, Blue Frontier will:

- Review all documentation and request clarification where needed
- Add supplied materials to our secure internal systems
- Set up development and testing environments within Blue Frontier's tooling (not hosting platforms)
- Review integration points and evaluate compatibility with the buyer's selected hosting environment
- Document deployment and release processes to ensure smooth handover and ongoing support

Where technically feasible, we can also assist with data preparation, transformation or migration activities as part of the development process. All migrations are scoped individually based on complexity and data quality.

Off-boarding

Blue Frontier supports clients throughout the full lifecycle of their digital services, and we aim to establish long-term relationships wherever possible. All service agreements include clear terms covering notice periods, contract end points and exit arrangements.

If a client chooses not to renew an agreement, Blue Frontier will provide an exit plan that defines the activities required to support a smooth transition. This may include the transfer of code repositories, documentation, configuration details, and other project assets. Standard and emergency exit procedures can be outlined in an exit strategy document, including any associated costs, where applicable. We ensure that clients retain full ownership of their data and intellectual property created during the engagement.

Training

Blue Frontier provides knowledge transfer and training activities to support the effective use and ongoing operation of supported cloud-based applications.

Basic knowledge transfer and handover activities required to support delivery, such as walkthroughs of configuration changes, operational guidance or explanation of support processes, are included within standard day rates where delivered as part of an agreed engagement.

Formal training services are not included as standard and are provided at an additional cost, priced in line with the published G-Cloud Lot 3 day rates and listed within the pricing document. These may include:

- Structured end-user or administrator training sessions
- Bespoke training workshops
- Creation of user guides, training materials or technical documentation
- Ongoing training or knowledge-transfer programmes

Training can be delivered on-site or remotely and is tailored to the buyer's specific platform, processes and user needs. All chargeable training services are scoped, costed and agreed with the buyer in advance.

Implementation Plan

A detailed implementation plan—covering activities such as discovery outputs, development phases, testing cycles, release processes and stakeholder engagement—can be provided to the buyer on request. Implementation plans are tailored to the scope, complexity and delivery model of the project, ensuring clarity around responsibilities, dependencies and timelines.

Service Management

Blue Frontier provides structured service management for all development and application-support engagements. Service management includes:

- Defined communication and escalation routes
- Ticket prioritisation, categorisation and workflow management
- Progress reporting and regular check-ins
- Governance processes appropriate to the size and complexity of the engagement

New Website and Customisation Delivery

Blue Frontier delivers website and application development projects using a structured and transparent delivery process. At the outset of each engagement, we provide a project plan that outlines the agreed scope, milestones, timelines, dependencies and responsibilities. This plan is refined collaboratively with the buyer to ensure alignment with organisational objectives and stakeholder expectations.

Where appropriate, we adopt Agile delivery practices to support iterative development, rapid feedback cycles and flexibility as requirements evolve. This approach enables us to deliver high-quality features incrementally, maintain clear communication with stakeholders and effectively manage change throughout the project lifecycle.

Our delivery methodology typically includes:

- Discovery and clarification of requirements
- UX and UI design
- Iterative development and integration
- Regular demonstrations and feedback sessions
- Structured QA and accessibility testing
- Final deployment support and transition into maintenance

This ensures a controlled, user-centred and efficient delivery process that supports both new website builds and enhancements to existing digital platforms.

Support

Most digital services require ongoing support to ensure they remain secure, accessible and aligned with evolving user needs. Blue Frontier provides responsive, knowledgeable and experienced application support through our in-house teams, covering areas such as website maintenance, application enhancements, issue resolution, technical consultancy and integration support.

We work collaboratively with client teams and external suppliers to resolve issues efficiently, ensuring a clear understanding of responsibilities while maintaining flexibility across disciplines.

Support agreements are tailored to the requirements of each engagement and typically cover:

- Logging and triage of support requests
- Issue investigation and resolution
- Minor enhancements and change requests
- Technical advice and guidance
- CMS or application maintenance activities

Standard support hours are: Monday to Friday – 09.00 - 17.30

Requests submitted during support hours are acknowledged promptly through our ticketing system. Response times vary depending on the priority assigned, but communication remains consistent throughout the resolution process.

