GOSS

GOSS Digital Platform Service Definition

G-Cloud 14 (RM1557.14)

- GOSS Cloud Software (Lot 2)
- GOSS Cloud Support Services (Lot 2/Lot 3)

gossinteractive.com

"Digital self-service is your **organisation's** efficiency **HQ. It's the** method by which you can embrace automation, simplify processes, and gain useful insights - fostering operational excellence."

—

Rob McCarthy - CEO
GOSS

About GOSS

GOSS help their clients tackle their digital transformation challenges through their innovative use of online and digital centred solutions. With over 20 years of experience in this field, GOSS are at the forefront of creating and developing pioneering digital platform, self-service, forms and content management technologies. Their experience in delivering these solutions has meant GOSS technology now underpins many of the UK's leading public sector websites, included within this are over 70 local government, police and NHS organisations. The solutions GOSS create and provide are tailored to help organisations meet their business goals by promoting channel shift, delivering cost reductions, transforming services and encouraging efficient customer self-service.

About this Document

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1 About GOSS

1.1 GOSS Experience

GOSS help their clients to digitally transform their organisation through the delivery of digital and online services and websites. With the power of the GOSS Digital Platform, GOSS give organisations the autonomy they need to expertly deliver their digital transformation projects. Helping to connect organisations with their customers, automate manual business processes, and ultimately save time and money. With over 20 years of experience, GOSS have developed the tools and knowledge needed to solve the real-life challenges faced by the industries they support, including local and central government, NHS and healthcare, and travel and tourism. The GOSS Digital Platform includes an array of capabilities including self-service, case management, forms, bookings, website management and much more. For information on the latest GOSS solutions and client case studies please visit the GOSS blog.

> **"At GOSS our mission is to ensure our customers maximise their** online potential by harnessing the best internet technologies to enhance customer service, reduce costs and provide a **competitive advantage."**
>
> **Rob McCarthy – CEO**
> GOSS

1.2 Customer Satisfaction

GOSS is committed to the delivery of ongoing customer satisfaction, and regularly assesses this via project feedback and annual client surveys, to gain insight and identify any potential improvements.

How satisfied are GOSS clients?

95% Say the quality of GOSS products surpass or match competitors'

94% Say GOSS understand their organisational requirements

97% Say GOSS operates in a professional manner

93% Say the value for money of GOSS products surpass or match competitors'

Figure 1: GOSS regularly review client feedback to track customer satisfaction and identify any areas for improvement.

1.3 Quality Management and Information Security Management

To provide reassurance to all clients that GOSS takes quality and security very seriously, we hold ISO 9001:2015 and ISO 27001:2013 certifications for:

"The Design and Development of Software Solutions for Web Based Applications, Consultancy, the Provision of Internet Services, Knowledge Management, and Product Associated Training."

ISO 9001 **–** Quality Management Systems

GOSS ISO 9001:2015 Quality Management certification ensures all GOSS quality management processes are regularly assessed and evaluated, with ongoing improvements deployed where appropriate to ensure we continue to deliver high quality products and services to our valued customers.

ISO 27001 **–** Information Security

GOSS ISO 27001:2013 Information Security Management certification provides reassurance to all clients, that GOSS has been verified against set criteria of security requirements by an independent ISO certification organisation, and our systems & services continue to be of a high security standard. G-Cloud clients benefit from a hosted software service which is secure and resilient, with project delivery staff being trained and audited on a regular basis.

Cyber Essentials Plus

GOSS has achieved Cyber Essentials Plus certification which demonstrates we have necessary protection and good practices in place to guard against common cyber threats. The certification ensures that an approved certifying body carries out tests on our systems, using a range of tool and techniques.

1.4 GOSS is Committed to Delivering Social Value

We have a responsibility and a role to play in ensuring our business practices and initiatives have a positive impact on our employees, clients, communities, stakeholders, and the wider environment. Here at GOSS, we believe that if we can do more as a business and pursue ideas that benefit and support the world outside of GOSS, then we should. With various activities across the following themes, we will continue to drive social value for our staff, partners, and their customers.

