

Service Definition Document – Product Build and Delivery

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CCS - G-Cloud 15
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Service Definition Document – Product Build and Delivery

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Service attributes

Service type

Lot 3: Cloud Support

Service name

Service name

Product Build and Delivery

About your service

Service description

Our Product Build and Delivery service offers UK Government a modern, agile approach to creating secure, scalable, user-centric digital products. Combining agile methodologies, cloud-native architectures, and DevSecOps, we accelerate delivery while ensuring GDS and CDDO compliance. Embedded change management and capability building enable adoption and empower teams for long-term success.

Service categories

- Cloud Support Services
 - Set Up and Migration
 - Data/information structure design
 - Data/information structure design
 - Engagement and communication planning
 - Engagement and communication planning
 - Project management and governance
 - Project management and governance
 - Service optimisation/right sizing
 - Service optimisation/right sizing
-

Service features and benefits

Service features and benefits

Service features

- End-to-end product build from discovery through live phases
- Agile delivery aligned with GDS phases: Discovery, Alpha, Beta, Live
- Cloud-native and hybrid architecture ensuring scalability and resilience
- Integration with legacy systems to optimise investments and reduce duplication
- Secure design aligned with NCSC and ISO 27001 standards
- Continuous integration and automated testing for quality assurance
- Rapid prototyping
- Embedded change management and capability building for sustainable adoption
- Compliance with accessibility standards, including WCAG 2.2 guidelines
- Customisable solutions leveraging AI, analytics, and modern frameworks

Service benefits

- Accelerates delivery while minimising disruption to current operations
- Improves citizen experience through intuitive, accessible digital services
- Reduces technology complexity and operational costs via rationalisation
- Enhances resilience and scalability using cloud-native architectures
- Empowers government teams through structured change management and skills transfer
- Supports sustainability and social value objectives across programmes
- Delivers measurable outcomes aligned with policy and strategic goals

Service scope

Service constraints

N/A

Reselling

Supplier type

Supplier type

I'm not a reseller

User support

Email or ticketing support

Email or online ticketing support

Yes

Support response times

Email support available 9am-5pm Monday to Friday (UK time) with a typical response time of 48 hours (SLAs to be agreed on a case-by-case basis).

User can manage status and priority of support tickets

No

Phone support

Phone support

Yes

Phone support availability

9 to 5 (UK time), Monday to Friday

Web chat support

Web chat support

No

Support levels

Support can be provided at various levels depending on the solutions and the customer requirements. Support levels can range from a basic feedback form to a full helpdesk facility with 365 day coverage depending on the SLA.

Staff security

Staff security clearance

Staff screening performed but doesn't conform with BS7858:2019

Government security clearance

Up to Security Clearance (SC)

Pricing

Discount for educational organisations

No