

Bespoke Web Application Development

Service Definition

1. Service overview

Bespoke Web Application Development delivers tailored web applications, designed and developed to support specific user needs and organisational requirements. The service supports public sector organisations requiring custom digital applications aligned to specific processes, integration requirements and accessibility expectations.

2. How the service works

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

Typical activities include:

- Review of buyer requirements, objectives and constraints
- Definition of application scope, user needs and acceptance criteria
- Application architecture and data structure design
- User interface and interaction development
- Custom back-end and front-end development
- Integration with existing systems and APIs
- Accessibility-informed implementation
- Functional testing and validation
- Preparation of deployment-ready code and documentation

Delivery is typically remote but not confined to remote working. Buyers are expected to provide access to relevant systems, stakeholders and timely feedback throughout delivery.



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3. Skills and experience

The service is delivered by practitioners with experience in bespoke web application development for public sector digital services.

Roles involved may include:

- Technical architect
- Back-end Developer
- Front-end Developer
- Solutions Architect
- Quality Control
- UX and UI
- Design
- Project or delivery lead

The team applies established software development practices and accessibility-informed approaches appropriate to public sector environments.

4. Relevant experience

The supplier has delivered bespoke web application development for public sector and regulated organisations.

Relevant experience includes:

- Designing and building custom web applications to support organisational processes
- Integrating applications with existing platforms and data sources
- Delivering accessible, user-centred application interfaces

This work has resulted in tailored applications that improve efficiency, usability and alignment with user needs.

5. Onboarding and offboarding

Onboarding

The service begins with a mobilisation session to confirm scope, objectives, timelines, roles 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 any agreed handover materials. A close-out session is held to review delivered functionality and next steps.

6. Service constraints

The service focuses on bespoke web application design and build only. It does not include ongoing hosting, support or operational management unless otherwise agreed. Delivery depends on timely buyer input, access to systems and clearly defined requirements. Large-scale legacy system replacement, unmanaged third-party dependencies or significant scope changes may be outside scope.

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 reviews. Issues and risks are discussed with the buyer as they arise. Ongoing support after delivery is not included beyond 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 data or access provided by the buyer is used solely for delivery of the service and handled in line with

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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