

Service Definition | Lunar

Service name: Bespoke Cloud Platform Design and Development

Lot: G-Cloud 15 - Lot 3 (Cloud Support)

1. Service overview

This service provides the design, development, delivery and ongoing management of bespoke cloud-hosted digital platforms. The service supports public sector organisations to plan, build, integrate, operate and improve secure, scalable cloud applications, including digital products, tools and CMS-driven websites.

Services are delivered as cloud support and application management within buyer-owned cloud environments.

2. Service scope

The service may include:

- Discovery and technical design
- UX and UI design
- Bespoke application development
- Integration with existing systems and APIs
- Application deployment and release management
- Ongoing application maintenance and optimisation
- Incident management and support
- Security and performance improvements

The service does not include resale or commercial provision of cloud infrastructure or software licences. Cloud infrastructure architecture, configuration and setup are provided within buyer-owned cloud environments.

3. Onboarding and offboarding

Onboarding includes service initiation, access setup, confirmation of support arrangements, and agreement of priorities and escalation paths.

Offboarding includes knowledge transfer, handover of documentation, support for transition to another supplier, assistance with data handover from buyer-owned systems, and secure removal of supplier access where applicable.

4. Service levels and support hours

Support is provided in line with agreed service levels, including response times for critical incidents. Support hours and coverage are agreed at call-off and documented within the contract.

Emergency support is provided under a defined Service Level Agreement.

5. Outage and maintenance management

Incidents are logged and managed through the supplier's support process. Planned maintenance is communicated in advance where possible. Emergency maintenance may be carried out to protect service availability or security.

6. Data backup, recovery and disaster recovery

Data backup, restore and disaster recovery arrangements are typically provided by the buyer's cloud infrastructure. The supplier supports configuration, testing and restoration activities as required.

7. Hosting options and locations



Services are delivered within buyer-owned cloud environments. Hosting locations are determined by the buyer's chosen cloud provider and configuration.

8. Security

The supplier operates in line with recognised security best practices and holds Cyber Essentials certification. Access to systems is controlled on a least-privilege basis. Staff screening is performed in line with internal policies.

9. Access to data on exit

Upon contract termination, the buyer retains full access to their data. The supplier will support data handover and securely remove access as agreed.

10. Technical requirements

Delivery requires appropriate access to buyer systems, environments and stakeholders. Supported technologies are agreed per engagement.
