

Service Definition

Service name: Bespoke Healthcare Cloud Software Development

1. Service overview

This service provides bespoke cloud software development for NHS and healthcare organisations. It supports the design, build, integration, testing, and deployment of secure, cloud-hosted applications aligned to healthcare workflows, interoperability requirements, and regulatory expectations.

The service is delivered as a Cloud Support service under G-Cloud Lot 3.

2. Service scope

The service includes:

- Bespoke application design and development
 - Cloud-based application configuration and setup
 - Integration with existing healthcare and NHS systems
 - Secure handling of patient and sensitive data
 - Testing to support quality, performance, and reliability
 - Deployment and go-live support
 - Knowledge transfer and documentation
 - Optional, time-limited post-delivery application support
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3. Out of scope

The service does not include:

- Off-the-shelf software products
 - Ongoing managed infrastructure or hosting services
 - 24/7 operational monitoring unless separately agreed
 - Clinical safety ownership unless explicitly contracted
 - Licensing of third-party systems
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4. Delivery approach

Delivery is provided by experienced technical specialists working collaboratively with customer teams. Activities are planned and delivered against an agreed scope, timeline, and delivery plan. The service supports cloud-native delivery across development, test, and live environments.

5. Service management and support

Support is provided under agreed support levels. Response times, escalation, and support duration are defined at contract award. A named technical account manager or cloud support engineer is provided as the primary technical contact.

6. Security and compliance

The service supports NHS and public sector security expectations, including secure data handling and access controls. Staff are screened in accordance with BS7858:2019, and Security Clearance (SC) can be provided where required.

7. Service constraints

Delivery depends on timely customer input, access to systems, and third-party cooperation. Regulatory, assurance, and clinical safety responsibilities remain with the customer unless otherwise agreed. Post-delivery support is limited to the agreed scope and duration.

8. Service dependencies

The service may depend on:

- Customer-provided environments and access
- Third-party clinical or operational systems
- Availability of agreed stakeholders