

Laravel Application Development

Service Definition

1. Service overview

Laravel Application Development provides design and development support for web applications built using the Laravel framework. The service supports public sector organisations that require secure, maintainable applications tailored to specific processes, integration needs and accessibility expectations.

2. How the service works

The service is delivered as a project-based engagement covering application design and development using Laravel.

Typical activities include:

- Review of buyer requirements, objectives and constraints
- Definition of application scope, user needs and acceptance criteria
- Application architecture and data model design
- Laravel framework configuration and setup
- Custom back-end development
- API development and system integration
- Authentication and authorisation implementation
- Accessibility-informed implementation
- Functional testing and validation
- Preparation of deployment-ready code and documentation

Delivery is typically remote but not confined to remote working based on the buyer's requirements. Buyers are expected to provide timely access to stakeholders, systems and feedback throughout delivery.

3. Skills and experience

The service is delivered by practitioners with experience developing web applications using Laravel for public sector and regulated environments.

Roles involved may include:

- Laravel developer
- Quality Control
- Front-end developer
- Technical architect
- Project or delivery lead

The team applies established software development practices appropriate to secure, maintainable public sector applications.

4. Relevant experience

The supplier has delivered Laravel-based application development for public sector and regulated organisations.

Relevant experience includes:

- Building bespoke applications to support specific organisational requirements
- Designing and implementing APIs for integration with existing systems
- Delivering maintainable, structured codebases to support long-term use

This work has resulted in tailored applications aligned to user needs and operational requirements.

5. Onboarding and offboarding

Onboarding

The service begins with a mobilisation session to confirm scope, timelines, responsibilities and access requirements. Buyers provide requirements, technical constraints, system access and relevant documentation.

Offboarding

At completion, the buyer receives the application codebase, technical documentation and agreed handover materials. A close-out session is held to review delivered functionality and outstanding considerations.

6. Service constraints

The service focuses on Laravel application design and build only. It does not include hosting, ongoing support or operational management unless otherwise agreed. Delivery depends on clear requirements, timely buyer input and access to relevant systems. Significant scope changes, unmanaged third-party dependencies or large-scale legacy system replacement may be outside scope. Work is typically delivered remotely.

7. Service management and support

A named delivery lead manages the service and acts as the primary point of contact. Progress is managed through agreed milestones and regular review points. Issues and risks are discussed with the buyer as they arise. Support beyond delivery is limited to clarification of agreed outputs.

8. Technical and operational requirements (if applicable)

Buyer-provided access to development environments, repositories and third-party services is required. The buyer is responsible for hosting, deployment and operational management following handover.

9. Hosting, data and security

The service does not include hosting or operation of systems. Any access or data provided by the buyer is used solely for delivery of the service and handled in line with



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agreed confidentiality and data protection requirements. No long-term data storage is required.

10. Exit, data return and deletion

At the end of the engagement, all buyer-owned code, documentation and materials are returned. Any copies held by the supplier are deleted in accordance with agreed retention and confidentiality arrangements. No ongoing transition or exit support is provided beyond the handover activities described above.



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