

Umbraco CMS Website Design and Development

Service Definition

1. Service overview

Umbraco CMS Website Design and Development provide design and build support for content-managed websites using the Umbraco content management system. The service supports public sector organisations that need a structured, accessible website with clear information architecture and a maintainable platform for managing digital content.

2. How the service works

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

Typical activities include:

- Review of buyer requirements, objectives and constraints
- Definition of information architecture and content structures
- Design of page templates and layouts
- Front-end development aligned to approved designs
- Configuration and customisation of the Umbraco CMS
- Integration of standard Umbraco packages where required
- Functional and browser testing prior to launch
- Handover of the completed website and CMS access

Delivery is typically remote but not confined to remote working. Buyers are responsible for providing content, approvals, brand assets and timely feedback throughout delivery.

3. Skills and experience

The service is delivered by practitioners with experience designing and developing Umbraco-based websites for public sector use.

Roles involved may include:

- UX designer
- Umbraco developer
- Front-end developer
- Quality Control
- Solutions Architect
- Designer
- Account Manager
- Project or delivery lead

The team applies established web development and accessibility-informed design practices appropriate to public sector websites.

4. Relevant experience

The supplier has delivered Umbraco CMS website design and development projects for public sector and regulated organisations.

Relevant experience includes:

- Designing and building content-managed websites using Umbraco
- Implementing clear information architectures and page templates
- Supporting accessibility-informed website builds

This work has resulted in maintainable websites that support effective content publishing and user access needs.



HM Government
G-Cloud
Supplier

SPINDOGS

5. Onboarding and offboarding

Onboarding

The service begins with a mobilisation session to confirm scope, timelines, roles and access requirements. Buyers provide content, brand assets, technical constraints and access to relevant environments.

Offboarding

At completion, the buyer receives the website codebase, configured Umbraco CMS and any supporting documentation. A close-out session is held to confirm handover and next steps.

6. Service constraints

The service focuses on Umbraco website design and build only. It does not include ongoing hosting, support or content population unless otherwise agreed. Delivery depends on timely provision of content and approvals by the buyer. Non-Umbraco platforms are outside scope. Work is typically delivered remotely but not confined to remote delivery.

7. Service management and support

A named project or delivery lead manages the service and acts as the primary point of contact. Progress is managed through agreed milestones and review points. Issues and risks are discussed with the buyer as they arise. Ongoing support after delivery is not included unless otherwise specified.

8. Technical and operational requirements (if applicable)

Buyer-provided access to hosting environments, domains and third-party services is required. The buyer is responsible for operational management of the website following handover.

9. Hosting, data and security

The service does not include hosting or operation of the website unless otherwise specified. Any access or information 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 materials, code and documentation 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.



HM Government
G-Cloud
Supplier

SPINDOGS