

Service Definition Document – UI/UX Design

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CCS - G-Cloud 15
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Service Definition Document – UI/UX Design

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Service attributes

Service type

Lot 3: Cloud Support

Service name

Service name

UI/UX Design

About your service

Service description

Our UX/UI Design service delivers user-centric, accessible, and visually compelling experiences for digital services. We combine evidence-based design, inclusive practices, and cloud-ready solutions to create intuitive interfaces that improve engagement and efficiency. Our approach integrates research, prototyping, and design systems with embedded change management for sustainable adoption and measurable impact.

Service categories

- Cloud Support Services
 - Set Up and Migration
 - Data/information structure design
 - Data/information structure design
 - 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

- Comprehensive UX research using qualitative and quantitative methods
 - Inclusive design aligned with WCAG 2.2 and GDS standards
 - Wireframes, prototypes, and interactive design validation for usability
-

- Development and deployment of scalable, reusable design systems
- Responsive and adaptive designs for multi-device compatibility
- Rapid prototyping for accelerated validation and iteration
- Creation of comprehensive, intuitive information architecture structures
- Embedded change management and capability building for sustainable adoption
- Branding and visual identity tailored for government services
- Continuous improvement through usability testing and analytics-driven insights

Service benefits

- Improves citizen experience through intuitive and accessible interfaces
- Reduces development and testing costs via reusable design systems
- Accelerates delivery while ensuring compliance with accessibility and security standards
- Empowers government teams through skills transfer and structured change management
- 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