

Development & Analytics Platform Service — Lot 2b

Product Definition / Service Definition

Service name: Development & Analytics Platform Service

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

Service description (summary):

This service provides end-to-end development, deployment and lifecycle management using Microsoft and Azure technologies. It covers modern engineering with Visual Studio/.NET and Azure SDKs; software construction with NuGet, connectors and SPFx; business rules via Power Apps/Dynamics 365 flows; modelling with Power Automate/Visio; and secure CI/CD through DevOps and Infrastructure-as-Code.

Cloud deployment: Public cloud and Hybrid cloud options.

Supplier role: Reseller providing extra support for Microsoft services (organisation resold: Microsoft).

1) Service Overview

What the service does:

A unified Microsoft-based platform for application development, analytics and automation. It enables teams to design, build, test and deploy applications and data solutions, orchestrate workflows, manage business rules and deliver dashboards and geospatial insights—all governed through secure identity, role-based access and structured DevOps pipelines.

Who it is for:

UK public-sector organisations undertaking modernisation of digital services, analytics and automation on Microsoft 365, Azure and related ecosystems, with multi-device access and governance aligned to sector expectations.

2) Service Categories (Lot 2b taxonomy)

This service applies to the following Digital Marketplace categories:

- **Application Development and Deployment** → **Application development**
- **Development languages, environments and tools** → Development languages, environments and tools
- **Software construction components**
- **Business rules management**
- **Modelling and architecture** → Object Modelling Tools; Business Process Modelling Tools; Enterprise Architecture Tools
- **Multi-cloud support:** Yes

3) Service Features & Benefits

Features

- Real-time dashboards and analytics using Power BI and Microsoft Fabric.
- Predictive insights using Azure Machine Learning and Databricks pipelines.
- Geospatial analytics with Azure Maps, Cosmos DB and Power BI.
- Drag-and-drop app creation using Power Apps designer.
- Workflow automation through Power Automate visual flow designer.
- Business rules management via Dataverse and Dynamics 365 process flows.
- Source control and collaboration through GitHub and Azure DevOps.
- Automated testing using Azure DevOps Test Plans and Playwright.
- Infrastructure-as-Code deployment with Bicep, ARM and Terraform templates.
- Secure role-based access control across desktop and mobile platforms.

Benefits

- Make data-driven decisions faster with interactive dashboards and reports.
- Access analytics and apps securely from multiple devices anytime.
- Automate repetitive tasks to save time and reduce human error.
- Visualise trends and forecast outcomes to improve strategic planning.
- Integrate disparate data sources into unified insights effortlessly.
- Collaborate across teams with shared apps, flows and dashboards.

- Ensure compliance and security with automated testing and monitoring.
- Deploy apps and infrastructure quickly using Infrastructure-as-Code.
- Increase operational efficiency using predictive analytics and automated workflows.

4) Scope, Add-ons & Extensions

- **Software add-on or extension:** Yes, but can also be used as a standalone service.
- **Extends:** Microsoft services and ecosystems by adding development tooling, analytics, automation and governance capabilities across Microsoft 365 and Azure.

Service constraints

Performance depends on internet connectivity and network stability. Certain connectors/integrations may require additional licences. Large datasets can increase processing time; predictive models require structured, high-quality data. Storage capacity varies by plan. Updates or maintenance may temporarily affect availability. Some custom scripts or third-party components may not run consistently across all platforms. Users must comply with supported browser and mobile OS versions; role-based access may restrict functionality based on permissions.

5) How Users Work With the Service

- **Interface:** Cloud-based web interface; mobile-responsive experience for apps, dashboards and workflows.
- **Browsers:** Edge, Chrome, Firefox, Safari (latest stable versions).
- **Installation:** Application to install (Windows supported) where applicable to specific development components.
- **Mobile:** Designed for use on mobile devices; core functionality retained, with some advanced features or custom scripts limited by mobile constraints.
- **Service interface description:** Power BI for dashboards; Power Apps for drag-and-drop app creation; Power Automate for visual workflows; Power Virtual Agents for chatbot creation; integrates with Microsoft 365 and Azure services.

