

1 Supplier Information

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2 What the Service Is

This cloud support service provides expert assistance for developing, integrating, and migrating full-stack web and mobile applications to cloud environments. Delivered by a solo specialist with 15+ years' experience, it focuses on secure, scalable platforms using Laravel (backend/API), React/Next.js (frontend), and related technologies. We support public sector buyers in building citizen portals, case management systems, internal tools, data dashboards, and transactional platforms. Recent project: The34Club - Complete off-market real estate platform with AI-powered private matching engine, secure messaging, and full user journey.

3 Service Features

- Laravel backend and API development
- React/Next.js frontend implementation
- Secure authentication and authorisation
- Database design (MySQL/PostgreSQL)
- Real-time features and WebSockets
- API integration (REST/GraphQL)
- Cloud deployment (AWS/Azure/GCP)
- Performance optimisation and scaling
- Legacy web system migration
- Mobile-responsive and PWA support

4 Service Benefits

- Accelerates secure web application delivery
- Enhances user experience and accessibility
- Reduces development and maintenance costs
- Improves data security and compliance
- Boosts cloud migration efficiency

- Enables rapid feature iteration
- Simplifies integration with existing systems
- Optimises performance and scalability
- Supports remote and on-site collaboration
- Increases project success rate

5 Service Scope

Included:

- Initial cloud capability assessment and gap analysis.
- Architecture design and options analysis for web applications.
- Full-stack development and cloud integration.
- Migration of legacy web systems to cloud-native platforms.
- Security implementation and testing.
- Knowledge transfer and documentation.
- Development of new features and enhancements.

Excluded:

- Third-party software licences (buyer responsibility).
- 24/7 operations.
- Large-scale team-based delivery (solo specialist only).

6 Service Constraints

- Requires buyer-provided cloud access and data for integration.
- Cyber Essentials certification in progress; full compliance before award.

7 Levels of Data Backup and Restore, and Disaster Recovery

As a professional services provider (not hosting), we do not manage data storage. However, we advise on best practices for cloud backups during migration: Recommend buyer uses provider tools (e.g., AWS S3 versioning, Azure Backup) for automated snapshots. In case of issues during our support, we can assist in restoring application data from buyer backups. No dedicated disaster recovery plan provided; reliant on buyer's cloud infrastructure resilience.

8 Onboarding and Offboarding Support

Onboarding: 1-3 business days remote or on-site kick-off, including access setup, requirements gathering, and initial demo. No cost beyond day rates. Offboarding: End-

of-project handover (1-2 days), including full documentation, source code transfer, and knowledge session. Ensures buyer can maintain the application independently. Data access: All deliverables returned via secure cloud share (e.g., buyer-provided OneDrive/SharePoint).

9 Service Levels

- Performance: Applications optimised for fast response and scalability; tested in cloud environments.
- Availability: Service available Mon-Fri, 9am-5pm GMT; no uptime SLA as non-hosted.
- Support Hours: As above; response to queries within 48 hours.
- SLAs: Acknowledgement within 24 hours; resolution aim 3-5 days for standard issues. Measured via email timestamps.

10 After-Sales Support

Post-delivery support available on ad-hoc basis: Email/phone for queries, billed at £150/hour or day rates. Includes bug fixes, minor enhancements, or advice on cloud scaling. No long-term contracts required; flexible per call-off.

11 Technical Requirements

- Buyer must provide cloud environment access (e.g., AWS, Azure, GCP).
- Compatible with modern browsers and mobile devices.
- Development tools (Laravel, React, Node.js) installed remotely if needed.
- Minimum: Stable internet for remote sessions.

12 Outage and Maintenance Management

As non-hosted support, no outages from our side. If cloud provider downtime affects sessions, we reschedule at no extra cost. Maintenance: Framework/library updates handled by us during projects; buyer notified of any impacts.

13 Hosting Options and Locations

N/A – This is a support service, not hosting. We assist with buyer's chosen cloud providers (UK/EU data centres recommended for compliance). Data processed in UK (our location); no offshore storage.

14 Access to Data Upon Exit

All project data, source code, and code repositories fully transferred to buyer at offboarding via secure method (e.g., encrypted zip, cloud share, or Git repository transfer). No retention by us post-project, compliant with UK GDPR (ICO-registered). Buyer owns all IP generated.

15 Security

- Staff Security: Solo director BPSS-compliant; no criminal record, references available.
- Data Protection: ICO-registered; processes aligned with UK GDPR.
- Cyber Security: Cyber Essentials in progress (basic level); secure remote access via VPN/encrypted tools.
- Incident Management: Any breaches reported within 24 hours; assisted resolution. No formal penetration testing provided, but we advise on web security best practices.

Last Updated: December 2025