- Fighting climate change
- COVID-19 recovery
- Tackling economic inequality
- Equal opportunities
- Wellbeing

Please refer to the GOSS G-Cloud 14 listings and GOSS website for more details on social value.

2 GOSS Cloud Software Services Overview

One platform, many possibilities: Digitise services, enhance business efficiencies, and deliver a seamless online user experience.

Use the GOSS Platform to answer your digital challenges and make online service goals a reality:

- improve customer service
- reduce manual processing and improve data quality
- manage website content
- manage customer demand
- manage bookings and events
- integrate with existing systems

GOSS software services include:

GOSS Digital Platform: Available as four distinct options, the GOSS Digital Platform offers low-code and no-code solutions to create and manage websites, intranets, self-service citizen portals, and assisted-service staff portals, to efficiently manage customer relationships and interactions using client-configurable online forms and digital services. Please refer to the four GOSS Lot 2 Software listings in the Digital Marketplace.

GOSS Expansions: Expansions provide a range of additional functionality for the GOSS Platforms as well as service upgrades. Many deliver 'no-code' functionality to support simplified and accelerated digital service delivery.
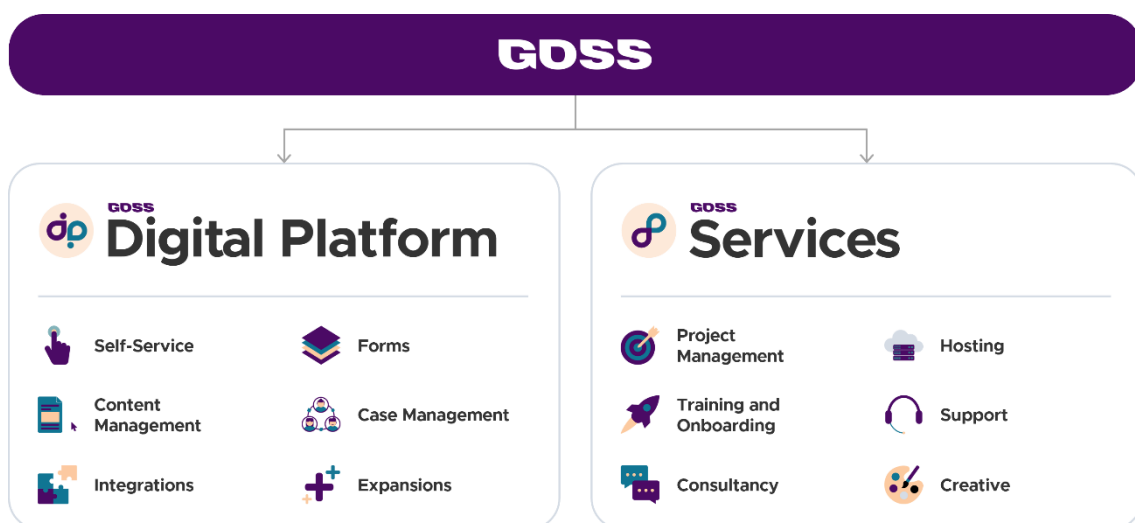
Figure 2: GOSS offers a range of Cloud Software Services and Cloud Support Services to enable the delivery of online services and content to end users.

We provide a range of professional services to support the deployment and ongoing delivery of your GOSS Platform Service. These include creative design & transformation, project management & deployment (onboarding, consultancy, migration, configuration sprints and/or support, and integration), training & knowledge transfer, as well as ongoing support and maintenance services.

If you have any questions, would like to make a clarification request, or be put in touch with customer reference sites, please contact GOSS on enquiries@gossinteractive.com.