Response Targets:

Blue Frontier applies response-based service targets that reflect the nature and impact of the request:

- **Priority 1 (Critical):** 15 working minutes – Issue preventing essential service functionality or major business impact.
- **Priority 2 (High):** 30 working minutes – Issue significantly affecting functionality or a key user group.
- **Priority 3 (Standard):** 1 working hour – Issue affecting individual users or general support queries.
- **Priority 4 (Informational/Request):** 8 working hours – Non-urgent questions, advisory requests or quotation enquiries.

(Resolution times depend on the complexity of the issue and the availability of required resources or third-party inputs.)

Service Constraints

Service constraints may vary depending on the technology stack in use, third-party systems involved, integration requirements, and the buyer's chosen cloud hosting environment. Any constraints that could affect service delivery — such as dependencies, configuration limitations, access requirements or planned maintenance windows — are identified and communicated during project initiation or as part of a formally agreed scope of work.

Blue Frontier provides application-level cloud support and technical consultancy only. Constraints relating to hosting, cloud infrastructure capacity, platform availability, performance guarantees or disaster recovery arrangements are determined by the buyer's selected hosting provider and remain outside the scope of this Lot 3 service.

Where third-party systems or suppliers are involved, Blue Frontier works collaboratively with buyer-appointed providers to minimise risk and support effective service delivery.

Service Levels

Service levels for application support and cloud support services are discussed and agreed at the outset of each engagement. Blue Frontier provides response-based service level agreements (SLAs) aligned to the priority and impact of the support request, with clear communication maintained throughout investigation and resolution.

Standard service hours are Monday to Friday, 09:00 to 17:30 (UK time).

Enhanced or extended-hours support, including out-of-hours or 24/7 coverage, is not included as standard and is available at an additional cost under a separately agreed SLA. Pricing for enhanced support is defined in the pricing document and confirmed with the buyer prior to service commencement.

Full details of our standard and enhanced SLAs can be supplied on request.

Financial Recompense Model for not Meeting Service Levels

Where a support agreement includes formally defined response-time targets, Blue Frontier can offer service credits if our performance falls materially below the agreed thresholds. Any service credit arrangements are discussed and agreed during contract setup and form part of the support agreement.

Service credits are typically applied as a percentage reduction on the monthly support cost where Blue Frontier has not met the agreed response targets by a significant margin. The exact percentage and conditions for applying service credits are defined and agreed with the buyer prior to service commencement.

Provision of the Service

Customer responsibilities

To ensure effective delivery of development, consultancy and support services, the buyer is responsible for:

- **Providing and maintaining an approved contacts list**, identifying individuals authorised to raise support requests, approve work and receive communications.
- **Informing Blue Frontier of any internal or third-party activities** that may affect the digital services we are supporting, such as changes to hosting environments, integrations, security controls or deployment processes.
- **Raising any queries relating to invoices or account matters in a timely manner**, typically within 30 days of receipt.
- **Maintaining all required third-party licences**, subscriptions and access credentials for systems that form part of the project or support scope.
- **Supplying required content, assets, documentation and approvals** in line with agreed project timelines.
- **Completing User Acceptance Testing (UAT)** and providing final approval prior to deployment into the buyer's live environment.

These responsibilities ensure that the engagement proceeds efficiently and supports successful delivery.

Technical Requirements

Technical requirements vary depending on the project scope, underlying technologies and integration needs. Any specific technical dependencies will be identified and shared with the buyer during the onboarding and discovery phases.

Browser support requirements are defined at the outset of the project to reflect user needs, accessibility expectations and industry best practice.

Supported Browsers

Blue Frontier develops and tests modern web solutions using current industry-standard browsers. Unless otherwise agreed, we support the latest stable versions of:

- Google Chrome
- Mozilla Firefox
- Microsoft Edge
- Apple Safari

Legacy browsers such as Internet Explorer are no longer supported by Microsoft and do not align with modern security or accessibility standards; therefore, compatibility work for deprecated browsers can only be undertaken by special request and on a "best endeavours" basis.

