

Service Definition Document – Mobile App Development

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CCS - G-Cloud 15
19 January 2026



Service Definition Document – Mobile App Development

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Service attributes

Service type

Lot 3: Cloud Support

Service name

Service name

Mobile Application Development

About your service

Service description

Our Mobile Application Development service delivers secure, scalable, and user-centric apps tailored for Government needs. We combine agile methodologies, cross-platform expertise, and cloud-native architectures to accelerate delivery while ensuring compliance with standards. Our approach embeds change management and capability building, enabling adoption and empowering teams to deliver high-quality mobile experiences.

Service categories

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

Service features and benefits

Service features and benefits

Service features

- User-centric development for maximum engagement and rapid prototyping
- End-to-end mobile app development from design to deployment
- Cross-platform expertise in iOS, Android, and hybrid frameworks
- Agile and iterative delivery aligned with GDS phases
- Cloud-native architecture for 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
- Embedded change management and capability building
- Compliance with accessibility standards (WCAG 2.2 AA)

Service benefits

- Accelerates delivery while minimising disruption to current operations
- Improves citizen experience through intuitive and accessible mobile apps
- Continuous improvement, evolving your products in response to changing conditions
- Apps designed to fully engage users and deliver value
- Reduces technology complexity and operational costs through rationalisation
- 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