> **"**With minimal training and no technical qualifications Customer Service staff are skilled and empowered to develop the product to improve the customer experience. GOSS staff have the knowledge and experience to provide a professional service and always act polite and courteously.
>
> They always listen to customer needs and proactively look for ways to improve the products and keep pace with changing demand...it is a breath of fresh air working with GOSS, the products are quality, the service is quality, and we have no issues**."**
>
> **Customer Service and Digital Delivery Manager**
> Sunderland City Council

2.1 The GOSS Digital Platform: Low-Code and No-Code Capabilities

One platform, many possibilities: The market leading GOSS Digital Platform is available via G-Cloud 14 as four distinct software services to meet a range of specific user requirements. All use the same underlying flagship GOSS Platform low-code technology. Clients can easily upgrade to include additional capabilities as required, via GOSS Expansions, reducing up-front costs and enabling more effective budget planning. The four GOSS Platform options are licenced as follows:

- **GOSS Digital Platform**: With the flagship low-code integrated GOSS Digital Platform you can build and deploy intuitive end-to-end digital services and portals using forms, process, CMS, MyAccount, self and assisted-service, integration, and case management* capabilities.
- **GOSS Self-Service**: Build online services and case management* using the low-code and no-code platform tools and deliver enhanced self & assisted-service for staff and citizens, whilst retaining your existing website and CMS, if required.
- **GOSS Forms:** With GOSS Forms clients can quickly design and build single and multi-page responsive and accessible eforms on a forms portal, using the user-friendly drag and drop interface. Portals are corporately styled to sit alongside existing websites.
- **GOSS Content:** Using the well-proven and powerful CMS elements of the GOSS Platform, manage unlimited sites and subsites.

For all options, clients pay for the fair-usage based software service level required to deliver their specific online service, with service level upgrades available partway through the contract term if needed (additional pro-rata fees apply). Please see the general pricing notes in the pricing document. These four low-code solutions can be enhanced with appropriate expansions to enhance functionality such as bookings, payment connectors, authentication connectors and much more. Other expansions provide easy to use no-code services for specific line of business applications, such as bookings or reporting. All expansions are detailed later in this document in section 4.

*GOSS Case Management: the no-code CRM configuration toolkit (also see 2.2.1): The powerful and highly configurable no-code GOSS Case Management solution is included with the Premium/Corporate/Professional levels of the GOSS Digital Platform and GOSS Self-Service Platform. It is used to configure a wide range of online services with low-code GOSS Forms and Workflows, to ensure **your** online services are delivered how **you** want them to be. This game-changing and well-proven solution has really helped to speed up digital transformation for our client community.

Using our leading Digital Platform, we have also created a **Booking Solution**; available as a Platform Expansion; this no-code, out-of-the-box solution can be used across the public sector for a wide range of booking services and is available at various software service levels with additional add-ons, to meet a range of client requirements and budgets.

Further information on each of these GOSS Platform services is provided in sections 2 and 3, including details on recommended professional services.

> **"**The introduction of the new self-service website has transformed the way we work and manage a number of vital frontline services**."**
>
> ⎯⎯
>
> **Corporate Director (Economy and Environment)**
> Powys County Council/ Cyngor Sir Powys

2.2 GOSS Platforms: Functionality Overview

The GOSS Platform is available as four options and the following graphic outlines the high-level functionality available within each GOSS Platform Software Service. For example, if you require citizen MyAccount (for self-service and assisted-service), forms, end to end business process and service delivery capability as well as CMS functionality, the flagship GOSS Digital Platform is best suited to your needs. However, if your organisation needs the above (in terms of MyAccount, forms and processes), but you already have a CMS/website that you wish to retain, the GOSS Self-Service solution will meet your requirements. Further details of each software service are listed in section 3, with more comprehensive functionality information available direct from GOSS via the G-Cloud 14 clarification process.

