G-Cloud 15 Service Definition Document

On-Premise Custom Applications Modernisation Service with Oracle Cloud APEX

v1.0

Lot 3: Cloud Support

Submitted By
eAppSys Ltd
Unit 205, The Mille, 1000 Great West Road,
Brentford, Middlesex, TW8 9DW
Email: info@eAppSys.com
Website: www.eAppSys.com

1 On-Premise Custom Applications Modernisation Service with Oracle Cloud APEX

1.1 Service Overview

This service modernises legacy on-premise custom applications by moving them to Oracle Cloud APEX. It helps public sector organisations reduce technical debt, improve security, and deliver change faster without a high-risk full rewrite. Buyers receive cloud-ready, low-code applications with better performance, usability, and supportability. AI-supported features can be added where data and governance allow.

1.2 Service Summary

The supplier assesses legacy applications, defines a practical modernisation approach, rebuilds or migrates them to Oracle APEX, and transitions them into support. Buyers gain a controlled path to modern cloud services with stronger governance and better user outcomes.

1.3 Buyer's Outcomes

Buyers using this service can expect:

- Reduced technical debt by removing fragile legacy components and simplifying long-term maintenance.
- Lower security and compliance risk by applying role-based access, secure-by-design practices, and improved controls.
- Faster change delivery through APEX low-code patterns and repeatable delivery ways of working.
- Improved user adoption through modern UI/UX and better task flow design.
- Better integration with Oracle Cloud services and third-party platforms through agreed interfaces and patterns.
- Lower run cost and improved resilience through cloud-aligned design, performance tuning, and scalable hosting options.
- AI-enabled efficiencies where appropriate such as smart search, assisted journeys, and automation, subject to data readiness.

1.4 Buyer Personas (Who This Service Is For)

Buyer role	Primary objectives	Typical use case
Head of Applications / IT Director	Reduce legacy risk, improve speed, control cost	Modernise ageing departmental apps
Digital Transformation Lead	Improve services and enable automation	Replace manual workflows with digital services
Service / Product Owner	Improve adoption and stability	Redesign and stabilise a high-use internal system
Enterprise / Solution Architect	Align to target architecture	Define integration patterns and migration roadmap
Information Security Manager / DPO	Improve security and auditability	Introduce RBAC, logging and privacy controls
Operations / Support Manager	Improve supportability	Move modernised services into BAU support

1.5 Key Service Capabilities

Our service capabilities describe what we are able to do for buyers and how we apply our experience for buyer to migrate to modernise their IT landscape at low cost

- Legacy assessment and rationalisation identify what to retire, retain, rebuild, or migrate with clear recommendations.
- Migration to Oracle Cloud APEX moves suitable functionality into APEX using repeatable delivery patterns.
- Refactor and redesign improves structure, removes obsolete logic, and reduces future maintenance effort.
- UI/UX modernisation updates screens and journeys to improve usability and accessibility.
- Integration delivery connects APEX to Oracle Cloud services and agreed third-party systems.
- Data migration and validation move data safely, validates results, and improves data quality where feasible.
- Security and access controls applies RBAC, least privilege, and agreed compliance controls.
- Performance and scalability tune queries, page performance, and configuration for expected demand.
- Testing and assurance run functional, integration, and non-functional testing with evidence.
- Training and documentation provide buyer-facing guides, runbooks, and knowledge transfer.
- CI/CD enablement implements automated build, test, and deployment where buyer tooling allows.
- AI-supported features (optional) enable smart search, predictive insights, and automation when data and governance support it.

1.6 What's In & Out

In Scope	Out of Scope
Legacy assessment and modernisation plan	Purchase of licences or subscriptions unless agreed
Migration or rebuild of agreed functions into APEX	Full like-for-like rebuild where APEX is unsuitable
UI/UX refresh and accessibility improvements	Major business policy or process redesign
Integrations to agreed systems	Integrations to unsupported systems without approval
Data migration and validation	Large-scale cleansing beyond agreed rules
Security configuration and compliance alignment	Independent audits or penetration testing unless agreed
Testing, deployment, training and hypercare	24x7 support or major new features unless contracted
Optional transition to BAU support	Long-term managed hosting unless included

1.7 Engagement Model

We deliver the service using a structured, phased approach that aligns with Oracle Cloud implementation programmes.

