



Cloud-Native Application Development & Integration Support

G-Cloud 15 (RM1557.15) Service Definition

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1 Service description

1.1 Overview

Founded on 6 years' experience delivering cloud-native solutions across complex public sector environments, Bellosoft specialises in designing, building and integrating modern cloud applications. We focus on delivering secure, scalable and high-performance solutions that modernise legacy systems, improve user experience and support reliable digital service delivery.

Under the G-Cloud 15 Framework, Bellosoft provides Cloud-Native Application Development & Integration Support services that help public sector organisations build, modernise and integrate cloud-based applications. Our services span cloud-native application design and development, API and systems integration, application modernisation and re-platforming, DevOps and CI/CD implementation, and post-deployment optimisation and support.

We act as a vendor-agnostic delivery partner, providing hands-on engineering and delivery support across leading cloud platforms such as Microsoft Azure and Amazon Web Services, working closely with client teams.

1.2 Delivery framework

Supporting clients from initial planning through to post-deployment optimisation, Bellosoft delivers end-to-end cloud-native application development and integration support designed to enable secure, scalable and resilient public sector digital services.

To ensure a consistent, repeatable approach, we deliver all services using the Bellosoft Cloud Delivery Framework. This framework provides a clear structure for managing change, risk, governance and technical delivery across complex cloud support programmes, while remaining flexible to align with each client's operating model and priorities.

Discover

We work with stakeholders to understand service objectives, existing applications, integrations and constraints. Through discovery activities, we capture functional, non-functional and security requirements, assess systems and integration dependencies, and establish shared success criteria.

Design

We design cloud-native applications and supporting architectures aligned to security, resilience, scalability and compliance requirements. This includes application and API design, data models, integration patterns, cloud platform services selection and security-by-design principles.

Plan

We translate design decisions into pragmatic delivery plans, defining sequencing, dependencies, resourcing and governance arrangements. This ensures development and integration activity aligns with organisational assurance processes and minimises service disruption.

Deliver

We deliver solutions using agile, sprint-based approaches. Activities may include cloud-native application development, API and systems integration, application modernisation, DevOps and CI/CD implementation, testing and controlled deployment into live environments.

Optimise

Following deployment, we support stabilisation and continuous improvement. This includes performance tuning, reliability enhancements, cost optimisation, security reviews and refinement of operational processes to ensure applications remain effective and sustainable.

1.3 Key service offerings

We provide a structured portfolio of cloud-native application development and integration support services, covering all key stages of the delivery lifecycle from initial discovery through to post-deployment optimisation. Clients can engage Bellosoff for full end-to-end delivery or for targeted services aligned to specific phases.

Cloud-native application discovery and design

We support organisations to define application and integration requirements through structured discovery and stakeholder engagement. This includes understanding existing applications, data sources, APIs and user needs, assessing legacy constraints, and capturing functional, non-functional and security requirements to inform application design.

Application and integration architecture design

We design secure, scalable cloud-native application architectures aligned to public sector assurance requirements. This includes application and API design, data models, integration patterns, cloud platform service selection, and security-by-design considerations, supported by clear technical documentation and governance checkpoints.

Application modernisation and re-platforming

We support the modernisation of legacy applications, including re-platforming, refactoring or re-architecting solutions to cloud-native models. This includes defining transition approaches, managing dependencies, and reducing risk while improving performance, scalability and maintainability.

Application delivery and integration implementation

We provide hands-on delivery support using Agile, sprint-based approaches. Activities may include:

- Cloud-native application development
- API and systems integration
- Application modernisation and enhancement
- DevOps and CI/CD pipeline implementation
- Testing and controlled deployment in collaboration with client teams and third-party vendors

Security, assurance and operational readiness

We embed security and assurance throughout application delivery, supporting compliance with UK Government and public sector security standards. This includes application security design, access control, testing support, and readiness activities to ensure solutions are robust, compliant and ready for live operation.

Optimisation and continuous improvement

Following deployment, we support ongoing optimisation and improvement. This includes performance and reliability tuning, cost optimisation, security posture reviews, and refinement of operational processes to ensure applications remain effective and sustainable over time.