	Full Digital Platform	Self-Service Option	Forms Option	Content Option
MyAccount (Inc. Assisted-Service)	✔	✔		
Process and Workflow	✔	✔	✔	
Forms	✔	✔	✔	
Content Management	✔			✔
Case Management	✔	✔		
Integrations	✔	✔	✔	✔
Search	✔	✔	✔	✔
Analytics	✔	✔	✔	✔
Admin	✔	✔	✔	✔
Expansions E.g. Bookings	✔	✔	✔	✔

Figure 3: Clients choose the most appropriate GOSS Platform software service to meet their specific project requirements. Clients can upgrade to another service if required within their contract term yet should ensure compliance with G-Cloud buying guidelines in terms of search audits for fairness and transparency – GOSS Case Management is included in specific levels of GOSS Digital Platform and GOSS Self-Service and can be added as an Expansion to certain other levels.

> **"**We simply couldn't have offered these services and this high-quality user experience without GOSS. They were great at listening to our feedback and delivering new functionality based on our requests, which really helped accelerate our processes."
>
> **Community Information Development Manager**
> East Renfrewshire Council

The following sections explain the functionality of the above Platform elements in more detail:

2.2.1   MyAccount, Self-Service and Assisted Service

Enable customers to easily complete requests online and improve efficiencies in your organisation.

With self-service empower your customers to find answers online, submit requests, and track progress. Combine the power of forms, processes, and online customer accounts to deliver successful online self-service. Automate task allocation to enable the quick resolution of customer requirements and improve customer satisfaction.

Put your Customers in Charge

- Encourage online interactions: Using an online account customers can view the status of their requests, provide further information, or check balances.
- Single customer view: Gain essential clarity of each customer's interactions across your organisation.
- GDPR compliance: Customers are in charge of their data and communication preferences.
- Anonymous reporting: Enable customer privacy when a customer doesn't want their reports being tracked, e.g. fly-tip reporting.

Efficient Management of Customer Requests

- Transparent request progression: Provide notifications that keep customers informed of updates to their case or request.
- Automatic task allocation: Get customer cases to the right teams quicker, improving response times and reducing manual processing.
- Reportable case management: Meet your organisation's SLAs by reporting on the number of completed and outstanding cases.
- A range of uses: Enable customers to apply for permits, report missed bin collections, submit information requests, and much more.

Enable all Customers to Self-Serve

- Support all customers: With Assisted-Service, act on behalf of digitally-inexperienced customers to create and submit requests for them.
- Encourage digital take up: Nudge customers from traditional communication methods to online self-service.
- Understand digital transformation progress: Log interactions with customers and automatically generate audit trails.

Integrate with Other Systems

- Deliver end-to-end self-service: Integrate GOSS self-service capabilities with other systems to streamline self-service efficiencies.
- Use with existing CMS: Improve the power of your content management system by integrating GOSS Self-Service with it.
- Flexible integrations: Easily create integration connectors using endpoints.

Figure 4: Overview of GOSS MyAccount, Self-Service and Assisted-Service capabilities.

2.2.2   Process and Workflow

Included with the GOSS Digital Platform and GOSS Self-Service, use the integrated Process and Workflow design tools to create new online services.
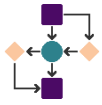
Integrated Process Design Tool

- No need to learn, use and manage a separate system to resolve your customers' requests.
- Use to add business logic to website forms making interactive and automated digital services.
- Manage the workflow of tasks and interactions that make up your online digital services.

Design Tools for Visual Process Design

- 100+ elements to define your model: events, activities, structural, gateways, artifacts etc.
- Supports import/export of industry standard BPMN 2.0 files.
- Create models, deploy as processes.

Share with the Community

- Take existing shared processes from the GOSS Community Library to save time or collaborate with community members to share workloads.

Figure 5: Overview of GOSS Process and Workflow capabilities.

"We had identified and now delivered a 50% efficiency saving in just one process alone. Utilising the GOSS Process Modeller, part of the GOSS Digital Platform, has enabled us to design an intelligent form to manage requests and significantly reduce back office administration time in approving requests with task management fulfilment or rejecting requests without extensive resource involvement.**"**

Digital Services Manager
West Berkshire Council

2.2.3   Forms

Create simple and intelligent forms that reduce manual processing and support online customer self-service. Empower your digital transformation by enabling customers to complete and submit user-centric forms. Easily transform admin-heavy tasks into automated and efficiently managed processes. Reduce the time spent re-keying data, improve data accuracy, and save your organisation money.