- **Accessibility:** WCAG 2.2 AA; screen reader and keyboard-only testing performed; ticketing and chat systems meet WCAG 2.2 AA.

6) Technical Requirements & Dependencies

System requirements

- Modern browser: Edge, Chrome, Firefox, Safari (latest stable).
- Windows 10/11 or macOS 10.15+ recommended for desktop access.
- iOS 14+ or Android 10+ for mobile.
- Microsoft 365 or Power Platform licences required for full functionality.
- .NET Framework 4.8+ needed for some connectors/integrations.
- Internet connection minimum 5 Mbps for stable cloud operation.
- Virtual machines must support secure network and optional GPU acceleration.
- Compatible anti-virus required for local execution on virtual/physical machines.
- Multi-factor authentication enabled for secure access and compliance enforcement.

Dependencies & integrations

Uses Microsoft 365, Azure DevOps, GitHub, Power Platform, and Azure services including Databricks, Machine Learning and Maps where applicable to the solution design.

Data locations/residency

UK, EEA and other Microsoft-verified regions; customers control storage/processing location selections applicable to their tenant.

7) Onboarding & Offboarding

Onboarding (Getting started)

Self-service resources, online training, optional onsite support; guided learning modules across Power BI, Microsoft Fabric, Data Warehousing, Azure Databricks, Azure Machine Learning and Azure Maps; demos and sample dashboards; instructor-led virtual workshops; community forums, in-app guidance and templates.

Documentation

Provided as PDF; accessible to WCAG 2.2 AA.

End-of-contract data extraction

Users can extract data any time using Microsoft 365 export tools (OneDrive/SharePoint file downloads, mailbox exports, admin reports). All data remains within the customer's Microsoft 365 tenant; no data is held by the supplier outside the tenant. Guidance is provided on request.

End-of-contract process

Customer retains full control of tenant data. Licences may lapse, transfer to another Microsoft partner or be renewed. Supplier provides guidance on data extraction and licence transition; optional chargeable consultancy for migration or extended support. Supplier administrative access ceases at contract end; no data stored outside customer tenant.

Data export formats

CSV, ODF, JSON, XML.

Data import formats

CSV.

8) Metrics, Reporting & Tagging

- **Service usage metrics:** Licence allocation/utilisation, active/inactive users, subscription status, adoption insights (Teams, Exchange, SharePoint, OneDrive), consumption trends, security/compliance activity (where applicable), optimisation opportunities.
- **Reporting types:** Regular or on request (standard Microsoft admin centre reports or periodic summaries).
- **Resource tagging:** Supported, including FOCUS resource tagging.

9) Support Model

- **Channels:** Email/online ticketing (users can manage status/priority), phone support, optional web chat at extra cost with AI chatbot.
- **Hours:** 09:00–17:00 UK time, Monday to Friday.
- **Accessibility:** Ticketing and chat systems meet WCAG 2.2 AA.
- **Onsite support:** Available at extra cost.
- **Support levels:** Tier 1 triage/basic troubleshooting; Tier 2 technical/configuration; Tier 3 specialist engineers; Tier 4 Microsoft vendor liaison.
- **Support available to third parties:** Yes.

10) Security, Governance & Compliance

- **Data-in-transit protection:** TLS 1.2+; IPsec or TLS VPN gateway between buyer/supplier networks and within the supplier network where applicable.
- **Data storage & processing locations:** UK, EEA and other locations with user control over data-location choices.
- **Datacentre standards:** Managed by a third party (Microsoft).
- **Penetration testing:** At least every 6 months via an external organisation.
- **Protection of data at rest:** Physical access control (CSA CCM v4.0; SSAE-18/ISAE 3402), encryption of physical media, sharding/obfuscation techniques.
- **Data sanitisation:** Cryptographic erasure, data erasure, secure overwrite before reallocation and physical destruction via third-party destruction service.
- **Governance:** Named board-level accountability; Security Code of Practice in place; Cyber Essentials Plus noted; ISMS aligned to UK government expectations, Cyber Essentials and ISO 27001 principles; staff screened to BS7858:2019 and up to BPSS where required.
- **Operational security:** Defined configuration/change management, vulnerability management (MSRC/NCSC/CVE monitoring), protective monitoring (Microsoft Security Center/Defender alerts), structured incident-management (identification, containment, remediation, communication).

