



LifeCurve™ for Healthy Ageing:

Empowering people,
through knowledge,
to live better
for longer

ADL Smartcare Limited
G-Cloud 13 Framework
Service Definition

May 2022

Version 1

Introduction from CEO and co-founder, Professor Peter Gore

Over the last couple of years there have been many challenges for our older population (and those who serve them), and it has been a mixed picture – from the lady who started going out walking every day during the first lockdown (and saw an improvement in her fitness), to those shut in through all sorts of means and driven by a variety of arguments, who may well have declined further. The reports emerging suggest significant challenges around the impact of deconditioning – with staggering costs outlined. (The presumption behind many of these figures doesn't seem to embrace the significant evidence from academics and practitioners, that the ageing process is highly malleable – and at least to an extent and for a time, reversible.)

On the more encouraging side we have seen some amazing research published, showing the impact of specific types of exercise and other interventions. One of my favourites is one that shows the hippocampus can be protected from the impact of Alzheimer's through specific levels of exercise⁽¹⁾. More and more technological interventions of varying types (with varying evidence) emerge to complement the wide range of proposed 'exercises' (some of which are evidentially very effective).

But how can individuals get access to good evidence-based advice around what will work and be safe and suitable for them personally, and how do we measure the impact of the choices people make so we can better guide them in the future? How do we challenge the awful (both wrong, and evidentially highly damaging⁽²⁾) attitudes that underpin the "what do you expect at your age?" kind of comment that I hear all too often? We want to educate and empower people to make meaningful choices for them, but we don't have enough Allied Healthcare Professionals to provide timely help to all who ask (or why would England have 2.58m older adults with an unmet need^{(3)?})

ADL Smartcare's updated offerings on G-Cloud, seek to provide the evidence-based tools to empower the public (and those who support them), to make personalised choices to support their healthy ageing - underpinned by a simple measure - the LifeCurve™. This educates, informs, and guides individuals about how they are personally ageing, and how they might improve. Underpinning this specific advice is the collective knowledge and wisdom of hundreds of Allied Healthcare Professionals working with us over 20 years, to co-produce our unique expert system.

(1) Broadhouse KM, Singh MF, Suo C, et al. Hippocampal plasticity underpins long-term cognitive gains from resistance exercise in MCI. *Neuroimage Clin.* 2020;25:102182. <https://doi.org/10.1016/j.nicl.2020.102182>

(2) Negative Perceptions of Aging and Decline in Walking Speed: A Self-Fulfilling Prophecy <https://doi.org/10.1371/journal.pone.0123260>

(3) <http://healthsurvey.hscic.gov.uk/media/63751/HSE2016-Adult-soc-car.pdf>

Digital tools to support personalised healthy ageing

Our services consist of the following core components:

- Secure access websites with configurable branding options
- Standard or configurable intervention packs
- Configurable data packs suitable for different routes and different stages of ageing, typically:
 - Early stages of decline (pre or early LifeCurve™ stages) – more focused on the Public Health approaches.
 - Starting to need help with a range of functional tasks including bathing etc (mid LifeCurve™ stages), when people might typically approach public services.
 - Those experiencing significant functional difficulties and often receiving domiciliary care (either because of deconditioning for various reasons or long-term decline).
 - Each of these packs includes assistance around a variety of typical challenges, options for exercises, safe and suitable equipment – with links to public and/or private supply choices, and broader solutions - addressing issues such as self-perceived loneliness.

ADL Smartcare: Who We Are

ADL Smartcare is a trailblazer in healthy ageing.

We are a digital service and research company that provides Software as a Service (SaaS) - two websites and a mobile app to enable organisations to help individuals transform the way they age.

ADL Smartcare: What We Do

ADL Smartcare is passionate about healthy ageing. Our mission is to transform and empower people to live **better** for longer.

For twenty years we have gathered best practice, expertise and advice from a range of practicing AHPs and other experts in this field, and the latest academic research. We have built three tools to enable individuals to access the expert help, with the intention of empowering them to understand how they can age better.

We also aim to resource and support organisations and businesses who themselves want to help others on their ageing journey – regardless of where they are on that journey. This service is designed to work 'off the shelf' for anyone in the UK, but can also be customised to fit the specific size or needs of an organisation.

Our aspiration is to bring long term benefits not only to as many people as possible, but also the Commissioning Organisation, through:

- Targeting people before they would be contacting public services for assistance;
- Empowering individuals to self-manage their own ageing journey – with options to include those who don't or can't access digital services;
- Providing insight into how their people are ageing and how their ageing journeys are changing;
- Helping existing services to manage higher levels of demand – minimising the need to visit people at home and the potential to reduce staff travel time and costs;
- As a result, reducing care needs and associated costs for both the individual and the organisation.

Our objectives:

- Reach and empower those you help, to understand and change how they age
- Gain insight into how the people you help are ageing
- Change the culture of ageing and how it is perceived by the wider population

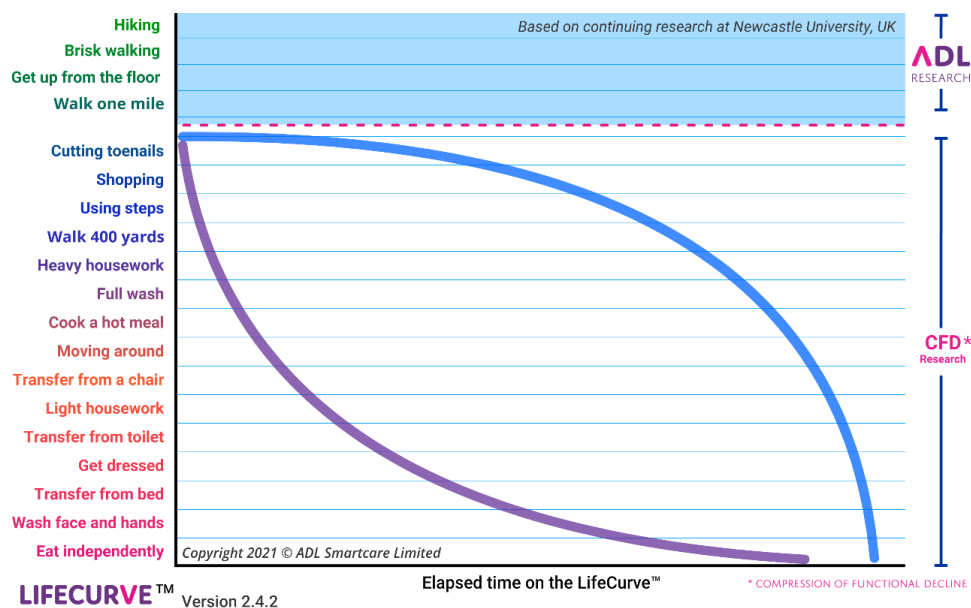
How can we help you?