1.3.1 Benefits to buyers

Our services help public sector organisations to:

- Accelerate delivery of modern, cloud-native applications
- Improve user experience for citizens and staff
- Integrate new applications with existing systems more effectively
- Modernise legacy applications in a controlled and assured manner
- Improve scalability, resilience and performance of digital services
- Build internal capability through structured knowledge transfer and collaboration

1.4 Service scope

Service constraints

Bellosoft delivers services within the following standard constraints:

- The client must provide timely access to relevant systems, cloud environments, documentation and subject-matter experts, as defined in the agreed Statement of Work
- Where delivery involves access to public sector systems or data, all activities must comply with the client's security, access control and information-governance requirements
- On-site delivery within the UK is subject to prior agreement, site access arrangements and health and safety requirements
- Delivery timescales may depend on third-party suppliers, cloud platform providers, client infrastructure readiness and timely client-side decision-making
- Bellosoft delivers services during agreed UK business hours (09:00–17:00, Monday to Friday), unless otherwise agreed. We can provide out-of-hours or emergency support by prior arrangement and when documented within the Statement of Work

1.5 User support

For application delivery engagements, user support covers both development and live operational phases. During active development, support includes resolution of build and integration issues, sprint-based issue tracking, and technical clarification for client teams. Following deployment, support focuses on application stability, defect resolution and controlled change in line with agreed service levels.

To ensure issues and queries are logged, prioritised and resolved efficiently throughout delivery and post-implementation phases, Bellosoft provides a structured and responsive user-support service. We deliver support as part of our professional services model and tailor it to each engagement, with specific arrangements defined in the agreed Statement of Work. Our support approach provides proportionate, transparent and timely responses aligned to the impact on service delivery and operational priorities. We work closely with client stakeholders to ensure issues are managed effectively, with clear ownership, communication and escalation throughout.

1.5.1 Support arrangements

Support channels

Buyers can access support through the following channels:

- Email support through a dedicated project or support mailbox
- Online ticketing using industry-standard tools such as Azure DevOps, or the buyer's ticketing system
- Phone support for urgent issues or where direct discussion is required
- Web chat support through secure collaboration tools such as Microsoft Teams during business hours

Support hours

We provide standard support Monday to Friday, 09:00–17:00 (UK time). Clients can log requests at any time through email or online ticketing. We can provide out-of-hours or emergency support for critical issues by prior agreement and when documented within the Statement of Work.

Response times

Bellosoft operates priority-based response times aligned to the operational impact of the issue, as agreed with the buyer:

Priority	Description	Response time
P1 – Critical	Service outage or issue with significant operational impact	Within 4 hours
P2 – High	Major functionality degraded	Within 1 business day
P3 – Medium	Partial issue with limited operational impact	Within 2 business days
P4 – Low	Minor or non-urgent request	Within 5 business days

Escalation

We follow a defined escalation pathway for all requests, from initial triage through to technical delivery leads and senior management where required. To ensure timely resolution, we agree on escalation routes and decision points at project initiation.

Account management

Each engagement includes a named Project Manager as the primary point of contact. We assign a Technical Lead or Principal Consultant to provide technical oversight and escalation support, where agreed and documented within the Statement of Work.

1.6 Customer alignment

Bellosoft recognises that every public sector organisation operates within a unique combination of strategic priorities and operational constraints. Ensuring that delivery activity aligns with organisational objectives, assurance processes and ways of working, we tailor each engagement to the client's specific context.

We work closely with senior stakeholders, technical leaders and delivery teams to understand policy drivers, service objectives and risk appetite. Ensuring solutions are both technically robust and operationally viable within the client environment, this understanding informs how we shape architecture decisions, delivery approaches and governance arrangements.

Ensuring our approach is architecture-led and outcomes-focused, we prioritise clarity of decision-making, transparent trade-offs and practical delivery over theoretical best practice. By grounding technical recommendations in real operational needs, we help organisations make informed choices that balance security, resilience, cost and pace of change.

We embed ourselves alongside client teams rather than operating as an external advisory layer by actively participating in established governance forums, working collaboratively within delivery teams, and structured knowledge transfer throughout the engagement. We support shared ownership through user acceptance testing, formal design assurance and stage-gate reviews.

Our role is to enable clients to build sustainable cloud capability, not long-term dependency. To ensure organisations can confidently optimise and evolve their cloud services beyond initial delivery, we support capability development, documentation and handover.

1.7 Service assurance, security and resilience

1.7.1 Security and data governance

To provide clients with confidence that information is handled securely and responsibly, Bellosoft applies a robust, risk-based approach to information security and data governance aligned with recognised industry standards and public sector best practice.

We embed security and data-protection considerations throughout all phases of delivery, from initial planning and architecture design through to implementation and post-delivery review.

Key measures include:

- Multi-factor authentication (MFA) and full-disk encryption on all devices accessing client systems
- Role-based access control (RBAC) to restrict access on a least-privilege, need-to-know basis
- Secure configuration baselines and regular vulnerability scanning to maintain system integrity
- Encryption of data in transit and at rest using industry-standard cryptographic controls
- Comprehensive audit logging of administrative and user activity for traceability and assurance
- Mandatory information-security and data-protection training for all staff at induction and annually thereafter

Where delivery involves access to client systems or data, Bellosoft operates exclusively within client-approved environments and complies with all applicable security, access-control and governance requirements. No client data is transferred or stored outside agreed locations without explicit authorisation.