- **Authentication & access control:** RBAC, least privilege, MFA; identity federation options; annual access-restriction testing; management access via MFA, public-key auth/TLS client cert, identity federation or username/password.
- **Audit & logging:** User/supplier activity audit available on request; logs retained at least 12 months (user-defined retention for buyer audits).
- **Post-quantum cryptography:** Declared “Yes”.

11) Service Levels, Availability & Resilience

- **Availability:** Underlying Microsoft 365 cloud services carry financially-backed SLAs, typically 99.9% monthly uptime for core services; service credits may apply per Microsoft policies.
- **Resilience:** Multi-datacentre redundancy, load balancing, automated failover, continuous monitoring; data replicated across availability zones; audited against ISO 27001, SOC 1/2 and CSA CCM.
- **Outage reporting:** Microsoft 365 Service Health Dashboard and Microsoft Status site; supplier supports incident monitoring, escalation and customer updates.

12) Public-Sector Considerations

- **Independence of resources:** Microsoft’s multi-tenant architecture ensures performance isolation and elastic scaling; demand from other organisations does not affect availability/performance.
- **Public-sector networks:** No direct PSN connectivity required.
- **Accessibility:** Interfaces, ticketing and documentation aligned to WCAG 2.2 AA.
- **Procurement & assurance:** Supplier operates governance, security and incident processes aligned to UK expectations; platform-level compliance provided by Microsoft with buyer control over data location and export.

13) Pricing Summary (high-level)

- **Basis:** Microsoft licensing/services with supplier support; onsite support and web chat available at extra cost.

- **Trials:** Selected products may offer a 30-day evaluation subject to Microsoft campaigns.
- **Education discounts:** Available where permitted under Microsoft licensing rules.
- **Note:** Detailed pricing is presented in the formal Pricing Schedule and may reflect per-user SKUs and/or usage charges applicable to underlying Microsoft services selected by the buyer. (This section references the listing's trial/discount information and chargeable options.)

14) Training & Documentation

- **Documentation:** PDF format; WCAG 2.2 AA accessibility.
- **Training:** Self-service resources, tutorials, guided modules, online instructor-led sessions, optional onsite enablement; demos, templates and community forums for continuous learning.

15) Trials & Education Discounts

- **Free trials:** Certain products have a 30-day evaluation or similar trial subject to Microsoft campaigns.
- **Education discounts:** Yes.

16) Responsibilities Matrix (Supplier vs Buyer)

Supplier responsibilities

- Provide configuration guidance, development/analytics enablement, workflow automation support and optimisation insights; manage escalation to Microsoft where required.
- Maintain secure access controls and governance processes; operate incident response and change management for supplier-managed components.
- Deliver support channels (ticketing/phone/chat) within stated hours and tiers; offer onsite support at extra cost.

Buyer responsibilities

- Maintain their Microsoft 365 tenant and identity; enforce MFA and role-based controls; provision users and manage internal governance.
- Ensure compliance with supported browsers/OS, licence requirements and data quality for analytics; perform exports at contract end using Microsoft tools.

Platform operation

- Underlying cloud platform operated by Microsoft; supplier does not host or administer the SaaS infrastructure.

17) Compliance with Lot 2b Product Definition Spec

This service definition includes all sections and mandatory content required under **Lot 2b – Software as a Service**, covering overview, categories, features/benefits, scope and constraints, technical requirements, onboarding/offboarding, metrics/reporting/tagging, support, security/governance/compliance, service levels, public-sector considerations, pricing summary, training, trials/discounts, responsibilities and compliance.