



Service Definition – Cloud Software Design and Build
Service

Service Definition

Cloud Based Software Development

Fimatix UK Ltd

G-Cloud 15

Lot 3 Cloud Support

Service Definition - Cloud Software Design and Build Service

Cloud Software Design and Build Service

Supplier

Fimatix UK Ltd

Service overview

This service supports public-sector organisations to design, build, test, and release secure, user-centred cloud software. It provides multidisciplinary delivery teams to develop digital services, APIs, and AI-enabled components in line with the GDS Service Standard, using modern DevSecOps practices to reduce risk and improve delivery confidence.

The service is suitable for new digital services, major enhancements, and cloud-based modernisation initiatives.

What the service includes

The service can include the following activities, tailored to buyer needs:

- User-centred design and iterative software development
- Design and build of cloud-hosted applications and APIs
- Implementation of AI-enabled components, including Azure AI chatbots
- DevSecOps pipeline design, onboarding, and offboarding
- Automated functional, performance, and accessibility testing
- Secure authentication and authorisation integration (including 2FA and federated identity)
- Defect management, release gating, and quality reporting
- Knowledge transfer to internal teams

This is a professional delivery service provided by experienced practitioners.

Typical use cases

Buyers typically use this service when:

- Designing and building new public-sector digital services
 - Enhancing existing services with cloud-native or AI-enabled functionality
 - Improving software quality through test automation and DevSecOps practices
 - Preparing services for assessment or release on GDS platforms
 - Reducing delivery risk for complex or high-profile programmes
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Service delivery approach

Delivery is agile, iterative, and aligned to the buyer's governance and assurance requirements. Work is prioritised through a transparent backlog and delivered in short increments to enable rapid feedback and early risk reduction.

DevSecOps practices are used to automate build, test, and release activities, with quality and security checks embedded into delivery pipelines. AI-assisted tooling may be used to support documentation, analysis, and testing, with human oversight retained at all times.

Service outputs and outcomes

Typical outputs may include:

- Deployed software components and source code
- Automated test suites and test evidence
- CI/CD pipelines and infrastructure-as-code
- Design artefacts and technical documentation
- Release and quality reports

Expected outcomes include:

- Faster and more reliable software delivery
- Improved service quality, security, and accessibility
- Earlier identification of defects and risks
- Increased confidence in releases to live environments

Data protection and information assurance

Fimatix follows information security and quality management processes aligned with ISO/IEC 27001 and ISO 9001 and holds Cyber Essentials certification. Services are delivered in accordance with UK GDPR and privacy-by-design principles.

Access to buyer systems and data is limited to what is necessary for delivery and agreed in advance.

Onboarding and offboarding

At service start, scope, environments, access requirements, and ways of working are agreed. A named delivery lead coordinates onboarding to tools, pipelines, and environments.

At service end, software, documentation, and test artefacts are handed over, and access is removed in line with agreed offboarding processes.

Service levels

This is a professional delivery service and does not include technical uptime or availability SLAs. Performance is managed through agreed objectives, delivery milestones, and regular progress reviews.

Pricing and commercial model

The service is typically delivered on a time-and-materials basis using SFIA-aligned day rates. Fixed-price delivery for clearly defined outcomes may be agreed where appropriate.

Invoicing is monthly in arrears, in line with agreed terms.

Service constraints

- This service does not include long-term hosting or live service operation unless explicitly agreed

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- AI components support delivery but do not make automated or statutory decisions
 - Security and accessibility testing support assurance but do not constitute formal accreditation
 - Effectiveness depends on timely access to environments, data, and stakeholders
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Customer responsibilities

Buyers are responsible for:

- Providing access to relevant systems, environments, and documentation
 - Making timely decisions and approvals
 - Operating and supporting live services unless otherwise agreed
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Termination

The service can be terminated in line with agreed contractual terms. On termination, all buyer materials and deliverables are returned and reasonable handover completed.

Experience

Fimatix has delivered cloud-based digital services for UK public-sector organisations, including complex, user-facing services operating at scale. Experience includes delivery to GDS standards, secure cloud platforms, and multi-supplier environments.

References and case studies are available on request.