

Lot 1A - Service Definition

Infrastructure as a Service (IaaS) and Platform as a Service (PaaS)

Service Name: OutSystems PaaS with Managed Services

Supplier: Green Lemon Company

Underlying Platform: OutSystems

Service Type: Platform as a Service (PaaS) with optional managed and professional services

1. What the Service Is

This service provides organisations with access to the OutSystems and other low-code application development platforms, delivered as a cloud-hosted PaaS and supported by Green Lemon Company as a specialist reseller and delivery partner. Services provided include but are not limited to:

1. AI Consultancy & Implementation
2. Application Development Consultancy
3. Software System Consultancy and Solutions Delivery
4. Data Management Consultancy
5. Software Testing Consultancy

The service enables rapid design, build, deployment and management of secure, scalable enterprise applications using low-code techniques, supported by APIs, DevOps tooling, and governance controls. Green Lemon Company supplements the core platform with enablement, support, managed services and optional bespoke development.

Deployment models supported include public cloud, private cloud and hybrid cloud. Self-managed installations are supported subject to defined technical constraints.

2. Hosting Options and Locations

The service may be hosted on:

- Public cloud infrastructure (AWS or Microsoft Azure)
- Private cloud
- Hybrid cloud
- Customer self-managed infrastructure

Data storage and processing locations are selectable at contract start and include:

- United Kingdom
- European Economic Area (EEA)
- Other regions by agreement

Each customer environment is provisioned within logically isolated infrastructure, with dedicated virtual networks, servers and databases.

3. Service Architecture and Technical Requirements

Platform Requirements

- Valid OutSystems Platform licence
- For self-managed hosting:
 - Windows Server
 - Microsoft SQL Server 2019 or later

Interfaces

- Web browser-based management and development interface
- REST and SOAP APIs
- Command line tooling (limited, for self-hosted environments)

All user-facing interfaces conform to WCAG 2.2 AA accessibility standards.

4. Onboarding and Offboarding Support

Onboarding

Green Lemon Company provides a structured onboarding and enablement approach including:

- Platform provisioning and environment readiness
- Role-based training and certification pathways
- Administrator and governance enablement
- Documentation and operational handover
- Optional instructor-led bootcamps and workshops

The objective is to enable customer teams to operate the platform independently while retaining access to specialist support.

Offboarding and Exit

At contract end, a formal offboarding phase is initiated to ensure full data and IP portability:

- Application source code can be detached as standard Microsoft .NET solutions
- Data extraction via direct database access or APIs
- Assisted migration services available if required

No proprietary lock-in mechanisms prevent customers from exiting the service.

5. Data Backup, Restore and Disaster Recovery

Backup Coverage

- Virtual machines
- Full and differential database backups
- Application code and platform configuration

Backup Frequency and Control

- Daily backups as standard
- Supplier-managed schedules
- Storage aligned to agreed data residency requirements

Recovery Objectives

- Standard RPO: up to 24 hours
- Standard RTO: up to 24 hours
- Enhanced options available:
 - RPO down to 1 minute
 - RTO down to 15 minutes

Disaster Recovery

- Multiple datacentres
- Optional high-availability configurations
- Automated failover supported

Backup recovery is initiated through the support service.

6. Availability, Performance and Service Levels

Availability

- 99.9% monthly uptime SLA for production environments
- Optional high-availability architecture with redundancy across availability zones

Scaling

- Automatic scaling supported
- Dedicated infrastructure eliminates “noisy neighbour” risk
- Usage monitoring and notifications provided

7. Support and After-Sales Services

Support Channels

- Email and online ticketing
- Telephone support (24x7)
- Onsite support (optional, additional cost)

Incident Priorities and Response Times

- P1 (Urgent): within 1 hour
- P2 (High): within 2 hours
- P3 (Medium): within 4 hours
- P4 (Low): within 8 hours

Weekend support is available by request.

Support Model

Support is provided on a fixed-cost model using a bank of support hours that may be consumed across multiple disciplines, including development, analysis, testing, project management and platform support.

8. Outage and Maintenance Management

- Planned maintenance windows are communicated in advance
- Real-time service status is available via the OutSystems public status dashboard
- Automated alerts available via email, SMS, RSS and API
- Incident reporting includes formal post-incident reports with root cause analysis

9. Security

Governance

- ISO/IEC 27001-aligned information security framework
- Cyber Essential Plus compliant
- Board-level accountability for service security
- Regular internal and external audits

Data Protection

- TLS 1.2+ encryption in transit
- Encryption of data at rest
- Cryptographic erasure and secure overwrite on deletion
- Secure equipment disposal aligned to recognised standards

Access Control

- Role-based access control
- Multi-factor authentication
- Identity federation supported

- Bi-annual access reviews and event-driven revalidation

Monitoring and Incident Response

- 24/7 security operations centre monitoring
- IDS/IPS, WAF and SIEM tooling
- Formal incident management process aligned to recognised standards

Penetration Testing

- At least every six months
- Conducted by CHECK-accredited providers

10. Access to Data on Exit

Upon service termination:

- Customers retain ownership of all application code and data
- Data and applications are provided in industry-standard formats
- Audit data retained for defined periods and made available on request
- Secure deletion processes are applied after confirmation of exit completion

11. Service Constraints

- Self-managed installations require supported Microsoft platforms
- Customisation is permitted at the application level but not within core platform services
- Maintenance windows apply to platform upgrades
- Certain advanced services (managed operations, bespoke development, extended storage) are delivered under separate agreements

12. Summary

This service delivers a secure, scalable, and accessible low-code PaaS, combining the OutSystems platform with Green Lemon Company's specialist enablement, governance, and support capabilities. It is designed to meet UK public-sector requirements for security, resilience, portability and transparency while enabling rapid digital delivery.