

SERVICE
DEFINITION

CROWN COMMERCIAL SERVICE
G-CLOUD 15
LOT 3 - CLOUD SUPPORT

CLOUD NATIVE APPLICATION DEVELOPMENT AND INTEGRATION

TRANSFORMCX
LIMITED

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01

SERVICE OVERVIEW

The **Cloud Native Application Development and Integration** service supports organisations to design, build, and integrate applications using cloud-native technologies and approaches. The service focuses on delivering scalable, resilient, and maintainable applications that are designed to operate effectively on cloud platforms and integrate with existing systems and services.

The service is typically used to deliver new digital services, enhance existing applications, or enable integration between cloud-based and legacy systems as part of a wider digital or cloud transformation programme.

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WHAT THE SERVICE INCLUDES

The service includes a defined set of design, development, and integration activities, proportionate to the agreed scope and organisational context.

Included activities

The service may include the following activities:

- Design of cloud-native application architectures
- Development of cloud-native applications and services
- Implementation of APIs and integration components
- Integration with existing applications, platforms, and data sources
- Configuration of application security and access controls
- Support for testing, validation, and release activities
- Alignment of applications with operational and support requirements

Key outputs and deliverables

Outputs are documented and provided to the buyer and typically include:

- Cloud-native applications and services

- Integration components and APIs
- Application architecture and design documentation
- Configuration and deployment artefacts
- Test and validation evidence

Deliverables are designed to support scalable and reliable operation in cloud environments.

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WHAT THE SERVICE DOES NOT INCLUDE

Unless explicitly agreed as part of the call-off, the service does not include:

- Ongoing operational or managed services
- End-user device configuration or support
- Organisational change management or training
- Procurement or resale of third-party software licences

These activities can be provided through related services procured separately where required.

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HOW THE SERVICE IS DELIVERED

The service is delivered using a structured cloud-native delivery approach aligned to public-sector delivery and assurance expectations.

Typical delivery approach

Delivery is typically structured around the following stages:

1. **Discovery and design**
 - Confirm service objectives and requirements
 - Define cloud-native architecture and integration approach
2. **Build and integration**
 - Develop application components and services
 - Implement integrations and APIs
3. **Testing and validation**
 - Validate functionality, security, and performance
 - Address identified issues
4. **Release and handover**
 - Support deployment to target environments
 - Provide documentation and knowledge transfer

Engagements typically run from **6 to 20 weeks**, depending on scope and complexity.

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SERVICE LEVELS AND SUPPORT OPTIONS

This service is delivered as a time-bound development and integration engagement. It does not include ongoing operational or support services as standard.

Where required, post-delivery support or managed services can be agreed separately in line with standard service offerings.

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SECURITY, COMPLIANCE AND ASSURANCE

Security and compliance considerations are addressed throughout the development and integration lifecycle, including:

- Secure application design and development practices
- Implementation of identity, access, and data protection controls
- Alignment with organisational security policies and standards

Assurance is supported through documented designs, testing evidence, and structured review of outputs.

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ONBOARDING AND EXIT

Onboarding

At the start of the engagement:

- objectives, scope, and success criteria are confirmed
- technical and integration requirements are agreed
- a delivery plan and timetable are established

Exit and handover

At completion:

- developed applications and integrations are handed over
- documentation and deployment artefacts are provided
- knowledge transfer supports transition to business-as-usual

This ensures services can be operated and supported effectively.

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COMMERCIAL MODEL

The service is typically delivered on a **fixed-scope** or **time-and-materials** basis, agreed at call-off.

Scope, deliverables, and timelines are confirmed prior to delivery. Any changes to scope are managed through agreed change control.

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WHY CHOOSE THIS SERVICE

This service provides:

- applications designed specifically for cloud platforms
- improved scalability, resilience, and maintainability
- effective integration with existing systems
- delivery aligned to security and operational requirements

The focus is on sustainable, cloud-native service delivery.

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NEXT STEPS

To engage this service:

1. Confirm service objectives and integration scope
2. Agree delivery approach and commercial model
3. Schedule discovery and design activities

The service will be tailored to reflect organisational context and delivery priorities.