The LifeCurve™ is based on the concept of the Compression of Functional Decline (CFD). This was developed by Prof. Peter Gore and colleagues at Newcastle University, together with research carried out by ADL Smartcare's dedicated research department in Newcastle. The published academic paper on CFD is available at <https://academic.oup.com/ageing/article/47/6/764/5079486>.

Research has shown that people lose the functional ability to complete activities of daily living in a specific order. By using these 15 ADLs, combined with 4 fitness and strength markers, a person can position themselves on the LifeCurve™ to see how they are ageing. Once we know where a person is on their ageing journey, we can map them to activities, services and products that will help them either maintain, or even recover, their current abilities.

Prof. Peter Gore has created a number of videos explaining the LifeCurve™ and how to age better – you can find these on ADL Smartcare's website www.adlsmartcare.com and on YouTube: https://www.youtube.com/channel/UCMO9igRIO0_QJ4rV3RAgg8w. Contact ADL Smartcare if you have any questions or issues accessing these resources: connect@adlsmartcare.com.

The LifeCurve™ provides a common language on how individuals are ageing which can be understood by the public, professionals and organisations, regardless of their level of experience in ageing or their profession.



It is important to note that research shows intervening with people and increasing their healthy life expectancy, does not increase their overall life expectancy, but rather reduces the time they have with greater care needs.

If you want to know more about the research behind the LifeCurve™, contact us at connect@adlsmartcare.com.

By understanding the ageing stage an individual is at, we can then provide the appropriate interventions as well as our virtual expert help for that ageing stage. As the service is available 24/7 the trusted expert advice is readily available whenever it is needed. It is very common for a friend or family member to use the expert advice on behalf of an individual.

Some people or their relatives may seek help for a specific goal or need; ADL Smartcare also provides virtual expert advice in many areas (such as bathing, carers support, kitchen tasks etc) so that people can stay independent for longer - making them feel and be more independent and empowering them.

Who benefits, and how?

Benefits to Individuals

In general terms, the benefits of our services to individuals are:

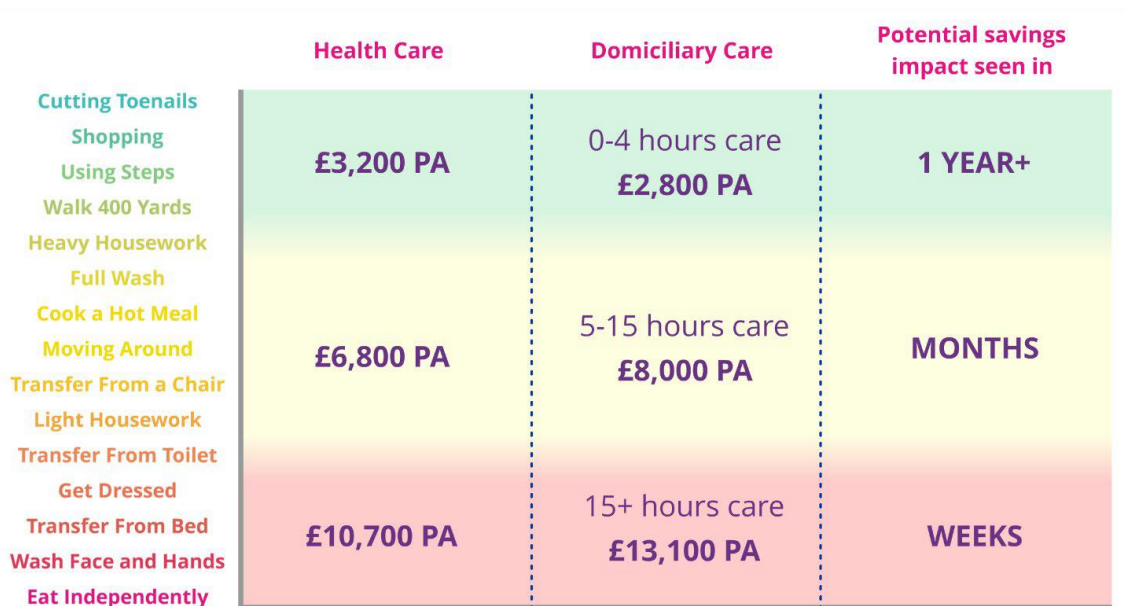
- The empowerment of individuals to understand and change how they are ageing;
- An understanding of the role of their choices in shaping their own ageing trajectories;
- Access to specific interventions matched to their personal goals and needs.

In doing this, significant numbers of the population can enjoy more, better years.

Benefits to Organisations

With the LifeCurve™ services, organisations will gain the ability to have the option of using our flexible resources in many and varied ways - providing the ability to deliver objectives such as:

- A scalable, evidence-based early intervention and prevention service to large numbers of people;
- A reduction in care needs by intervening through staff who are with the client;
- Better healthy ageing for its staff;
- An empowerment and evaluation method for the Organisation, or those it funds;
- Associated significant reductions in health & social care spending.



Data: ALIP ADL LifeCurve™ survey 2017, Worcester extra care housing 2017

The healthcare costs shown on the diagram above have been sourced from a study of over eight thousand LifeCurve™ assessments and their healthcare records in Scotland in 2018. Domiciliary costs have been taken from a small trial with a care provider.

Research has demonstrated that lifting a person one stage higher on the LifeCurve™ is evidentially associated with a reduction in healthcare costs of £640/person/year, though in reality this is more likely to present as greater capacity in the system – for example reducing waiting times, rather than realisable financial savings given the current pressures on the system.