Where public-sector accessibility requirements apply, we ensure that supported browsers and

devices meet WCAG 2.2 AA expectations.

Outcomes/Deliverables

This service provides a structured approach to designing, developing and supporting digital applications. Typical deliverables include:

- **Discovery and requirements assessment**, including clarification of technical, functional and user needs.
- **Creation of a detailed specification or statement of work**, outlining scope, acceptance criteria, architecture and delivery approach.
- **Design and development of a website or cloud-based application**, built using modern, secure and accessible technologies.
- **Comprehensive quality assurance**, including functional testing, accessibility testing and security-focused code review prior to deployment.
- **Support and maintenance arrangements**, defined in line with the buyer's needs and agreed service levels.
- **Documentation and knowledge transfer**, including technical documentation, release notes, training materials or configuration details as required.

These deliverables ensure that the buyer receives a well-governed, high-quality digital solution supported by clear processes and transparent communication.

After-sales Account Management

Upon completion of the initial development phase, the buyer is introduced to a designated support or account manager who coordinates ongoing communication and provides a single point of contact for future work.

Details of ongoing support arrangements, including response times, communication routes and scope of activity, are discussed and agreed with the buyer. Support can be contracted as a month-by-month agreement or commissioned on an ad-hoc basis for specific tasks or enhancements.

As a multi-disciplinary digital agency, Blue Frontier offers a wide range of specialist services, including UX design, development, quality assurance, accessibility, cyber security, digital strategy and content support. We encourage open dialogue with buyers to identify opportunities where additional expertise may add value or support the wider digital roadmap.

Our goal is to build long-term relationships, ensuring continuity, service quality and a thorough understanding of the buyer's evolving technical and organisational needs.

Social Value

Blue Frontier is committed to delivering positive social, economic and environmental value alongside the delivery of cloud support services to the UK public sector. Our approach aligns with the principles of the PPN 002 Social Value Model, supporting public sector buyers in meeting their obligation to consider how procurement can generate wider benefits for communities, stakeholders and the environment.

We support economic growth by employing skilled digital and technical professionals within the UK and investing in long-term employment, training and professional development. By helping public

sector organisations maintain, optimise and extend the life of existing cloud-based digital services, we reduce operational risk and support better value for money, avoiding unnecessary re-procurement or redevelopment.

Environmental responsibility is embedded into the way we operate and deliver services. Blue Frontier adopts a remote-first and hybrid working model, reducing travel-related emissions, and encourages efficient use of digital tools and cloud resources. Through optimisation and performance improvements, we support buyers in reducing unnecessary consumption of cloud services and promoting more sustainable digital operations.

We are committed to breaking down barriers to opportunity through inclusive employment practices, flexible working arrangements and ongoing skills development. Accessibility is a core consideration in all cloud support services we provide. Our work supporting accessibility remediation and WCAG 2.2 AA compliance directly contributes to more inclusive public services that are usable by the widest possible audience, including people with disabilities and additional access needs.

Blue Frontier has extensive experience supporting NHS organisations and health-related digital services. Through secure cloud support, information governance assurance and compliance-led delivery, we help NHS Trusts and healthcare bodies maintain reliable, resilient and secure digital platforms. This supports continuity of care, protects sensitive data and enables the NHS to evolve digital services in line with future needs.

All social value activities are delivered in a manner proportional to the scope and duration of each engagement, ensuring commitments are realistic, measurable and directly relevant to the services delivered under the G-Cloud 15 Lot 3 framework.

Termination Process

Either party may terminate the service by giving at least 30 days' written notice, in line with the G-Cloud 15 Framework Agreement terms. Buyers may terminate the service for convenience by providing 30 days' notice, without penalty. Any services delivered up to the termination date will be chargeable in accordance with the published day rates and agreed scope.

Our Experience

Case Studies



Bristol City Council

Bristol City Council engaged Blue Frontier to support the redevelopment of their public-facing website using a trusted open-source content management system, replacing an existing licensed CMS. The primary objectives were to improve functionality, enhance accessibility compliance, and reduce long-term licensing costs.