Deliver Simple and Intelligent Forms

- Straightforward customer forms: Gather the data your organisation needs to resolve cases and improve customer service.
- Streamline service delivery: Build multi-page application processes to support online service delivery.
- Quick deployment: Import forms, reuse fields, and replicate forms for fast form creation.

Build Powerful and Easy Online Solutions

- More than just a simple form: Easily trigger business workflows, automate emails, collect payments, and much more using the power of forms.
- Non-technical form creation: Easily create forms using visual editing features such as WYSIWYG and drag and drop.
- Powerful field types: Choose from a huge range of field types to gather the specific customer data your organisation needs.

Responsive and Accessible Forms

- Device responsive: Forms are fully device-responsive.
- Completely accessible: Build forms that are completely WCAG compliant.

Integrate with Other Systems

- Join systems together - Integrate GOSS's forms capabilities with other systems to reduce data re-keying to and from other systems.
- Flexible integrations - Easily create integration connectors using cloud functions.

Figure 6: Overview of GOSS Forms capabilities.

"We wanted easy-to-design forms and complete end-to-end services for our customers - I can safely say we've achieved this and so much more. In fact, our case management tool has exceeded expectations; it's so user-friendly and we can deploy new forms in no time at all."

Transformation Manager
Antrim and Newtownabbey Borough Council

2.2.4 Content Management

Manage your organisation's web presence and easily create and publish website content to your customers. Take control of your website content and provide a place your customers can come to find out the latest information from your organisation. Built on open standards, GOSS content management enables the easy and secure publication of online content. Deliver stylish, responsive, and accessible websites using a choice of layouts and themes.

Manage Multiple Websites

- Websites, intranets, and microsites: Easily manage multiple websites, intranets, and microsites that make up your organisation's web presence.
- Support for all sites: Updates rolled out to your sites ensure consistency and compliance.

Thematic Website Design

- Consistent web design: Deploy a consistent website user experience, built with your customers' needs in mind.
- Built on GDS standards: Meet the needs of your customers using best practice website themes and templates.
- Fully responsive and accessible: GOSS Themes are completely WCAG complaint and device responsive.

Easy and Efficient Content Management

- User management: Set up user privileges to administer content and trigger approval processes before content is published.
- Media management: Upload, categorise and tag a range of media types for use across your website.

Improve Website Content Visibility

- Powerful integrated website search: Delivers results quickly and efficiently.
- Refine and shortlist: Filter and sort using faceted search to display and prioritise the information customers are looking for.
- SEO friendly: Ensure your website appears in search engine results.

Figure 7: Overview of GOSS Content Management capabilities.

"We love the GOSS system in Preston, its fast, slick and easy to use. We have everything we need to move digital forward in Preston and looking forward to expanding on this with the GOSS Platform."

Digital and Web Manager
Preston City Council

2.2.5   Case Management

Whilst case management service delivery is achievable with the forms and process tools provided with the GOSS Digital Platform, set-up efficiencies are increased greatly with the no-code GOSS Case Management configuration toolkit. This innovative and integrated solution is built and supported by GOSS using the same low-code technologies provided within the GOSS Platform. It delivers highly configurable and most importantly, no-code case management functionality. Included free of charge with the Premium, Corporate and Professional levels of the GOSS Digital Platform and GOSS Self-Service, this tool provides a well-proven case management process which can be configured with additional forms to serve up a wide range of online interactive services.

Improve Case Management Efficiencies

- Joined-up working: Seamlessly transfer cases and case tasks from one department to another to resolve your customers' requests.

- Avoid bottlenecks: Process cases faster with automatic task allocation and avoid delays in resolving cases.

- Reduce admin: Enable staff to focus on delivering results for customers and reduce time spent on case management administration.