1.7.2 Business continuity and service resilience

Bellosoft maintains a Business Continuity and Disaster Recovery (BCDR) framework aligned with ISO 22301 Business Continuity Management principles and public sector resilience expectations.

Our approach is designed to ensure continuity of service delivery, protect project activity against disruption, and enable rapid recovery in the event of an incident.

Key provisions include:

- Daily automated backups of operational data with encrypted off-site copies
- Use of resilient, cloud-based platforms hosted in ISO 27001-certified data centres
- Buyer-agreed Recovery Time Objectives (RTOs) and Recovery Point Objectives (RPOs), where applicable
- Regular continuity testing and risk reviews to validate readiness and identify improvement actions
- Post-incident reviews following any disruption, with lessons learned embedded into updated procedures

1.7.3 Compliance and quality management

All services delivered under the G-Cloud framework are governed by Bellosoft's Quality Management processes, aligned with ISO 9001 principles and continuous improvement best practice.

Our quality approach ensures consistency, accountability and transparency across all engagements.

Key elements include:

- Formal risk and issue management, reviewed through agreed governance and reporting structures
- Documented change control, decision logging and design assurance processes
- Regular internal reviews of delivery quality, security controls and compliance obligations
- Compliance with UK GDPR and the Data Protection Act 2018, including data-minimisation and accountability principles
- Commitment to sustainability and transparency, aligning with UK Government PPN 06/21 requirements

By integrating assurance, security and quality management into day-to-day delivery, we provide clients with confidence that services are delivered safely, compliantly and to a consistently high standard.

2 G-Cloud alignment

Bellosoft delivers all G-Cloud engagements through a tailored, collaborative approach that adapts to the specific objectives, scale and governance requirements of each client. Our delivery structure is designed to provide clarity, control and consistent quality from mobilisation through to completion.

We work alongside client teams with clearly defined responsibilities, transparent governance arrangements and agreed communication routes. This approach ensures that delivery aligns with public sector assurance requirements while remaining flexible to support different organisational operating models and levels of internal capability.

3.1 Onboarding and offboarding processes

Ensuring a smooth transition into and out of all G-Cloud engagements, Bellosoft provides a structured and transparent approach to client onboarding and offboarding. Our processes align with G-Cloud 15 framework requirements, and we tailor them to the scope and complexity of each engagement.

2.2.1 Onboarding

To ensure all parties are aligned on objectives, scope, responsibilities and success criteria before delivery commences, we begin each engagement with a collaborative onboarding phase.

Typical onboarding steps include:

1. Kick-off and scoping

We meet with the client's delivery and governance teams to confirm objectives, scope, timescales, constraints and success measures.

2. Statement of Work (SOW)

We agree and finalise the SOW, defining deliverables, dependencies, governance arrangements and commercial terms.

3. Access and environment setup

The client provides access to systems, cloud environments and documentation. All delivery activity is undertaken within client-approved infrastructure to maintain security and governance.

4. Resource allocation and scheduling

We confirm delivery roles, allocate resources and agree on delivery milestones, reporting cycles and governance checkpoints.

5. Discovery and requirements confirmation

Where applicable, early discovery and validation activities confirm functional, technical and non-functional requirements, forming the baseline for delivery.

Onboarding concludes once the SOW and project initiation documentation have been approved and governance, access and communication arrangements are in place.

2.2.2 Offboarding

Every engagement concludes with a structured offboarding phase to ensure a smooth transition, sustained value and clear ownership for the client.

Typical offboarding steps include:

1. Project closure review

A formal review is held to confirm deliverables, assess performance against agreed objectives and capture lessons learned.

2. Documentation and handover

We provide a complete set of delivery artefacts, such as architecture documentation, configuration records, migration outputs and agreed supporting materials.

3. Knowledge transfer

Targeted knowledge transfer sessions or handover workshops are delivered to enable client teams to operate, maintain and evolve solutions independently.

4. Access revocation and data handling

In line with client information-governance requirements, all Bellosoft access to client systems is revoked and any temporary project data is securely returned or deleted.

5. Post-engagement support

Where required, continued optimisation, advisory or support services can be provided under a new or extended Statement of Work.

2.3 Backup, restore and disaster recovery provision

To safeguard client information assets and ensure continuity of service delivery, Bellosoft maintains robust Data Protection, Business Continuity and Information Governance practices aligned with recognised industry standards and public sector expectations. We design our approach to support service resilience, data integrity and rapid recovery while operating within client-approved cloud environments.

Overview and governance

Bellosoft operates a Business Continuity Management (BCM) framework aligned with the principles of ISO 22301 Business Continuity Management. This framework identifies potential risks to service delivery, evaluates their impact, and defines structured response and escalation procedures.

