

Service Definition Document – Product and Software Development

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CCS - G-Cloud 15
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Service attributes

Service type

Lot 3: Cloud Support

Service name

Service name

Product and Software Development

About your service

Service description

Our Product & Software Development service delivers innovative, secure, and scalable solutions for UK Government needs. We combine agile methodologies, user-centric design, and cloud-native technologies to accelerate delivery whilst ensuring compliance. Our approach embeds change management and capability building, enabling adoption and empowering government teams to deliver high-quality digital services.

Service categories

- Cloud Support Services
 - Set Up and Migration
 - Other
 - Other
-

Service features and benefits

Service features and benefits

Service features

- End-to-end product development from discovery to live
 - Agile and iterative delivery aligned with GDS phases
 - Technology-agnostic approach supporting multi-cloud and hybrid environments
 - Integration with legacy systems to optimise investments and reduce duplication
-

- Secure design aligned with NCSC and ISO 27001 standards
- Embedded change management and capability building
- Continuous integration and automated testing for quality assurance
- Compliance with accessibility standards (WCAG 2.2 AA)
- Customisable solutions leveraging AI, data analytics, and modern frameworks

Service benefits

- Seamless integration and deployment, minimising disruption and maximising efficiency
 - Improves citizen experience through intuitive and accessible digital services
 - Reduces technology complexity and operational costs through rationalisation
 - Continuous improvement, evolving your products in response to changing conditions
 - Enhances resilience and scalability with cloud-native architectures
 - Empowers government teams via structured change management and skills transfer
 - Supports sustainability and social value objectives
 - Delivers measurable outcomes aligned to 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