Monitor and Report the Progress of Cases

- Track case progress: Use case management dashboards to track and notify you of case progress and the number of open and closed cases.

- Keep track of SLAs: Report on cases and easily identify cases at risk of breaching SLA.

Handle Cases in a Compliant Way

- Audit cases and case progress: Easily generate reports of the time logged against cases across your organisation to use in auditing procedures.

- Reduce time spent collecting data: Use one system as your single data source of truth, eliminating the need to search various data pockets in order to gather your customer data.

- GDPR compliant case management: Ensure customers' cases are handled in a GDPR compliant manner and reduce your organisation's data retention management overhead.

Keep your Customers Updated

- With notifications and real-time updates keep customers informed of updates to their cases. Using their online account, customers can view and track case progression.

A Multitude of Uses

- Use case management to handle a variety of requests including complaints, fly-tip reporting, freedom of information, and many more.

Figure 8: Overview of GOSS Case Management capabilities.

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2.2.6 Integration Engine and Service Connectors

Integrate the GOSS Digital Platform with back-office systems to deliver end-to-end online services. Enhance your customers' online experience by connecting the GOSS Digital Platform with existing systems. Use out-of-the-box integrations to speed up online service delivery, improve customer satisfaction, and save money. Use the Platform to build and deliver integrations that meet specific service requirements.

GOSS can provide various levels of off-the-shelf 'Service Connectors' as GOSS Expansions (see section 4) to integrate with a wide range of back office and third-party systems & solutions. These provide clients with an effective and proven suite of solutions to achieve their digital aspirations within much shortened timelines. However, for clients with in-house skills and resources, the GOSS Integration Engine, included free of charge, can be used by clients, or optionally by GOSS, to create and configure connectors and integrations for a wide range of third party and back-office systems. The GOSS Integration Engine uses a microservice based technology, facilitated by End Points. The methods of integration will vary with client's functional and process requirements, the specific features of the third-party systems, and the client's technical skillset, and could include:

- Emails
- Export
- Batch

- SSO
- API (one way/two way)

- Robotic Process Automation (via integration with the RPA middleware)

Functionality characteristics include schema definitions, authentication schemas, probes, workflow, testing tools, version control, audit, timing/scheduling, and gateways.

A Broad Range of Integration Possibilities

- Integration options with the GOSS Digital Platform are endless. Connect user-centred forms with complex waste service requests, connect customer accounts to third-party systems to provide a unified customer experience, and much more.
- Link to a range of third-party systems including GIS, line of business applications, emerging technologies such as generative AI, IOT, RPA and more.

Deliver Integrations Fast

- Out-of-the-box integration connectors enable your organisation to connect the GOSS Digital Platform with existing systems at speed: No technical knowledge or setup is required, simply use a connector to quickly integrate.

Tailor-Made Customer Services

- Create cloud-based solutions to push data into the systems you choose: Easily build your own integrations to meet your organisations' specific online service requirements.

Integration Engine Included as Standard

- The GOSS Platform comes equipped with a free integration engine, enabling your organisation to deliver a range of integrations from the get-go. Talk to a range of APIs (REST, SOAP, XML), direct to databases, or webhooks.

Figure 9: Overview of GOSS Integration capabilities.

"We have been impressed with the ease of integrating GOSS with other tools and platforms. The API and integration tools provided are well documented and intuitive, making the integration process simple and straightforward.

