



Service Definition

Application Development Services

Supplier: Shivom Consultancy Limited

Framework: G-Cloud 15

Lot: Lot 2b – Software as a Service (SaaS)

1. Service overview

Shivom Consultancy Limited Application Development Services provide cloud-hosted software development capabilities that support the design, build and evolution of digital applications. The service enables buyers to develop applications using modern development languages, environments and tools, supported by reusable software components, business rules management and modelling and architecture capabilities.

2. Scope of the service

The service delivers application development capabilities as a software service, supporting the full application lifecycle from design through development and change. It includes development tooling, modelling and architecture support within the agreed SaaS environment and does not include bespoke infrastructure provision unless explicitly agreed.

3. Features

Cloud-hosted application development environments
Support for multiple development languages and frameworks
Integrated development tools and environments
Reusable software construction components
Business rules management capabilities
Application and solution modelling tools
Object modelling tools
Business process modelling tools
Enterprise architecture modelling tools
Platform governance and development standards

4. Benefits

Faster development of digital applications
Consistent and standardised development environments
Improved application quality and maintainability
Reduced development and integration risk
Increased developer productivity
Clear separation of business rules and application logic
Improved visibility of application and process design
Better alignment between business and technology
Scalable development capabilities
Reduced time to market for new services

5. Service constraints

The service is delivered as a cloud-hosted SaaS offering and accessed via supported web interfaces. Supported development languages, tools and modelling capabilities are defined by the service and may be updated over time. Highly bespoke or unsupported technologies may not be available unless agreed. The service does not include procurement of third-party licences unless explicitly stated. Planned maintenance may be required to apply updates and will be communicated in advance where possible.

6. Onboarding and setup

Onboarding includes user access setup, configuration of development environments and provision of documentation to support service use. Guidance and remote onboarding support are provided to help users start developing applications quickly and securely.

7. Service management and support

Support is provided in line with agreed support levels. Users interact with the service through web-based interfaces and tooling. Shivom Consultancy Limited manages the underlying SaaS platform to ensure availability, security and performance.

8. End-of-contract process

At contract end, users can export application artefacts and data using supported tools and formats, in line with the agreed exit plan. Activities included in the contract price are those defined in the service scope; additional assistance beyond this scope may incur additional costs if agreed.

9. Security and data protection

Shivom Consultancy Limited follows UK government cloud security principles. Staff screening is performed in line with BS7858:2019. Any buyer data is handled in accordance with UK GDPR and contractual data protection requirements.

10. Accessibility

The service uses web-based interfaces designed to align with recognised accessibility standards. Accessibility is considered during service configuration and updates, and additional requirements can be accommodated by agreement.

11. Pricing

Pricing is agreed at call-off and depends on service scope, number of users and required support levels. All pricing is transparent and documented in the call-off contract.