We maintain documented recovery plans, coordinate communications during incidents, and oversee service restoration where Bellosoft-delivered services are affected. To verify readiness and identify improvement actions, we conduct annual risk assessments and continuity reviews, with periodic testing.

Backup and data protection

Bellosoft delivers services primarily within client-controlled cloud environments and implements backup and data-protection arrangements in line with the client's cloud platform configuration and governance requirements.

Where Bellosoft is responsible for managing or supporting backup configurations, provisions typically include:

- Daily automated backups of relevant system data, with integrity verification and audit logging
- Encrypted off-site storage using cloud-native backup services hosted in ISO 27001-certified data centres
- Cloud replication of critical systems to geographically separate regions where required by the client
- Incremental and full backups scheduled to preserve essential datasets and recovery points
- Secure retention of backup data using encryption at rest and controlled access mechanisms

We agree on all backup and retention arrangements with the client and document them within the Statement of Work.

Disaster recovery and restoration

In the event of service disruption, Bellosoft follows defined disaster-recovery and escalation procedures aligned to the scope of the engagement and client requirements.

Where applicable, recovery objectives are agreed with the buyer and may include:

- Restoration of supported services within agreed Recovery Time Objectives (RTOs)
- Limiting data loss in line with agreed Recovery Point Objectives (RPOs)
- Maintaining clear and continuous communication with client contacts throughout the recovery process
- Bellosoft works collaboratively with clients and cloud platform providers to support recovery activity, ensuring roles and responsibilities are clearly understood and executed.
- Hard copy and physical records

Bellosoft operates a digital-first delivery model, storing essential corporate records (such as contracts or financial documentation) securely in electronic form using encrypted storage and access controls. Where physical records are required, they are held in secure, access-controlled facilities and managed in line with data-protection and retention policies.

Continuous improvement and assurance

Following any continuity exercise or live incident, Bellosoft conducts a post-event review to assess effectiveness, capture lessons learned and implement improvement actions. This continuous improvement approach strengthens service resilience and ensures ongoing alignment with G-Cloud 15 Call-Off Terms, public sector resilience expectations and industry best practice.

2.4 Service management details

Bellosoft manages services in line with ITIL 4 principles, scaled appropriately to the size, complexity and risk profile of each engagement. Delivery is overseen by a named Project Manager, who acts as the primary point of contact and is responsible for coordination, governance and communication throughout the engagement lifecycle.

We operate clear service-management and governance arrangements to ensure transparency, accountability and consistent quality. We hold governance meetings with client stakeholders at agreed frequencies to review progress, milestones, risks, dependencies and any corrective actions required.

2.4.1 Service levels

Service levels are agreed during contract initiation and documented within the Statement of Work. Typical service levels include:

Measure	Target	Description
Response to client queries	Within 1 business day	Confirmation of receipt and assignment to the appropriate delivery lead
Issue acknowledgement	Within 4 working hours (critical) / 1 business day (standard)	Logged, triaged and prioritised in line with agreed severity levels
Status reporting	Weekly or as agreed	Progress updates, risks, dependencies and key decisions
Change request turnaround	Within 2–5 business days	Impact assessed and approved through agreed change control
Post-engagement review	Within 10 business days of completion	Lessons learned and service improvement actions documented

Where required, we can tailor service levels to the specific engagement and agree these with the buyer at the outset.

2.4.2 Service constraints

Bellosoft delivers services within the following standard constraints:

- The client must provide timely access to relevant systems, cloud environments, documentation and subject-matter experts, as defined in the Statement of Work.
- Where delivery involves access to public sector systems or data, all activities must comply with the client's security, access control and information-governance requirements.
- On-site delivery within the UK is subject to prior agreement, site access arrangements, and local health and safety requirements.
- Delivery timescales may depend on third-party suppliers, cloud platform providers, client infrastructure readiness and timely client-side decision-making.
- Services are delivered during agreed UK business hours (09:00–17:00, Monday to Friday), unless otherwise agreed. Out-of-hours or emergency support can be provided by prior arrangement and documented within the Statement of Work.

2.4.3 Service and general support details

Support for all G-Cloud engagements is coordinated through the assigned Project Manager and Technical Lead. Clients can raise requests or issues via:

- Direct email to the assigned Bellossoft contact
- Online ticketing systems (such as Jira or Azure DevOps), where agreed
- Scheduled progress calls or governance meetings
- Secure collaboration platforms such as Microsoft Teams, SharePoint or client-provided systems

We log, track and manage all requests and issues in line with agreed service levels. We respond to critical issues reported outside standard business hours at the next available working period, or through escalation arrangements defined in the Statement of Work.

To ensure traceability and transparency, Bellossoft maintains audit trails of requests, changes and key communications through delivery logs and agreed reporting mechanisms.