The diagram above confirms that health and social care costs increase as a person moves down the LifeCurve™.

Towards the top of the LifeCurve™ (early intervention and prevention), organisational impact in terms of savings will be seen in years; whereas at the bottom (e.g. rehabilitation through care workers) impact can be seen in a little as 6 weeks, through a reduction in care costs.

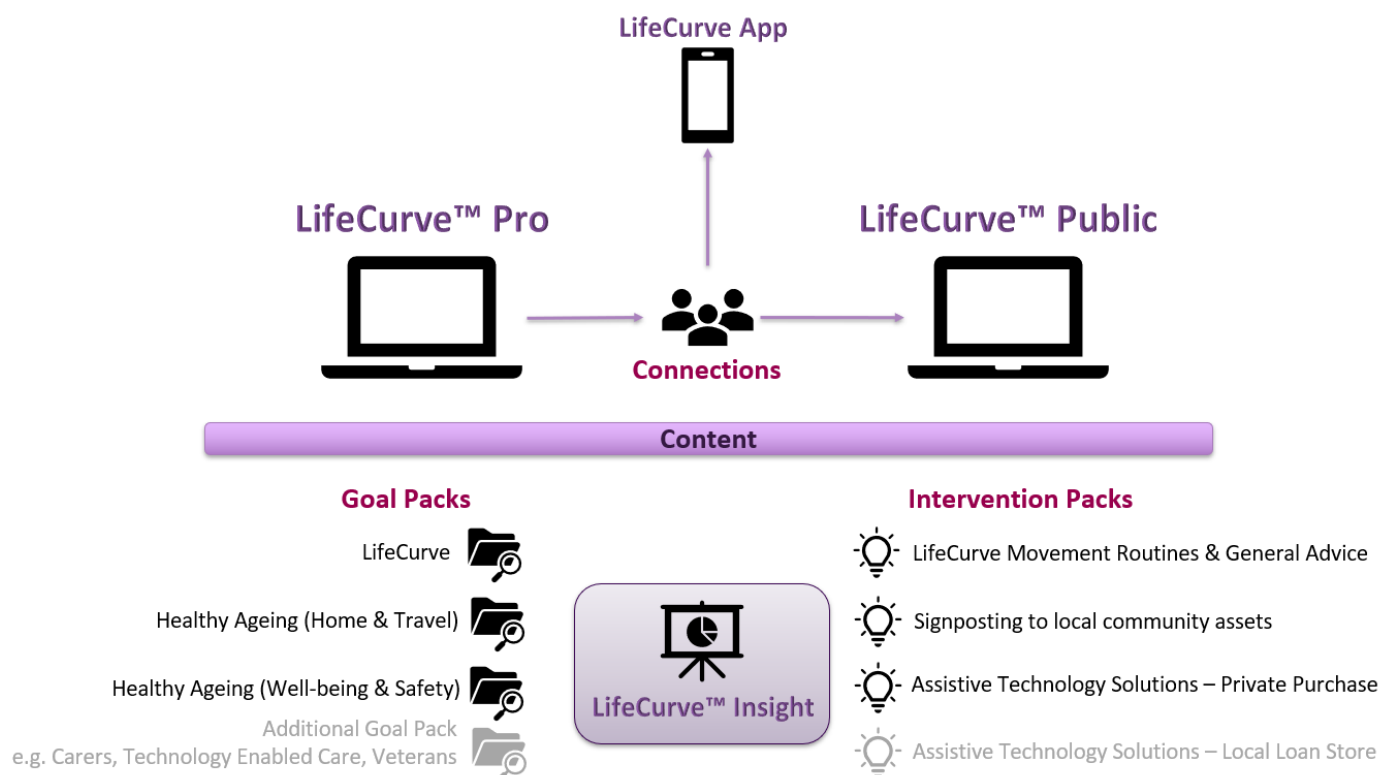
How do we do this?

ADL Smartcare's services are built around 3 core tools plus insight, supported by specific 'data & intervention packs' which allow the service provider (Local Authorities, Governments, Care providers etc) to target specific groups of people – or those that help them, whilst minimising the costs associated with the implementation and maintenance. By selecting the appropriate data/intervention packs, you can focus for example on providing carer support, staff well-being, and healthy ageing for those not yet presenting to the system.

At the frontline, the individual, professional, or family care-giver, can access the expert knowledge in one or both of two ways – an App and a website. The provider (e.g. Public Health, Social Care, Care Provider etc) can access those same records and/or create new ones through the Staff Access site (with appropriate permissions).

Teams working in a single location or with one specific remit can take advantage of our **Empowerment/Evaluation Tool**. This tool consists of our **LifeCurve™ Pro Website** alongside **Basic Reporting**. It allows the team to:

- View up-to-date information on LifeCurves™ completed by people in their area or remit
- See how those LifeCurves™ vary over time – including before and after they have accessed any of the interventions suggested to them by the Website, or by those working with them.



LifeCurve™ Pro Website

This is a secure, controlled access, hosted website that seamlessly works with the LifeCurve™ App and the LifeCurve™ Public website.

It can be used by staff or approved volunteers to undertake assessments of need (as part of an intervention study or similar), or to view activity and assessments undertaken by members of the public on a linked website and/or the App. It uses a permissions structure to control access to specific records. This allows staff to log specific suggestions for a client, and/or monitor which solutions they have used with that client.

Activity reports for individuals and aggregated reports can also be accessed through this interface.

The LifeCurve™ Pro website provides the customer with the opportunity to do a *test of change* with multiple teams, such as GPs, rehabilitation groups, extra care facilities, third sector leisure providers, etc. If these services require extra support from ADL Smartcare, these may be provided at additional cost.

LifeCurve™ Public Website

This is a secure, public facing, hosted website that seamlessly works with the LifeCurve™ Pro website and the LifeCurve™ App (not available to purchase on the G-Cloud) to allow specified members of the public to access healthy ageing advice, including identifying personal goals or aspirations.

Individuals can measure how they are ageing, including establishing their LifeCurve™ position, and find 'interventions', activities, products or services to help them age well.

In addition, users (or their family on their behalf) can select other desired goals which will enable them to maintain their own independence. This coded expert assessment advice (based on consensus Practitioner and Academic evidence) enables them to address the barriers to their goals using defined (and personally matched) activities, products & services. Users can action their goals and measure any impact on how they are ageing.