We have been able to integrate many of our existing systems, streamlining our workflow and improving our overall efficiency.**"**

ICT Developer/Integrator
Powys County Council / Cyngor Sir Powys
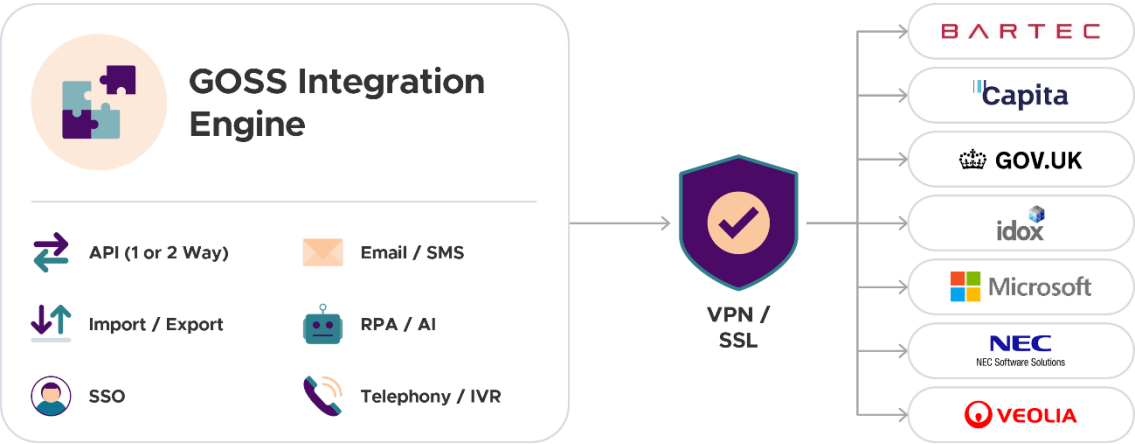
Figure 10: The GOSS Integration Engine provides a range of methods to suit various third-party systems. Example API workers include postcode lookups, SharePoint connectors, authentication services, mygov.scot connector. A selection of example integrations are shown on the right. Please note that new connectors are being added all the time - contact GOSS with details of your specific integration requirements to discuss further.
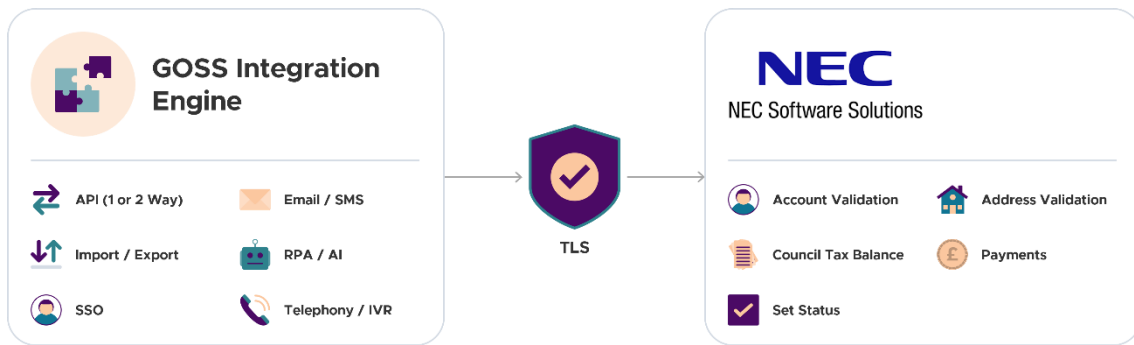
Figure 11: Integration Case Study - East Renfrewshire Council configured a NEC (Northgate) Revenues and Benefits connector using the GOSS Integration Engine, to enable citizens to authenticate, view, retrieve and pay their Council Tax. Using the ORBIS Web Service, the East Renfrewshire Council team defined a series of End-Points to securely call and return data against a citizen's account. This allowed the Council to replace their existing and separately managed Council Tax account service, enabling them to provide a single unified customer interface, improving the citizen's online experience, whilst making operational savings.
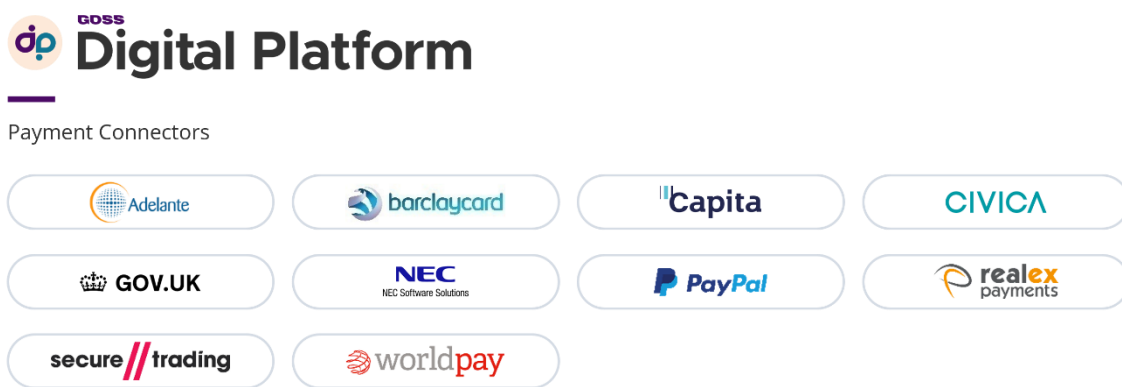
Figure 12: A range of GOSS Payment Connectors are available - we are always adding to the list, so contact us with any queries.

