G-Cloud 15 Service Definition Document

Drupal Development & AI Chatbot Services

1. Service Overview

This service provides specialist Drupal development and AI-enabled digital experience capabilities for public-sector organisations. It supports the enhancement, modernisation, and continuous improvement of cloud-hosted Drupal platforms, while also enabling organisations to deploy intelligent, conversational AI chatbots based on Copilot-style technology.

The service covers the full lifecycle of Drupal engineering, including feature development, custom modules, integrations, upgrades, migrations, performance optimisation, and DevOps enablement. In addition, it includes the design, configuration, and integration of AI chatbots that improve user experience, automate routine interactions, and support service delivery.

2. Service Features

2.1 Drupal Feature and Module Development

- Development of new Drupal features and functionality
- Custom module development aligned with Drupal coding standards
- Enhancements to existing modules and components
- Content model and workflow development

2.2 Front-End and Theme Development

- Accessible, responsive theme development
- Integration with design systems (GOV.UK, NHS, local authority patterns)
- UI/UX improvements and component development
- Performance-optimised front-end builds

2.3 API and Integration Engineering

- REST, JSON:API, and GraphQL integrations
- Secure authentication and SSO (Azure AD, OpenID Connect, SAML)
- Integration with CRM, payments, search, analytics, and third-party services

2.4 Drupal Upgrades and Modernisation

- Upgrades from Drupal 7/8/9 to Drupal 10/11
- Legacy code remediation and refactoring
- Content migration and transformation
- Removal of deprecated modules and technical debt

2.5 Cloud-Aligned Engineering

- Development for Acquia, Pantheon, Gov PaaS, AWS, Azure, and other cloud platforms
- CI/CD pipeline development and automation
- Containerised development environments
- Infrastructure-as-code alignment where required

2.6 Security, Compliance, and Quality Assurance

- Secure coding practices and dependency management
- Automated and manual testing
- Accessibility compliance (WCAG 2.2 AA)
- GDPR-aligned development and data handling

2.7 AI Chatbot Development (Copilot-Style)

This service includes the design, configuration, and integration of AI chatbots that enhance user experience and automate routine interactions.

Capabilities include:

- Conversational AI embedded within Drupal websites
- Natural-language interaction for users seeking information or support
- Integration with existing content, FAQs, and service workflows
- Ability to surface structured data from Drupal or external APIs
- Customisable behaviour, tone, and domain-specific knowledge
- Secure handling of user queries in line with public-sector standards
- integration with Microsoft-based AI ecosystems

Use cases include:

- Automated customer service
- Guided navigation through complex services
- Knowledge-base search
- Form-filling assistance
- Internal staff support tools

The chatbot is designed to complement existing digital services, reduce operational overhead, and improve accessibility for users.

3. Service Benefits

- Accelerated delivery of new Drupal features and improvements
- Reduced technical debt and improved maintainability
- Strong alignment with public-sector standards and governance
- Improved performance, security, and accessibility
- Cloud-ready development that avoids vendor lock-in
- Enhanced user experience through AI-powered conversational interfaces
- Reduced support burden through automated responses and guided journeys

4. Service Constraints

- Access to existing codebase, environments, and documentation is required
- Changes must follow agreed governance and release processes
- Legacy modules or unsupported custom code may require remediation
- AI chatbot behaviour depends on available content and data quality
- Some integrations may require third-party licensing or API access

5. Onboarding and Offboarding

5.1 Onboarding

- Technical discovery and codebase review
- AI readiness assessment (content, workflows, data sources)
- Access provisioning and environment setup
- Backlog review and prioritisation
- Agreement of delivery approach (Agile, Kanban, sprint-based,Waterfall)

5.2 Offboarding

- Handover of code, documentation, and pipelines
- Knowledge transfer sessions
- Removal of access credentials
- Final service summary and recommendations

6. Service Delivery Approach

- Agile delivery with sprint-based or continuous flow models
- Transparent backlog management and prioritisation
- Regular show-and-tell sessions and stakeholder engagement
- Use of open standards and open-source technologies

- Cloud-native development practices
- AI chatbot development aligned with responsible AI principles

7. Technical Requirements

- Access to hosting platform (Acquia, Pantheon, Gov PaaS, AWS, Azure, etc.)
- Access to version control (GitHub, GitLab, Bitbucket, DevOps etc.)
- Access to CI/CD pipelines where applicable
- Access to relevant third-party APIs or integrations
- For AI chatbots: access to content sources, structured data, or knowledge bases

8. Service Levels

Typical SLAs include:

- Response times for development queries
- Agreed sprint cadence and delivery commitments
- Defined release windows and deployment processes
- Optional extended support hours
- AI chatbot monitoring and performance reporting

9. Ordering and Invoicing

- Services can be purchased on a time-and-materials or fixed-price basis
- Sprint-based or outcome-based pricing available
- Invoicing typically monthly in arrears
- No licensing fees or vendor lock-in

10. Termination Terms

- No minimum contract length unless agreed
- Either party may terminate with notice as defined in the call-off contract
- All code, documentation, and assets are returned to the buyer
- No penalties for early termination

11. Data Security

- Development follows secure coding practices
- Data handled in accordance with GDPR and public-sector security requirements
- No customer data stored outside agreed environments
- Support for ISO 27001-aligned processes where required
- AI chatbot interactions handled securely and transparently

12. Accessibility

- All development adheres to WCAG 2.2 AA
- Accessibility testing included in QA processes
- AI chatbot designed to support inclusive interaction patterns

13. Exit Management

- Full documentation handover
- Knowledge transfer to internal teams or new suppliers
- Code repositories and pipelines transferred or archived as required
- Optional transition support period

14. Pricing Model

- Time-and-materials (day rate or sprint rate)
- Fixed-price for defined outcomes
- Optional retainer-based development
- No hidden costs, no proprietary lock-in