The service is provided with nationally available products, services and activities as standard; However specific local outcomes can also be configured during the on-boarding process.

LifeCurve™ App

This is a secure native App with varying levels of functionality provided by ADL Smartcare. It is available for the public to download free of charge, and cannot be purchased via the G-Cloud.

The benefits of this App are that members of the public can learn how they are ageing, set their own personal goals for improvement, access appropriate exercises, activities, products and services, and measure the impact of those on how they are personally ageing. This can be done on their phone providing ready access to information and reminders.

Some of the content available on the App may be chargeable to the user. However where an App user has previously registered and connected with the Commissioning Organisation via their LifeCurve™ Public website (with access to the same expert help provided via our App), they will also be able to access it on the App at no additional charge to them.

Additional insight may also be available to the Commissioning Organisation when a user links to them via the App.

Configuration/Customisation

It is also possible to configure the offering in a variety of different ways including:

- Branding of website (from a variety of standard included options, along with customisation as required)
- Links for people to obtain assistive and other technology from a particular store, and/or specified private suppliers
- Links to local services
- New data packs can be created to meet specific needs

Any necessary work can be scoped on request based on published SFIA rates.

Reporting and Insight

All Commissioning Organisations are provided with Basic Reporting Tools, comprising of:

1. Access to a real-time dashboard tracking key site usage metrics, with the aim of understanding engagement and improving the user experience. The displayed content will vary according to which services the Commissioning Organisation subscribes to.
2. Access to a dashboard displaying the users' measured LifeCurves™ within a selection of time periods. This data, which is categorised by demographics, provide context for the stage at which users are reached in their ageing journey and tracks the effectiveness of different interventions on functional ageing.

In addition, Commissioning Organisations may also choose to purchase an optional Insight Summary. This annual report benchmarks reach and provides context for data from the LifeCurve™ App and any websites they subscribe to using other open source datasets. The key items from the report are discussed at an annual review meeting with your ADL Smartcare account representative. For example, it can be built to enable an organisation to report back to a senior management team and funders to demonstrate the impact of the service on their population.

Technical Detail

Section 1: Introduction

Since 2002 ADL Smartcare's Knowledge team has worked with independent professionals and specialists in Knowledge Development Workshops across the United Kingdom and internationally. This unique way of working is a method of harvesting professional best practice, and understanding the risks and clinical decisions around specific areas of need, activities, products and services to embed them into the ADL Smartcare tools. The knowledge covered within the service ranges from advice for sore feet, more complex areas like bathing where the environment presents more challenges, to more health-related areas such as early memory issues or unsteadiness. This knowledge empowers people to manage their ageing, well-being or other needs safely.

The capture and programming of best practice into knowledge in the websites enables those using ADL Smartcare's services to find specific help for their needs. It also means that the user is not swamped with information but provided with the help that is relevant to their needs. All the knowledge is based on the principles of helping people to age well, which means that we encourage and motivate people to use exercise to maintain or improve their ability first and only suggest care interventions where appropriate. We are the only service in the United Kingdom to match an individual's personal capability and environmental measurements, to solutions. When a piece of equipment is offered following an expert assessment, the individual can be confident it will fit their home and meets their needs e.g. a bath lift will fit a bath and the individual will be able to use it. As the user is involved in the process, they are more likely to use the solution rather than store it away in a cupboard.

Section 2: Information Assurance

ADL Smartcare Limited does not profile individuals, or use Artificial Intelligence to guide the advice provided. Our systems will match an individual's assessment answers to solutions using unique algorithms and the best practice knowledge and approaches of experts. If an individual believes they were given incorrect advice, they have the ability to contact ADL Smartcare and raise a complaint. If any complaint is associated with a claim of harm, that information will be provided to our insurers, who may need to contact the individual for further supporting evidence.

ADL Smartcare takes security and handling of the data it hosts seriously, and manages this in line with the Data Protection Act 2018. Information Assurance is one of the key discussion points at the regular Security Board meetings held internally. Further information on how ADL Smartcare is GDPR Compliant can be sought by contacting the Data Protection Officer at privacy@adlsmartcare.com.

ADL Smartcare is the Data Controller for the service and the individual is the Data Subject. Where the data is transferred to the Buyer, then they also become the Data Controller. ADL Smartcare is a Data Controller, as ADL Smartcare are in control of which data is requested from the Data Subject e.g. the knowledge development workshops decide on the questions and answers based on independent specialist best practice. All data collected within the United Kingdom remains within the United Kingdom, hosted on dedicated infrastructure in an enterprise class infrastructure within a former nuclear bunker. No personally identifiable data is removed from this facility by ADL Smartcare.

ADL Smartcare is IASME certified which includes Cyber Essentials plus GDPR validation. ADL Smartcare has mirrored its information security practises to the Cloud Security Principles and evidence can be provided to named individuals. This information has been audited by the Head of IT Audits at Crown Commercial Service and passed. Please contact gcloud@adlsmartcare.com and request our G-Cloud Security Assertions Portfolio of Evidence (GSAPE).

The following table shows the use of third-party processors within the service. The processors will be named within the call off contract to ensure the partner organisation agrees formally to their use:

Data Controller	Data Processor	Reason	Data
ADL Smartcare Limited	Infrastructure Provider	Dedicated ultra-secure infrastructure for providing the Software as a Service.	Data centre for the service where personally identifiable data is stored securely
ADL Smartcare Limited	Google Analytics	Website performance and usage information	IP address and usage of the Service
ADL Smartcare Limited	Post Code Lookup service	Provide address and Local Authority of a given postcode – used for registration of an account holder and any associated profiles.	Post code only (the Citizen is not identified and the third-party service does not store information)

The core systems use Google Analytics, so usage data regarding visits, browser information etc. is collected by Google. If additional cookies are used then these will be noted on the privacy page.

ADL Smartcare has a terms of use policy, privacy policy and cookie policy on each page of the service and the ability to disable the Google Analytics tracking cookie across the service by the individual.

