



ComputerMinds

Trusted experts in Drupal solutions

Drupal Development Services

G-Cloud 15 Service Definition

15th Jan 2026

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Introduction

About ComputerMinds

We're a team of Drupal experts, not salespeople. We rarely take on new clients, so our response may not be the most polished - that's because our focus is entirely on building world-class Drupal sites. **By skipping a sales team, we keep costs lower and deliver solutions that are robust, scalable, and built exceptionally well.**

ComputerMinds is a Drupal-only development house with offices in Bristol and Coventry, UK. We have almost 20 years of experience in working with the open source Drupal CMS and it has been our sole business activity throughout this period. We were one of the first development houses in the UK to extend support for Drupal as a development framework and have since gained a strong reputation within the global Drupal community.

As Drupal Certified Partners, we regularly contribute back to the Drupal project. We have given a number of seminars and training sessions at Drupal conferences around the world on a variety of topics. You can find much more information about our commitment to the project within our supplier profile on drupal.org here: <https://www.drupal.org/computerminds>

We pride ourselves on the quality of our development projects, all of which conform to the standards laid down by the Drupal community. All of our code is written in a modular fashion as is intended by the Drupal project.

All our work is carried out by our full time team of developers.

Our approach

At ComputerMinds we like to work in an agile fashion so that we can be as adaptable to our clients' requirements as possible.

We try to remove the barriers between client and developer; we will try and work in partnership with you to achieve your goals, rather than blindly implementing a rigid specification.

Our developers are highly experienced, and are under no pressure to upsell or bill additional time - in fact we encourage our developers to try and reduce complexity and cost whenever possible.

Similarly, we do not add layers of unnecessary complexity or cost in our corporate operation. If you call us, you will speak to a developer, not a receptionist. We don't occupy expensive glass buildings. Instead, we work in smaller offices in Bristol and Coventry, which are owned outright by the business.

We get to know our customers well, so that we can work as closely as possible with them and develop long-term partnerships. We take the same approach with suppliers.

We believe that regular, open communication is the key to good project management.

Reasons to work with us

As a Drupal-only house, every member of our development team is an expert in the technology deployed on your website.

We keep the management layer extremely thin - you will get to speak day to day with the developers working on your project.

Our large Drupal team are constantly talking to each other and helping solve each other's problems. Our websites are better as a result.

Our developers are more than just Drupal geeks; they are experienced in dealing directly with clients and finding practical and pragmatic solutions to real life problems.

We deliver quality work on time and on budget.

We are fun to work with (apparently).

Using the service

Service description

ComputerMinds Limited is a Cyber Essentials certified organisation and a Drupal.org Certified Partner, demonstrating our commitment to secure, high-quality Drupal solutions for public sector clients.

We provide professional Drupal development services to help public sector organisations design, build, enhance, and maintain secure, scalable Drupal websites and applications.

Our service supports the full Drupal lifecycle, including new builds, enhancements, integrations, upgrades, and ongoing development work. Services are delivered by experienced Drupal developers using open standards and best practices.

Service scope

This service includes:

- Drupal website and application development
- Custom module and theme development
- Enhancements to existing Drupal platforms
- Drupal version upgrades and migrations
- Third-party system integrations
- Performance optimisation and refactoring
- Bug fixing and technical debt remediation

This service does not include the resale of hosting, licences, or software subscriptions.

How the service is delivered

Services are delivered by ComputerMinds Limited consultants working remotely, onsite, or using a blended approach, depending on buyer requirements.

Work is delivered in clearly defined units (typically days) with agreed deliverables. We use agile delivery practices, regular progress reporting, and collaborative working with buyer teams.

Onboarding

Onboarding typically includes:

- Confirmation of service scope and deliverables
- Agreement of delivery approach and communication methods
- Access setup to relevant systems and documentation
- Kick-off meeting with stakeholders

Onboarding usually takes 1–2 working days depending on buyer readiness.

Offboarding

Offboarding includes:

- Knowledge transfer and handover documentation
- Return or secure deletion of buyer data
- Final reporting and confirmation of completed deliverables

Offboarding is completed within 5 working days of service completion.

Service levels

- Working hours: 9am–5pm UK time, Monday to Friday (excluding public holidays)
- Response times are agreed at the start of each engagement
- Progress updates provided regularly throughout delivery

Service levels can be adjusted to meet buyer needs where agreed in advance.

Pricing

£750 per person per day (ex VAT)

Pricing is based on a fixed daily rate.

Minimum engagement: 1 day.

Expenses are not included unless agreed in advance.

Ordering and invoicing

Buyers can order services directly through the G-Cloud Digital Marketplace.

Invoices are issued monthly in arrears based on days delivered, unless otherwise agreed. Payment terms are 30 days from invoice date.

Dependencies and assumptions

- Buyers provide timely access to systems, documentation, and stakeholders
- Buyer environments meet Drupal technical requirements
- Any third-party services or licences are provided by the buyer

Delays caused by unmet dependencies may impact delivery timescales.

Security

ComputerMinds Limited follows industry best practices for information security, including:

- Secure handling of credentials and access
- Least-privilege access controls
- Secure development practices aligned with OWASP guidance

We hold Cyber Essentials certification, ensuring robust information security practices in all engagements. No data is transferred or stored outside agreed environments without buyer approval.

Data handling

We only process data necessary to deliver the service.

All data is handled in accordance with UK GDPR and buyer data protection policies. Buyer data is securely deleted or returned at the end of the engagement.

Skills and experience

Our Drupal consultants have experience delivering Drupal solutions for public and private sector organisations, including:

- Complex Drupal architectures
- High-traffic websites
- Secure and accessible platforms
- Integration-heavy environments

ComputerMinds Limited is a Drupal.org Certified Partner, and our team includes Drupal.org Certified Developers, ensuring adherence to community best practices and high standards for Drupal delivery.

Subcontractors

ComputerMinds Limited does not use subcontractors for this service.