Cloud Application Services Ltd

Service Definition – Application Development Services

1. Service Overview

Application Development Services provide the design, build, configuration, integration, and support of bespoke software applications for public sector organisations. The service supports the delivery of secure, scalable, and user-focused digital applications aligned to buyer requirements.

Services are delivered using proven Agile methodologies and can cover the full application lifecycle or discrete phases, including discovery, development, enhancement, and ongoing support.

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2. Scope of the Service

The service includes:

- Bespoke application design and development
- Web and cloud-native application development
- Systems integration and API development
- Data migration and transformation
- Application modernisation and enhancement
- User acceptance testing (UAT) support
- Documentation and knowledge transfer
- Ongoing maintenance and support

The service can be delivered as a standalone engagement or alongside buyer teams and suppliers.

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3. Delivery Approach

Delivery follows an Agile, user-centred approach:

- Iterative development in short, controlled sprints
- Regular stakeholder engagement and demonstrations
- Backlog management and prioritisation
- Continuous integration and deployment where appropriate

Quality assurance is embedded throughout delivery, including peer review, automated testing, and security checks.

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4. Security and Compliance

The service is designed in line with UK government cloud security principles.

Key measures include:

- Secure development practices aligned to recognised standards
- Encryption of data in transit using TLS 1.2 or higher
- Encryption of data at rest where applicable
- Role-based access controls and least-privilege access
- Multi-factor authentication for users and administrators
- Regular vulnerability management and penetration testing

Security governance, policies, and evidence are available on request.

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5. Service Management

The service includes defined service management processes covering:

- Incident and problem management
- Change and configuration management
- Vulnerability management
- Protective monitoring and logging

System logs are retained for a minimum of 12 months to support audit and incident investigation.

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6. Availability and Resilience

Applications are designed for high availability and resilience, using cloud-native architectures where appropriate.

Typical availability targets are defined per engagement and may include:

- Resilient hosting architectures
- Backup and recovery procedures
- Defined recovery objectives

Service level targets and remedies are agreed contractually.

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7. Support and Maintenance

Support services can include:

- Incident resolution during agreed support hours
- Planned maintenance and updates
- Performance and capacity monitoring

Support arrangements are tailored to buyer requirements and defined in the call-off contract.

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8. Exit and Data Handling

On service exit:

- Buyer data is returned or securely deleted as agreed
- Data sanitisation follows documented secure erasure processes
- Knowledge transfer and documentation are provided

Data handling complies with applicable UK data protection legislation.

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9. Service Constraints

- The service does not include end-user hardware provision
- Buyer responsibilities include timely access to stakeholders and information

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10. Pricing and Commercials

Pricing is provided separately within the G-Cloud pricing document. Services are typically priced on a time and materials or fixed-price basis, depending on scope.

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11. Contact and Ordering

The service is available via the G-Cloud Digital Marketplace. Orders are placed through a G-Cloud call-off contract in line with framework rules.