If required, copies of these policies including ADL Smartcare's Information Security Policy can be requested by contacting gcloud@adlsmartcare.com. To view the full policies, the Buyer may require an onsite visit or visit to our infrastructure partner organisation due to security requirements and the sensitivity of the documents.

Section 3: Onboarding process (Implementation)

ADL Smartcare has implemented cloud software since 2002 and developed an onboarding process which supports the ongoing product delivery model. Rather than developing a project team for the installation, it is important the Buyer builds an ongoing working group for the lifetime of the product to ensure the maximum benefit can be achieved. An ADL account representative is assigned and supports the implementation.

Building your working group

Product Sponsor: A senior member of staff who owns the project and can address any internal issues requiring escalation that arise during the project. They will provide an introduction to the project explaining the strategic importance of the project to them and their organisation.

Product Lead: Leads the working group across the product's lifetime.

Project Manager: Responsible for managing the project initiation to a successful launch. They will be the main point of contact between ADL Smartcare and the implementing organisation.

Implementation Team: Complete the workbooks and implementation tasks. Identify the staff and processes that will be impacted by the project.

Additional Team Leaders: Modify the business processes so that the project will deliver a successfully integrated solution

Comms Team: Understand the product/services procured, and how to successfully promote them to the target audience.

We will provide a Statement of Work for the project with the necessary work streams and workbooks to help you complete the Product Installation phase. The Statement of Work provides the necessary documentation to ensure a successful service delivery.

Essential Customisation:

The following items will be required to implement a basic customer ready site with national outcomes:

1. Website name (**LifeCurve™ Public Website**)
2. Logo (**LifeCurve™ Public & Pro Websites**)
3. Customer contact information (**LifeCurve™ Public Website**)

Optional Customisation:

1. Localisation of Content
2. Setting up roles and responsibilities
3. Additional elements that can be localised on request

Onboarding timescales

The following table gives an indication of the timescale for onboarding of the **LifeCurve™ Public & Pro Websites**. All Buyers will receive the LifeCurve™ tools within 8 to 24 weeks. This includes:

- A **LifeCurve™ Public Website** with national content
- A **LifeCurve™ Pro Website** with national content
- A presence on the **LifeCurve™ App**

The timescales below incorporate all our processes to localise, train, soft launch and identify process change:

Product	Approx. Timescale	Support services delivered during Onboarding
LifeCurve™ Pro Website Single Team Empowerment /Evaluation Tool	8 - 16 weeks	Project Definition/Kick Off Service Integration support Training
LifeCurve™ Pro Website Demand Management	8 - 24 weeks	Project Definition/Kick Off Knowledge configuration Training Service Integration support N.B If your objectives require significant training or process change across multiple solutions (outside of the scope of our standard onboarding), you may need to extend these timescales or take a phased approach.
LifeCurve™ Public Website	8 - 24 weeks	Project Definition/Kick Off Knowledge configuration Training Service Integration support

Section 4: Additional support options for onboarding

The following additional Support Services/Knowledge Configuration can be purchased using the SFIA rates:

Project Management

The Buyer receives a dedicated ADL Smartcare project manager and a number of days capacity from our development teams to install and customise the product. Additional days required to assist with the project management or the implementation of systems, or support with departmental change management, can be ordered via the G-Cloud at SFIA Rates.

Training days or workshops

ADL Smartcare provides online training sessions as part of the implementation, as well as on-going support.

The training aims to provide insight into the best practice decisions embedded in the data, the risks accounted for within the assessment data and the capabilities of the matching engine. Alongside this, ADL Smartcare also provides training for staff on the LifeCurve™ Pro Website. Services taken with the PID option enables staff to monitor completed self-assessments, collect referrals via the system, and report on usage. The training can also be supplied for staff who are using the LifeCurve™ Pro Website to run telephone or office-based assessments where they can process equipment orders or complete full staff facilitated assessments as part of their role.

ADL Smartcare uses demonstrations, help guides and aspects of role play to help the individuals not only understand the methodology of the system, but also feel confident navigating and using the systems to provide an efficient and effective service to their clients.

Depending on the training requirement and support package, ADL Smartcare can provide training to a group of individual staff members who will be interacting with the tools, or alternatively we can use a train the trainer approach to help you grow your knowledge and confidence across multiple organisations, or departments.

Additional online training or re-training can be provided on request. This would be chargeable at the SFIA rates. Please contact your account manager for further details.

Knowledge Configuration

Where work is required to embed professional knowledge about a set of solutions or a specialist area currently unknown to ADL Smartcare, we conduct knowledge development workshops to capture this knowledge, including the risks associated with particular areas or solutions.

These sessions require a panel of at least 3 experts to be provided by the Buyer and details of any physical solutions to be reviewed would be required for the meeting. These sessions can be conducted online, via video conferencing.

A number of knowledge development days are included within the service, however if these days are not sufficient to cover your required level of configuration, you may purchase additional days from the Digital Marketplace. Once a scope of work has been received, ADL Smartcare will issue a Statement of Work and a quote based on SFIA rates.

Promotion/Hearts and Minds

ADL Smartcare can also provide (at SFIA rates) promotional support, best practice and Hearts and Minds presentations. These workshops are designed to counter the myths about ageing and to inspire staff to see the benefits of ageing well, and of people taking ownership of their ageing journey. They will introduce the services and the rationale behind them, and explore the benefits relevant for particular audiences.

Section 5: Offboarding process (Decommissioning)

Terminations of Contract:

The Buyer shall have the right to terminate the G-Cloud Call-Off Agreement at any time by giving a minimum 30 days written notice. Ideally 90 days written notice should be provided so we can ensure the healthy ageing community is managed away from the service in a timely manner e.g. disconnecting the Buyer from the LifeCurve™ App.

On receipt of the written notification from the Buyer, ADL Smartcare will agree a decommissioning process with the Buyer in order to minimise disruption to the Buyer's clients.

