Service Definition – Bespoke Cloud Software Development

1. Service Overview

Design Direct provides bespoke cloud-hosted software development services to public sector organisations. The service supports the design, build, enhancement, integration, deployment, and ongoing support of custom digital applications hosted in cloud environments. Solutions are tailored to organisational, operational, and user needs, supporting secure, scalable, and maintainable digital services.

2. What the Service Includes

The service may include bespoke application design and development, cloud-native architecture, system integration, data modelling, application testing, accessibility-aware development, secure deployment, ongoing support, and optional automation or AI integration where appropriate.

3. How the Service Is Delivered

Delivery is typically carried out using agile or hybrid delivery approaches, agreed at call-off. Engagement includes discovery, design, iterative development, testing, deployment, handover, and continuous improvement. Delivery is primarily remote, with on-site engagement by agreement.

4. Service Management and Governance

Each engagement includes appropriate governance such as a named technical lead, progress reporting, risk management, change control, and stakeholder coordination. A technical account manager can be provided where required.

5. Security and Data Protection

Security is embedded throughout service delivery, including role-based access controls, secure development practices, environment separation, compliance with data protection legislation, and BPSS-aligned staff screening.

6. Support and Maintenance

Support is provided through email, online ticketing systems, and phone support during standard business hours. Support levels and response times are agreed at call-off and may include incident resolution, maintenance, monitoring, and enhancements.

7. Accessibility

Applications developed aim to meet WCAG 2.2 AA standards where applicable. Accessibility considerations are addressed throughout design, development, and testing.

8. Service Constraints

The service relies on timely access to systems, data, documentation, and stakeholders. Delivery is primarily remote. Third-party services are subject to their respective terms.

9. Exit and Transition Support

Design Direct supports orderly service transition, including documentation handover, knowledge transfer, and reasonable assistance.

10. Pricing

Pricing is agreed at call-off based on scope, duration, and support requirements. Pricing models may include fixed-price or time and materials.