2.5 Training

To support effective adoption, long-term sustainability and internal capability development, Bellossoft provides training and structured knowledge transfer as an integral component of every engagement.

Training is tailored to the client's technical environment, delivery model and user groups, and is designed to enable teams to confidently operate, maintain and evolve cloud-based solutions.

Typical training activities include:

- **End-user and technical training:** Instructor-led or remote sessions covering system usage, cloud platform operation, architecture decisions and day-to-day operational processes.
- **Role-based training:** Targeted sessions for technical, operational and governance roles, aligned to responsibilities such as service ownership, security, cost management and change control.
- **Train-the-trainer programmes:** Support for nominated client staff to become internal champions, enabling ongoing training and knowledge dissemination without reliance on external support.
- **Knowledge-transfer workshops:** Structured handover sessions covering architecture, configuration, deployment processes and operational considerations to support long-term ownership.
- **Reference materials:** Bespoke documentation, including architecture diagrams, runbooks, user guides and quick-reference materials, is provided in accessible digital formats

We co-design training approaches with client stakeholders to align with existing learning frameworks, tools and internal processes. We assess effectiveness through feedback, engagement during delivery and post-training review, supporting continuous improvement and sustained value beyond initial delivery.

3 Security and data governance

3.1 Information security management

To ensure the confidentiality, integrity and availability of client data and systems, Bellosoft operates robust information security management processes aligned with recognised industry standards and public sector best practice.

Our approach is based on ISO 27001 principles and guidance from the National Cyber Security Centre (NCSC). We maintain an Information Security Policy that defines staff responsibilities, risk management, incident reporting and continuous improvement. All personnel complete mandatory information-security and data-protection training at induction, followed by annual refresher training.

Training covers UK GDPR, the Data Protection Act 2018, secure data handling, access control, incident reporting and acceptable use of systems. Completion is tracked, and additional refresher sessions are delivered following regulatory updates or material changes to policy or process.

Security considerations are embedded throughout delivery governance, including during initial engagement, architecture design, implementation and post-delivery review. Technical security measures include:

- Endpoint encryption and enforced multi-factor authentication (MFA) for all accounts accessing client systems
- Secure configuration baselines for all devices used for service delivery
- Regular vulnerability scanning and patch management aligned to client and platform-provider guidance
- Logging and monitoring of system access to support auditability and incident investigation

Bellosoft holds Cyber Essentials certification and maintains a roadmap of continuous improvement to strengthen its information-security controls over time.

3.2 Compliance

Bellosoft complies fully with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, ensuring personal data is processed lawfully, fairly and transparently.

We are registered with the Information Commissioner's Office (ICO) and maintain an internal Record of Processing Activities (RoPA) detailing the data we process, purposes of processing and lawful bases.

Key compliance measures include:

- Conducting Data Protection Impact Assessments (DPIAs) where delivery involves personal or sensitive data
- Appointing a Data Protection Lead responsible for policy oversight and liaison with client Data Protection Officers
- Annual review of information security and data protection policies
- Clear procedures for incident reporting, investigation and client notification
- No transfer of client data outside agreed locations without prior written consent and appropriate contractual safeguards

Any actual or suspected data breach is reported promptly to the client's nominated contact and managed in line with agreed escalation and notification procedures.

3.3 Data handling and access controls

To ensure that data remains under client ownership and control at all times, Bellosoft applies a minimal-data-handling model. Access to client data occurs only within client-approved systems, environments and governance frameworks.

Controls include:

- **Client-controlled environments:** No client data is stored on Bellosoft-owned systems unless explicitly agreed. Delivery activity is undertaken within client cloud environments or approved secure access mechanisms
- **Role-based access control (RBAC):** Access is granted on a least-privilege, need-to-know basis and reviewed regularly

- **Authentication and encryption:** MFA is enforced, and data is encrypted in transit and at rest using industry-standard controls
- **Device management:** All company devices use full-disk encryption, endpoint protection and automatic locking
- **Monitoring and audit:** Access logs are maintained and reviewed to ensure accountability and traceability
- **Data retention and disposal:** Temporary project data is securely deleted or returned at project closure, in line with client requirements
- **Incident management:** Any suspected unauthorised access or data loss triggers immediate containment, investigation and client notification

3.4 Security culture and client assurance

Bellosoft maintains a strong security culture underpinned by clear accountability, transparency and senior oversight. Our size enables close control, rapid response and consistent application of security standards across all engagements.