Phases	Scope	Outputs
Discovery & Assessment	Review apps, data, integrations, risks	Assessment report, options, plan
Target Design	Define APEX design and security model	Solution design, backlog
Build & Migration	Configure APEX, rebuild, migrate data	Working increments, integrations
Test & Assurance	Functional and performance testing	Test evidence, resolved defects
Go-Live & Cutover	Deployment prep and cutover	Cutover plan, go-live sign-off
Hypercare	Stabilise and optimise service	Hypercare report, fixes
BAU Support (optional)	Ongoing incidents and minor changes	Runbook, service reports

Typical Engagement Timelines

Size band (indicative)	Typical scope	Typical timeline
Small	1–2 core business process, limited integrations, clean data	Under 2 months
Medium	3–5 core business process, mixed complexity, some integrations	Between 3 to 4 months
Large	6–10+ core business process, complex workflows, multiple integrations	Between 5 to 7 months
Portfolio programme	Ongoing pipeline with staged releases	Delivered in waves (e.g., quarterly)

Actual timelines depend on finalisation of the scope and business readiness for the transformation.

1.8 Roles and Responsibilities

Supplier Responsibilities

- Deliver all agreed design, build, migration and testing work
- Manage governance, risks, and reporting
- Apply security controls and documentation
- Manage releases and transition to BAU where in scope

Buyer Responsibilities

To ensure successful delivery, the client must:

- Provide SMEs, data access and environments
- Approve deliverables and priorities on time
- Provide licences and governance approvals

- Define service windows and operational constraints

1.9 Pricing Model

Pricing follows G-Cloud Lot 3 norms and is typically based on:

- Time and Materials using SFIA day rates
- Optional fixed-scope packages
- Optional retained BAU support

Suggested Pricing Model

Pricing Stage	Approach	Purpose	Buyer Benefit
Discovery	Fixed or capped T&M	Confirm scope and risks	Controlled early cost
Delivery	T&M	Iterative build and migration	Flexible priorities
Go-Live & Hypercare	Fixed period	Stabilise live service	Reduced go-live risk
BAU Support	Retainer or T&M	Ongoing support	Predictable cost

1.10 Commercial Flexibility

- Short-term engagements for assessments or proofs of concept
- Fixed-scope delivery for defined modernisation work
- Call-off support for ongoing improvement or optimisation
- Suitable for both small initiatives and multi-phase programmes

1.11 Delivery Constraints and Pricing Assumptions

- Complexity of legacy systems affects pace
- Buyer provides access, SMEs and approvals
- Buyer supplies licences and environments
- Poor data quality may increase effort
- Some features may need redesign
- Unsupported integrations increase effort
- AI features depend on data readiness
- Performance depends on cloud configuration

1.12 Security and Data Protection

- Aligned with UK GDPR and the Data Protection Act 2018
- No transfer of data ownership
- Role-based, advisory-only access to buyer environments
- Operates in line with ISO 27001 and ISO 9001 principles
- Aligned to the Oracle Cloud shared responsibility model

1.13 Accessibility and Inclusivity

The service is delivered in a manner that supports inclusive participation. This includes:

- Provision of documentation in accessible digital formats on request
- Use of clear, plain language suitable for mixed technical and non-technical audiences
- Flexible engagement approaches to support diverse stakeholder needs

1.14 Risks, Limitations and Mitigations

As an advisory service, successful outcomes depend on the accuracy and completeness of information provided by the buyer and on subsequent implementation by the buyer or third parties.

Identified risks include:

- Changes in scope or priorities during delivery
- Dependency on third-party delivery partners

Mitigations include:

- Clear assumptions and constraints documented at the outset
- Regular validation of findings with stakeholders
- Transparent documentation of recommendations and trade-offs

1.15 Service Management and Governance

Each engagement is managed using an agreed delivery plan and governance structure. This includes:

- Defined roles and responsibilities
- Quality assurance of deliverables
- Risk and issue management
- Continuous improvement informed by buyer feedback