The project began with a structured discovery phase to help Bristol City Council define their requirements and confirm that Joomla was a suitable CMS for their needs.

Project Summary

The goal of the project was to rebuild the Bristol.gov.uk website using Joomla 4, making use of core CMS functionality and trusted extensions wherever possible. Where existing functionality could not be replicated using standard features, Blue Frontier developed CMS components to meet specific requirements.

The site was rebuilt on a like-for-like basis, matching or improving upon existing functionality while ensuring compliance with WCAG 2.1 AA accessibility standards. The implementation adopted a design system created by Bristol City Council's internal development team, ensuring consistency across the website and alignment with future council digital services.

The project also involved supporting Bristol City Council with the migration of over 2,000 pages of content, including multiple subsites. This process ensured content accuracy, consistency and accessibility across the new platform while maintaining the council's established visual identity.

Challenges

The most significant challenge was managing the migration of a large volume of legacy content from the previous platform to the new Joomla build. This required close coordination between Blue Frontier and multiple Bristol City Council teams.

To address this, we implemented predefined templates and structured content layouts to streamline the migration process. Once the content had been transferred, a comprehensive programme of URL redirection was carried out to preserve existing links and minimise disruption to users.

Despite the scale and complexity of the migration, the process was completed efficiently, resulting in a smooth transition to the new platform.

Outcome

Blue Frontier successfully delivered a rebuilt Bristol.gov.uk website using Joomla 4 that met Bristol City Council's functional and accessibility requirements. The new site improved usability, ensured WCAG 2.1 AA compliance, and aligned fully with the council's design system, supporting consistency across current and future digital services.

The project delivered a modern, maintainable and accessible website, providing Bristol City Council with a flexible platform that supports ongoing improvement and future development.

Services included:

- Discovery and requirements definition
- Open-source CMS consultancy (Joomla)
- Website and CMS development
- Custom CMS component development
- Accessibility-focused design implementation
- Content migration support
- Quality assurance and testing
- Application support and knowledge transfer



Sussex Community NHS Foundation Trust
Ongoing Managed Support & Website Ecosystem Enablement

Sussex Community NHS Foundation Trust (SCFT) is the principal provider of community health and care services across Sussex, delivering medical, nursing and therapeutic care to adults, children and families across multiple sites and communities.

SCFT approached Blue Frontier to establish a long-term managed support relationship, build and support a staff intranet platform, and deliver multiple public-facing websites as part of its broader digital strategy.

Project Summary

The partnership began with the delivery of a secure staff intranet built on a robust content management platform to support internal communications and operations across the Trust. The intranet was developed using the NHS design system to ensure compliance with accessibility and brand standards, and configured to allow internal teams to publish and manage content efficiently.

Following successful deployment of the intranet, Blue Frontier worked collaboratively with SCFT to design, configure and support a suite of public-facing websites hosted on Amazon Web Services (AWS), supporting multiple Trust services and stakeholder groups. The phased approach enabled prioritisation of key deliverables while ensuring continuity of service and ongoing optimisation.

Challenges

The scale of SCFT's digital requirements — including multiple web properties, integration with cloud infrastructure and high standards for accessibility and performance — required a carefully coordinated phased approach. Close collaboration between Blue Frontier and SCFT teams was essential to manage priorities, align on design system standards, and ensure consistent delivery across intranet and external platforms.

Outcome

Blue Frontier successfully delivered a managed support relationship that continues to evolve, alongside the rollout of eight distinct digital properties including the staff intranet and multiple public-facing sites. All platforms were deployed on AWS and configured for accessibility, scalability and maintainability. SCFT now benefits from a coherent digital ecosystem that supports both internal operations and external engagement, maintained through ongoing application-level support and optimisation.

Services Included

- Managed cloud-hosted application support and optimisation
- Configuration and support for cloud infrastructure on AWS
- Accessibility advisory and compliance-focused implementation
- Quality assurance and testing support
- Intranet and public web environment support
- Ongoing collaboration with internal SCFT teams to prioritise enhancements

Clients

Below is a selection of some of the clients that we work with:



Contact Details

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