Key standards include:

- **Senior accountability:** Security oversight is held at leadership level, ensuring visibility and rapid decision-making
- **Rapid escalation:** Security issues are escalated and addressed promptly through defined governance routes
- **Integrated governance:** Security controls align with each client's policies, assurance processes and risk appetite
- **Proportionate controls:** Security measures are tailored to the context and sensitivity of each engagement, avoiding unnecessary complexity
- **Visible assurance:** We provide clear audit evidence of training, access controls and incident management when required

4 Commercial and contractual information

4.1 Pricing

Bellosoft has priced its Cloud Strategy, Architecture & Digital Transformation Support services in accordance with the G-Cloud 15 Framework. Full pricing details are published in the associated Pricing Document.

Pricing is transparent and based on the services, roles and delivery approach selected by the buyer. Engagements may be delivered on a time-and-materials, fixed-price or phased basis, as set out in the Pricing Document and agreed within the Statement of Work. Any optional services or variations are clearly defined prior to commencement.

4.2 Invoicing

Invoicing arrangements are governed by the Crown Commercial Service G-Cloud 15 Call-Off Terms and Conditions.

Invoices are issued in accordance with the agreed contract and Statement of Work, typically on a monthly basis or aligned to agreed delivery milestones. Payment terms are consistent with standard UK public sector requirements and are confirmed at contract initiation.

4.3 Termination terms

Termination of the contract is governed by the Crown Commercial Service G-Cloud 15 Call-Off Terms and Conditions.

Buyers may terminate the contract in line with these terms by providing written notice. Bellosoft may terminate the contract only in circumstances permitted under the Call-Off Terms, such as material breach or non-payment.

Upon termination or expiry of the contract, client data, access and materials are handled in accordance with the offboarding and data-handling processes, ensuring continuity, security and full client ownership.

5 Supplier information

5.1 About us

Bellosoft is a UK-based cloud consultancy specialising in cloud strategy, architecture design and digital transformation support for public sector organisations. We help organisations modernise legacy systems, adopt cloud platforms safely and deliver resilient, scalable digital services aligned to public sector governance and assurance requirements.

Our services focus on enabling effective decision-making and practical delivery across complex cloud programmes. We combine architecture-led thinking with hands-on delivery support, helping clients navigate transformation challenges while balancing security, resilience, cost and pace of change.

We work in a vendor-agnostic manner across leading cloud platforms such as Microsoft Azure and Amazon Web Services. This allows us to provide independent advice and delivery support that reflects each client's priorities, operating model and risk appetite, rather than promoting a specific technology solution.

Ensuring our approach is collaborative and outcomes-focused, we work alongside client teams, integrating with established governance structures and delivery processes.

5.2 Experience and impact

Bellosoft has delivered cloud-native application development and integration services for public sector and regulated industry organisations, building modern applications, APIs and integration solutions that leverage cloud platforms for scalability, resilience and operational efficiency.

Application Development Expertise

Our cloud-native development experience includes:

- **Mobile applications:** Native and cross-platform mobile apps with cloud-based backend services, API integration and secure payment processing
- **Web applications:** Modern web applications using contemporary frameworks (Vue.js, React) with responsive design and accessibility compliance
- **API development:** RESTful APIs enabling integration between systems, third-party services and digital channels
- **Cloud-hosted services:** Applications architected for Azure App Services, leveraging platform capabilities for scaling, monitoring and security
- **Database design:** Cloud database solutions optimized for performance, resilience and cost-effectiveness

Integration Services

We deliver comprehensive integration solutions including:

- Payment gateway integration supporting secure transaction processing
- Third-party API integration connecting cloud applications to external services
- Legacy system integration bridging modern cloud applications with existing infrastructure
- Event-driven architectures enabling real-time data synchronization
- Authentication and authorization integration (OAuth, SSO, identity providers)

Modern Development Practices

Our development approach incorporates:

- Secure coding practices addressing OWASP security standards
- Accessibility compliance (WCAG 2.1) ensuring inclusive digital services
- Infrastructure-as-code for repeatable, auditable deployments
- Comprehensive technical documentation supporting maintenance and knowledge transfer
- Structured testing ensuring quality and reliability

Public Sector Experience

We have delivered cloud-native applications and integration services for public sector organisations including Greyhound Racing Ireland (semi-state commercial body), where we:

- **Developed mobile betting application:** Built Barkingbuzz from scratch including native mobile frontend, cloud-hosted APIs, payment integration and backend services handling thousands of daily transactions
- **Rebuilt public website:** Developed modern web application (www.grireland.ie) with improved performance, security and accessibility using contemporary technology stack
- **Enhanced Race Management System:** Delivered substantial improvements to core operational system including payment portal enhancements and system integration
- **Built integration layer:** Developed APIs connecting web, mobile and internal systems enabling data sharing and workflow automation
- **Integrated payment services:** Implemented secure payment processing supporting customer transactions across digital channels
- **Provided ongoing support:** Maintained emergency support capability delivering rapid response to urgent issues since 2023

We have also delivered cloud-native applications for UK universities and maintain ongoing application support relationships with commercial clients.