Decommissioning Process:

As the site will be promoted on the Buyer's website and indexed within search engines the decommissioning process requires the following steps:

1. The dedicated URL will be forwarded to an agreed URL operated by the Buyer e.g. the dedicated URL cannot be forward to a third party
2. The Buyer will remove all links from their main site by an agreed date and confirm in writing
3. The Buyer's Partner Organisations will be removed from the LifeCurve™ App on the agreed date. Any app users who are connected to the partner organisation will be automatically disconnected. They will however be still connected to ADL Smartcare as the main partner
4. If required, ADL Smartcare will provide copies of all data submitted to them by the Buyer during the decommissioning process. The data will be supplied in the same format they were provided in e.g. MS Word, MS Excel, CSV, XML
5. ADL Smartcare will revoke all licences to the LifeCurve™ Pro Website on the last day of the contract. However, the website will remain active for 30 days after the contract end date to support any final requests by the Buyer. After 30 days the LifeCurve™ Pro Website will be decommissioned and securely archived
6. ADL Smartcare will store the data collected over the contract period in line with data retention timeframes agreed with the Buyer, to meet legal requirements, and to assist with any Freedom of Information requests. If a Freedom of Information Request is submitted directly to ADL Smartcare as the Data Controller, then the Buyer will be informed as per the Framework Agreement
7. Three months from the end of the decommissioning process the Buyer's LifeCurve™ Public Website and LifeCurve™ Pro Website will be securely archived. If the Buyer wishes to subscribe again to ADL Smartcare's services in the future then implementation costs will be incurred
8. Any Intellectual Property supplied by the Buyer e.g. branding or logos will no longer be used and securely archived

N.B. It is important we support the public users of the service and the reputation of both organisations so failure to complete these steps may result in charges for our continued services on a pro-rated basis.

Section 6: Service Management

ADL Smartcare services are monitored 24 hours a day, 7 days a week with individual sites pinged frequently for uptime and stability.

Support requests can be submitted 24 hours a day, 7 days a week through our online services. On-line support requests are automatically transferred to our Customer Relationship Management system to begin the case management process. The telephone helpline facility is available between 0900 and 1700, Monday to Friday except English Public Holidays and between Christmas and the New Year.

The secure data centre provides an ITILv3 service desk, available 24 hours a day, 7 days a week monitoring of the infrastructure with incidents being logged within 15 minutes of a request, either from automated monitoring or an ADL Smartcare team member.

Support requests are monitored daily with incident reports available to the management team on a monthly basis. A robust product roadmap and platform development framework is in place to manage new feature

requests which can be developed by the in-house development team. The development team use the latest secure development tools and develop using an agile approach. This means features requests are reviewed and if accepted are acted upon and coordinated within a structured release cycle.

Section 7: Service Levels

Service availability

ADL Smartcare will endeavour to provide a service that will be available 99.5% of the time with the exception of scheduled maintenance downtime (normally occurring between 00:00 and 06:00 hours). ADL Smartcare will notify the Buyer in the unlikely event of any planned maintenance which causes downtime within normal working hours (0900 to 1700).

Incident Response Times for the LifeCurve™ Pro and Public Websites

Response times will depend on the urgency of the incident. Response times are as follows (all times are based on working days, Monday to Friday, 09:00 to 17:00):

STATUS	DESCRIPTION	RESPONSE TIME	TARGET RESOLUTION TIME*
Critical	When you are able to access the internet but are unable to access the hosted infrastructure and software e.g. you receive a browser error that the site is not accessible.	1 working hour	1 working day
Major	When you are able to access the hosted server but the software is not available e.g. you receive an error from the hosted service that the site is down.	8 working hours	1 working day
Urgent	When there are problems with the software which prevent you making/completing an assessment or the self-assessment, e.g. you can log into the service but you cannot start an assessment.	8 working hours	2 working days
Important	Where there are problems with the software which fall between urgent and minor e.g. you can complete an assessment but the user journey is not ideal.	16 working hours	10 working days
Minor	A minor fault is one which is superficial and does not prevent you from using the software e.g. a webpage formatting issue.	16 working hours	Next software update

* Target resolution time is our aim and sooner if possible but it depends on the particular issue and could be longer than stated.

** A working day is Mon-Fri 0900 - 1700 excluding Public/ Bank Holidays.

*** The Target Resolution time commences when a response to an event is sent to the Buyer.

Helpline

The telephone helpline facility will be available to users and nominated users between 09:00 and 17:00, Monday to Friday except Public Holidays in England and between Christmas Day and New Year's Day. Incidents where possible should be logged via the on-line 'Contact Us' button on the LifeCurve™ Public or LifeCurve™ Pro website.

If you have a 'Critical' or 'Urgent' incident, please call 0800 612 6845 during our helpline open hours. If out of hours then please contact your Account Representative via email.

Incident escalation

The Buyer must nominate a contact for handling incidents and notify ADL Smartcare of their contact details. All incidents are recorded within Customer Relationship Management software with automatic workflows generated based on the type of incident.

If an incident is not resolved within the anticipated response time then this will be escalated accordingly with resolution agreed with the Buyer's named contact on a corrective plan of action and oversee its implementation.

Disaster Recovery

The platform and administration system are hosted on a dedicated redundant and resilient solution within a Tier 3 data centre based in a secure location outside of London.

In the event of any incident affecting the core network service a secondary site provides redundancy (which is also based outside of London) for continual network service redundancy.

To protect the security of our business continuity plans please contact us directly on gcloud@adlsmartcare.com to arrange a one to one discussion if you would like further information.

Section 8: Ordering and Invoicing

1. The Buyer will perform a search through the Digital Marketplace to ensure they have reviewed the options available to them
2. Once the services have been selected, a Call-Off Contract must be completed by the Buyer, who must either send two signed hard copies of the contract or an electronically signed contract to the Supplier
3. The contract will be formed when both parties have signed the contract. The Supplier will send a copy signed by both parties to the Buyer. Orders can then be placed by the Buyer from the Call-Off Contract
4. An invoice will be issued to the Buyer on receipt of the order for any services. The Onboarding process will start as soon as the invoice is issued and subscriptions to our services will start 30 days later
5. The Buyer can order additional services at any point during the term of the call-off contract. If the additional service is ordered part way through an annual subscription, the subscription cost for the remainder of that year will be pro-rated on a monthly basis
6. If the Buyer wishes to purchase any Support or Knowledge Customisation/Localisation Days as defined in the Service Definition document, they should notify ADL Smartcare of their requirement. ADL Smartcare will produce a Statement of Work to be agreed by both parties. The Buyer will then raise an order and send it to ADL Smartcare. ADL Smartcare shall invoice the Buyer for the Services agreed and any associated travel and expenses

The Buyer can order additional support service(s) at any time during the Term of the Call-off Contract by contacting their ADL Smartcare representative.

