



**Service Definition  
Cloud Based Software Development**

**Testing Performance Ltd**

**G-Cloud 15**

**Lot 3 Cloud Support**

# Cloud-Based Software Development Service

## Supplier

Testing Performance Limited

## Service overview

This service supports public-sector organisations to design, build, and enhance cloud-based software solutions. It provides experienced delivery teams to develop secure, scalable, and maintainable applications aligned to government standards, user needs, and organisational governance.

The service supports delivery across the full software lifecycle, from discovery and design through build, testing, and handover, and is suitable for new digital services or the enhancement of existing platforms.

## What the service includes

The service can include the following activities, tailored to buyer needs:

- Cloud-native application design and development
- Development of web, API, and backend services
- Secure-by-design implementation aligned to public-sector standards
- Integration with cloud platforms and existing systems
- Automated testing integrated into delivery pipelines
- Support for DevSecOps tooling and ways of working
- Code quality, maintainability, and documentation
- Knowledge transfer to internal teams

This is a professional software development service delivered by multidisciplinary teams.

## Typical use cases

Buyers typically use this service when:

- Building new cloud-based digital services
- Modernising or extending existing applications
- Integrating systems using APIs and cloud services
- Improving code quality and maintainability
- Delivering software within Agile or hybrid delivery models

## **Service delivery approach**

Delivery follows Agile and iterative principles, with work prioritised around user needs and business outcomes. Delivery teams collaborate closely with buyers, using transparent planning, regular reviews, and incremental delivery to manage risk and maintain control.

Secure development practices are embedded throughout the lifecycle. Automated testing and continuous integration are used where appropriate to provide rapid feedback and support quality assurance.

## **Service outputs and outcomes**

Typical outputs may include:

- Production-ready application code
- Supporting technical documentation
- Automated test assets and pipelines
- Deployment and handover materials

Expected outcomes include:

- Software that meets user and business needs
- Improved delivery speed and quality
- Reduced technical debt
- Increased confidence in live service readiness

## **Data protection and information assurance**

Testing Performance Limited operates information security and quality management processes aligned with ISO/IEC 27001 and ISO 9001. Services are delivered in accordance with UK GDPR and the Data Protection Act 2018.

Any access to systems or data required for development is agreed in advance and limited to what is necessary for service delivery.

## **Onboarding and offboarding**

At service start, scope, delivery approach, access requirements, and governance arrangements are agreed. A named delivery lead coordinates activities with buyer teams.

At service end, all agreed code, documentation, and artefacts are transferred to the buyer, and access to environments is removed.

## **Service levels**

This is a professional development service and does not include technical uptime or availability SLAs. Performance is managed through agreed objectives, milestones, and regular progress reviews.

## **Pricing and commercial model**

The service is typically delivered on a time-and-materials basis using SFIA-aligned day rates. Fixed-price delivery for defined scopes may be agreed where appropriate.

Invoicing is monthly in arrears.

## **Service constraints**

- This service provides software development only and does not include long-term hosting or live service operation
- Delivery effectiveness depends on timely access to stakeholders and technical environments
- Integration depends on the availability and stability of third-party systems
- Final decisions on scope, release, and operation remain with the buyer

## **Customer responsibilities**

Buyers are responsible for:

- Providing access to relevant systems, documentation, and stakeholders
- Making timely decisions and approvals
- Operating and supporting live services unless otherwise agreed

## Experience

Testing Performance Limited provides cloud-based software development and engineering services, supporting public-sector organisations to deliver reliable, secure, and maintainable digital services.

References and case studies are available on request.