Client Outcomes

Through these engagements, organisations have achieved:

- **New digital capabilities:** Modern mobile and web applications creating new service channels and revenue opportunities
- **Improved service resilience:** Cloud-native architecture providing scalability, redundancy and high availability
- **Enhanced security:** Applications built with security-by-design principles, addressing vulnerabilities and implementing defense-in-depth
- **Seamless integration:** APIs and integration services enabling data flow between systems and reducing manual processes
- **Optimized performance:** Applications engineered for cloud platforms delivering fast response times and efficient resource utilization
- **Accessibility compliance:** Digital services meeting WCAG 2.1 standards ensuring inclusive access
- **Operational reliability:** Emergency support and maintenance services ensuring rapid issue resolution and minimal service disruption
- **Knowledge transfer:** Technical documentation and collaboration enabling client teams to maintain and evolve applications

Measurable Impact

Our application development and integration work has delivered quantifiable benefits:

- Applications handling thousands of daily user transactions with high availability
- Zero-downtime deployments maintaining service continuity during updates
- Substantial performance improvements over legacy systems
- Security vulnerability remediation achieving compliance with industry standards
- On-time, within-budget delivery maintaining predictable project outcomes

Our experience working within regulated betting and gaming environments demonstrates our capability to deliver cloud-native applications meeting stringent compliance, security, availability and audit requirements applicable to public sector contexts.

5.2.1 Recognition and assurance

Bellosoft operates within a robust security, quality and governance framework aligned to recognised industry standards and public sector best practice. We hold Cyber Essentials certification and apply ISO 27001 and ISO 9001 principles across our information security and quality management processes.

Technical Certifications

Our development team holds industry-recognised certifications demonstrating expertise across cloud platforms, modern development frameworks and secure coding practices:

- Microsoft certified professionals (Azure AI, Azure platform, .NET development)

- Vue.js certified developers
- MongoDB certified developers

These certifications ensure our application development, integration design and support services reflect current industry best practice, security standards and platform capabilities.

Client Recognition

Public Sector

"As a government body, we hold our technology partners to the highest standards of quality, reliability, and accountability. In 2024, Bellosoft was awarded the tender to provide software services for our organisation, and they have continued to demonstrate exceptional capability and professionalism throughout our partnership.

Their team has successfully delivered a wide range of significant projects for us, including the development of high-quality applications and websites—most notably www.grireland.ie. In addition, they have completed substantial enhancements to our core Race Management System and have delivered critical improvements to our payments portal. These projects have had a measurable and positive impact on our operations and user experience.

One of the defining strengths of Bellosoft is their consistent reliability. Every project has been delivered on time and within budget, with meticulous attention to detail and a strong understanding of our organisational requirements. Their emergency support services have also been exemplary, ensuring rapid and effective responses whenever urgent issues arise.

Through their dedication, technical expertise, and commitment to service excellence, Bellosoft has proven to be a highly trusted partner. We look forward to continuing our collaboration and building on the strong foundation established over the past several years."

— Greyhound Racing Ireland

Commercial Sector

"We've had the pleasure of working with our development partner for years — their technical vision and execution have been instrumental in bringing our fintech platform to life. From building our full website to delivering advanced AI-driven document analysis and speech-to-speech features, their dedication and expertise have helped us scale faster and more confidently than we ever expected."

— Matthew McAllister, CEO of Mortgage Propeller

"Bellosoft have been an excellent development partner for Sentel, consistently delivering high-quality work with a professional and collaborative approach. Their team is responsive, dependable, and easy to work with."

— Ger Connery, Managing Director, Sentel (CA3 Call Analytics Platform)

Development & Support Assurance

Our application development and integration approach emphasises transparency, quality and continuous improvement. We provide:

- Secure coding practices addressing OWASP security standards throughout development lifecycle
- Comprehensive testing including functional, security and performance validation
- Technical documentation supporting maintenance, knowledge transfer and ongoing evolution
- Code quality reviews ensuring maintainability and adherence to standards
- Clear audit trails documenting integration decisions, security controls and compliance measures
- Emergency support capability ensuring rapid response to urgent issues

This approach gives clients confidence that application development and integration services are delivered securely, reliably and with full traceability.