Section 9: Pricing

Charges for the Services offered are detailed in the G-Cloud 13 Pricing Document.

Charges for all Services (except the Single Team Empowerment/Evaluation Tool) are 'Banded'. Bands are set according to the number of people the Buyer intends to reach, or the size of the population covered (where the Buyer is a Local Authority). This population is based on the current ONS mid-year population estimates.

Rates for additional days to support the service can be found in the SFIA Rate Card document. The SFIA Rate Card for Support Services days excludes travel to/from the Buyer's location. If the Buyer requires ADL Smartcare to visit

their site or other location, then the day rate and travel time will be charged as detailed in the SFIA Document plus any associated travel and expenses. ADL Smartcare will provide the Buyer with full details of charges based on their requirement.

Section 10: Data Retention and Administration

ADL Smartcare will work with the Buyer to mirror any local data retention periods. However, as ADL Smartcare provides a service based on evidence of decision support outcomes, it must legally protect itself from litigation, so for legal reasons, the data will be retained for this purpose. In addition, whilst the Service is 'live' Citizens may need to return to their assessments at a later date to review their answers and matched solutions, and will therefore need access to their data.

If the Buyer does not provide a data retention policy or following discussion it is not possible to mirror, ADL Smartcare will adopt a minimum six-year data retention policy.

Where any hardware hosting data have been retired, ADL Smartcare require the data centre infrastructure partner to wipe the disks to U.S. Department of Defence's standard, physically destroyed and issue a certificate of destruction.

Section 11: Buyer Responsibilities

To ensure a successful service is launched with the maximum benefit obtained, the Buyer will:

1. Nominate a member (or members) of staff to liaise with the ADL Representative. The nominated member(s) will champion the management of authorised users on the LifeCurve™ Pro Website, and be the first point of contact for all routine communications. Their email and telephone details must be provided to ADL Smartcare
2. Ensure that all users of the LifeCurve™ Pro Website (where appropriate) receive appropriate instruction and/or training on how to use the software, before they are given access to the system
3. Ensure the users of the LifeCurve™ Pro Website know the support procedures for requesting help from ADL Smartcare
4. Be responsible for ensuring that equipment used to access the internet is of a suitable specification, with appropriate firewall/security software installed and is in good working order
5. Ensure the services & implementation administration tools can be accessed through the partner organisation's network e.g. firewalls must allow full access to www.adlsmartcare.co.uk, the chosen URL for the service and the implementation support site
6. Protect the Data Subject's data at all times and in line with the Data Protection Act 2018 and the EU General Data Protection Regulation
7. Put appropriate measures in place to ensure that invoices are paid on time
8. Take responsibility for ensuring they notify ADL Smartcare if there are any changes to 'local' information e.g. signpost information
9. Take responsibility for marketing and promoting the system to ensure they achieve the best possible return on investment. Examples can include the following:
 - a. ensure the service is prominently positioned on the Buyer's website
 - b. promote the dedicated web address widely across other services, charities, GP etc
 - c. promote the service internally across their organisation's website
10. Take responsibility for completing the implementation documents, returning them on time and responding promptly to requests for any additional information
11. Take all reasonable steps to ensure each member of staff accessing the system conforms to the terms of use of the site. In particular, the requirement for each person to be registered in their own right, and not

to share citizen names and/or passwords. This conforms to the requirements of ISO/IEC 27000 and best practice, and ensures that proper audit trails can be maintained

12. Take all reasonable steps to address any breaches in unauthorised citizen access when any are brought to their attention, in accordance with their own policies, and to notify ADL Smartcare
13. On termination, follow the 'Decommissioning Process' described in the 'Service Definition' document
14. Provide a copy of the branding they want displayed on their site (permission is granted within the terms and conditions)
15. Provide the name and address of the person in their organisation responsible for processing invoices. If there is a change then the Buyer is required to inform ADL Smartcare
16. Provide the name and address of the person in their organisation responsible for Data Governance and Protection. If there is a change then the Buyer is required to inform ADL Smartcare

Section 12: ADL Smartcare Responsibilities

ADL Smartcare will:

1. Provide the Buyer with secure access to the LifeCurve™ Public Website and/or LifeCurve™ Pro Website plus the knowledge as required and in line with the Services purchased
2. Notify the Buyer in advance of any scheduled maintenance downtime that may impact normal working hours
3. Keep the Buyer informed of progress of incidents reported
4. Endeavour to fix all incidents within the agreed response times
5. Notify the Buyer if they identify an Authorised User with any training needs so that the Buyer can take remedial action
6. Act as the Data Controller for the service and securely maintain the data on behalf of the User
7. Protect the Users' data at all times in line with the Data Protection Act 2019 and EU General Data Protection Regulation
8. Assign an Account Manager for support issues, updates etc. ADL Smartcare will notify the Buyer of their email and telephone contact number
9. Provide the Buyer with guidance on marketing the services and advice on positioning of the Service within the Buyer's website
10. Provide the Buyer with regular updates on software releases and additional advice added to the Service
11. Notify the Buyer immediately of any incident affecting uptime with an estimated time to resolution
12. Provide annual reviews with the Buyer to support the investment into the services

Section 13: Technical Requirements

The ADL Platform and modules all conform to and support modern browsers as well as IE11 and above. The services are developed to work with all types of interfaces from Desktops to Tablets. The services are W3C, WCAG 1.0 and WAI-AA compliant. There is no requirement for Java to be installed.

Section 14: Service Redundancy and Resilience

The following overview provides information on the redundancy and resilience of the Platform, apps and administration system - this infrastructure is included within the subscription pricing. Please contact gcloud@adlsmartcare.com to request our G-Cloud Security Assertions Portfolio of Evidence (GSAPE) if you would like further information (Please note this will be sent to an authenticated named individual).