5.2.2 Case Study: Public Sector Cloud-Native Application Development

Client: Greyhound Racing Ireland (semi-state commercial body)

Challenge

The client required modern digital applications to serve customers and improve operational efficiency, while maintaining their legacy infrastructure during transition. Specific requirements included:

- New mobile betting application to create additional revenue channel and improve customer engagement
- Rebuilt public website addressing performance, security and accessibility deficiencies
- Payment system integration enabling secure transaction processing
- API development connecting mobile, web and internal systems
- Enhancements to core Race Management System and payments portal
- Ongoing support ensuring rapid issue resolution and service continuity

Approach

Bellosoft delivered comprehensive cloud-native application development and integration services:

Mobile Application Development (Barkingbuzz)

- Designed and developed native mobile betting application from scratch
- Built cloud-hosted backend APIs on Azure App Services supporting mobile frontend
- Integrated payment gateway enabling secure transaction processing
- Implemented user authentication and authorization
- Developed real-time features supporting live betting functionality
- Conducted security testing and OWASP vulnerability assessment
- Deployed to Apple App Store with ongoing maintenance and enhancement

Web Application Development (www.grireland.ie)

- Rebuilt public website using modern technology stack (contemporary .NET, Vue.js frontend)
- Migrated from legacy .NET Framework 3.5/4.8 to current platform versions
- Implemented responsive design supporting mobile, tablet and desktop users
- Enhanced accessibility achieving WCAG 2.1 compliance
- Improved performance through optimized code, caching and cloud infrastructure
- Integrated with backend systems via RESTful APIs

Integration Services

- Developed RESTful APIs enabling communication between web, mobile and internal systems
- Integrated payment processing services across digital channels
- Connected applications to Race Management System for real-time data access
- Implemented secure authentication and authorization across integrated systems
- Built integration layer supporting future third-party service connections

System Enhancements

- Delivered substantial improvements to core Race Management System
- Enhanced payments portal improving transaction processing and user experience
- Addressed security vulnerabilities identified through OWASP testing
- Optimized database performance and query efficiency

Ongoing Support

- Established emergency support service providing rapid response to urgent issues
- Maintained application availability and performance through proactive monitoring
- Delivered regular updates, security patches and feature enhancements
- Provided technical consultation supporting operational decision-making

Outcomes

Digital Capability

- New mobile betting channel handling thousands of daily transactions, creating measurable revenue stream
- Modern public website delivering substantially improved user experience and performance
- Enhanced accessibility ensuring inclusive service delivery meeting regulatory requirements

Integration & Efficiency

- Seamless API integration enabling data flow between web, mobile and operational systems
- Integrated payment processing supporting secure transactions across digital channels

- Reduced manual processes through automated data synchronization

Security & Compliance

- Applications developed using secure coding practices addressing OWASP standards
- Systematic vulnerability remediation eliminating identified security risks
- WCAG 2.1 accessibility compliance ensuring inclusive digital services

Reliability & Performance

- Zero-downtime deployments maintaining continuous service availability during updates
- Emergency support capability delivering rapid issue resolution
- On-time, within-budget delivery maintaining predictable project outcomes and stakeholder confidence

Operational Excellence

- Emergency support services providing rapid response to urgent issues, minimizing service disruption
- Comprehensive technical documentation supporting ongoing maintenance and knowledge transfer
- Successful collaboration enabling client team to manage and evolve applications

Ongoing Partnership Bellosoft continues to provide application development, integration and support services since 2023, demonstrating reliable partnership and sustainable solution delivery.

This engagement demonstrates Bellosoft's capability to deliver cloud-native applications, complex integration solutions and responsive support services for regulated public sector environments while maintaining security, compliance and service continuity.

5.2.3 Additional Application Development & Integration Outcomes

Fintech Platform (Mortgage Propeller)

- Developed complete fintech platform including customer-facing website, AI-powered document analysis and speech-to-speech qualification system
- Built cloud-hosted APIs integrating multiple AI services (document processing, voice AI, workflow automation)
- Delivered complex integration solutions connecting diverse technologies and services
- Application architecture enabled operational efficiency improvements reducing staffing requirements while improving lead quality

Manufacturing Systems (Morans.com)

- Developed cloud-native production management system replacing outdated legacy platform
- Built modern web application delivering substantially faster performance and improved user experience
- Integrated with existing manufacturing processes and data sources
- System improvements enhanced operational visibility and production management capabilities

UK Higher Education

- Delivered specialist application development for University of Exeter
- Developed gaming system for young people with Duchenne Muscular Dystrophy (Wheelchair Turbo Gaming VR Trainers)
- Demonstrated capability to deliver specialized applications addressing specific user needs

5.4 How to buy

Bellosoft's services can be procured directly through the Crown Commercial Service (CCS) G-Cloud 15 Digital Marketplace.

Once selected, the buyer and Bellosoft will:

- Agree a Statement of Work (SOW) defining scope, deliverables, timescales and pricing
- Enter into a Call-Off Contract under the G-Cloud 15 framework terms
- Issue a Purchase Order (PO) to confirm commencement

All engagements are delivered in accordance with the G-Cloud framework conditions, ensuring transparency, compliance and value for money. For pre-contract enquiries or clarification discussions, buyers can contact Bellosoft using the details provided on the Digital Marketplace service listing.