Service Architecture

The Services are provided across a private cloud infrastructure for the sole use of ADL Smartcare. The infrastructure has been designed especially for ADL Smartcare's requirements with scalability and redundancy at

the forefront of the architects' minds. The private cloud infrastructure provides multiple redundancy points from multiple firewalls, load balancers, switches, security services, back up servers, web and database servers.

The testing environment and sand box development is on similar architecture so that when applied to the production environment, updates to the services work first time. The in- house development team follow a security model for code release so there is minimum disruption and maximum uptime.

Physical

The data centre facilities are secure, state-of-the-art, nuclear bomb-proof centres surrounding London, but not in London, that previously served as Ministry of Defence and US Air Force command and control centres. Both have benefited from millions of pounds of additional investment in power and cooling. The data centre owns and manages these facilities providing an environment that is Ultra resilient and Ultra Secure.

The data centre has control over security, power, cooling, access, maintenance, and they do not allow unescorted access onto the data floors. The data centre manages the fully resilient datacentre infrastructure and all operations at the facilities. The data centre can offer complete flexibility in the size of suites or cages, power density and connectivity.

- Security and communications
- Private MPLS network for layer2 network connectivity over geographic locations
- Multiple fibre providers and Internet Service Providers (ISPs)
- Microwave, antenna and/or, satellite mast space
- Recognised experts in security and cryptography
- Hardened Source™ software – developed to wrap around and harden standard Windows, Unix and Linux environments, with the ADL Smartcare installations being customised to specific requirements to ensure the absolute minimum attack surface is exposed to potential adversaries
- 24 hour on-site technical ITIL 3 compliant service desk with query authentication practices in place
- All staff at the data centre are security trained and recertified annually in line with ISO27001
- Government standard staff vetting on all members of staff at the data centre (DBS, background checks) in addition all new staff have restricted and supervised access to facilities and systems
- 24-hour on-site security staff (ex-military & police) with full Security Awareness Training and on-site MOD trained guard dogs patrolling full 18 acre site in all weather

Mechanical and electrical backup

- N+1 redundant air conditioning (HVAC) units to guarantee stable temperature and humidity
- N+1 chilled water system, with zoned hotspot directional air provision sensors
- Dual HV redundant power supplies from physically diverse paths (2N)
- Dual 1700 KVA auto start preheated dual generators
- SCADA Environmental and Power Monitoring system (switch gear is electronically monitored)
- Dual HV sub stations
- Significant Bulk secure fuel supply on-site with pre contracted guaranteed refuelling
- Redundant power, cooling and carrier neutral connectivity
- Perimeter
- Purpose built armoured nuclear bomb proof military specified fortresses situated on an 18-acre site surrounded by military graded fencing designed to protect and defend the nation against hostile attack
- 3m thick reinforced concrete walls and solid steel doors weighing up to 7 tonnes
- Electro Magnetic Pulse Protection (EMP) and Tempest RFI intrusion protection, to protect against electronic eavesdropping

- No unescorted access and vehicular gate with control barrier
- 24/7/365 manned guardroom (fitted with bullet-proof glass)
- Infrared CCTV system with 24-hour image recording covering all entrances and operational areas
- Outside high risk London/M25 zone but still within easy commuting distance from the city

Human

The data centre's culture was founded by one of the foremost computer security experts in the world. Rather than the data centre having a specific security team, all of the technical staff are security experts – this reflects the approach of designing security into the ADL Smartcare solution from the start and is a fundamental part of our culture.

All of the data centre staff, from CEO to the cleaners, are DBS checked, credit checked prior to having any access to systems and all are security trained on an on-going basis. This security training encompasses vendor training, ISO, PCI standards training as well as internal design and support training and is applied in all design and support activities.

The data centre has an Equal Opportunity Policy.

Security Council

The data centre security council manages policy and the data centre's approved product suite. A copy of data centre's security policy is available upon request although to view the detail you will need to arrange an appointment at the facility to access in person. The data centre security policy complies with the Supplier's security policy.

Building secure systems

The data centre's unique combination of open source and proprietary technologies is built and integrated in-house. The data centre's technical team do not accept default settings on any systems. The data centres starting point is to assume that everything is hostile. The data centre takes every system specification, deconstructs it and custom-builds it to provide a secure system that is fit for purpose. The data centre security isn't bolted on; it's engrained in everything from the ground up.

Digital

The data centre provides an extra level of digital protection around the infrastructure called the Hardened Source™ and it was developed to wrap around and harden standard Windows, Unix and Linux environments to provide far higher levels of security than usual.

Governance and Standards

All protocols and methodologies benefit from standardisation in order to improve efficiencies and to provide a platform for continual improvement. The data centre protocol™ provides an internally developed methodology for providing the most secure IT systems available. In addition, the data centre ensure that we adopt and are accredited to relevant external security standards and methodologies.

ISO27001

The Data centre is ISO 27001 compliant. ISO 27001 is an internationally recognised standard which encompasses both the physical and logical aspects of information security. The standard is highly applicable to providers of IT oriented services such as the data centres, and ensures appropriate protection of information security assets.

PCI DSS

The data centre has achieved certification on all 12 of the PCI DSS requirements at both of its data centres, which puts the data centre in the top tier of managed IT service providers in the UK.

This means that the data centre can deliver PCI DSS certified solutions more quickly and with more flexibility as it does not need to design and certify every component from scratch every time.

IL3

The data centre is currently auditor approved to ILO IL3 RMADS standard and the data centre already provide IL3 accreditation level services to a number of clients which then meet IL3 standards in their own right.

IGSoC

The data centre has been IGSoC approved since 2008 which enables the data centre to meet with the rigorous requirements of secure electronic interchange of patient information using the NHS National Network (N3), as required by the NHS Connecting for Health, a Department of Health Informatics Directorate.

The N3 network allows the data centre to connect its customers to a national network allowing them to transmit patient data and records through the secure NHS approved network.

PRINCE2

The Data Centre manages all its projects using PRINCE2 methodology. PRINCE2 is the recognised industry leading standard for delivery of successful projects. Key aspects of PRINCE2 are that the project is focused on the business case as opposed to technical requirements.

ITILv3

The Data Centre uses ITILv3 to deliver its services. This means that on a continual basis their IT Services and capacity challenges become predictable and easily managed resulting in highly available services at all times.