2.2.7   Administration, Analytics and Search

Get the most from your platform and digital services by reviewing data metrics. Securely export relevant data for review in specialist third party tools. The GOSS Platforms use the best of breed Apache SOLR open-source search solution for effective search in the backend Platform, and front-end sites and portals. Functions will vary with the relevant GOSS Platform.

Enable Fast Searching for Customers and Staff

- No need for separate search tools on your site.
- Filtered searching makes it quick for staff or site users to find information.
- Effective search results: content is indexed as it is created.
- Quicker content editing using the iSuggester tool - relevant content is suggested to the editor.
- SEO supported and Search Boost functions increase/decrease search values.

Report Site and Service Performance

- Report against KPIs: Easily understand digital transformation performance against KPIs and use data to improve online services.

- Performance dashboards: Visualise service performance with a range of out-of-the-box performance dashboards.
- Gain insight and understand how your customers are using your site/online service: Quick access to website stats using third party analytics tools.

Use for Compliance and Auditing

- Make business audits easier: Automation enables the easier reporting of services and customers' data for auditing and compliance purposes.
- Reduce time spent collecting data: All data, information, and processes are contained within one system, eliminating the need to locate information across various disparate systems.

Secure Management

- Efficient, central, and secure management: control system settings and housekeeping tasks.
- Secure user management: control users/groups data and functionality access.
- GDPR Management and data retention tools to capture and manage appropriate customer data.

Figure 13: Overview of GOSS Administration, Analytics and Search capabilities.

> **"Excellent value for money and importantly the product is** simple to use and does not require us to be heavily dependent **on GOSS."**
>
> **Customer Service and Digital Delivery Manager**
> Sunderland City Council

2.2.8 Expansions

Please refer to Section 4 for more detail on available Expansions and which GOSS Platform they are available for.

2.2.9   Website and Portal Themes

Clients are provided with a choice of best practice, device responsive and accessible site theme for their website or portal; these can be seen on the GOSS website and will be branded with client logo and corporate colours as part of onboarding configuration. Themes include a range of standard templates (will vary with Software Service purchased), which are used to control the layout of content and functionality of each page – examples include default, home, panel, list, search, document, forms, MyAccount etc, and will provide a consistent look and feel across your site. GOSS Digital Platform and GOSS Self-Service clients are also provided with the GOSS Chill Theme to deliver their staff-focussed site used to manage customer service requests and facilitate assisted-service.

GOSS Digital Platform and GOSS Content clients may:

- Re-use, re-purpose and re-configure the GOSS Theme for additional subsites they create, with logos/colours as required, using standard CSS skills via 'skins.'
- Purchase additional GOSS Themes as GOSS Expansions, for use in further sites/subsites/microsites.

GOSS Self-Service and GOSS Forms clients may:

- Create additional forms subsites/portals in line with their initial GOSS Platform fair usage agreement (i.e. to sit alongside their existing third-party CMS driven websites), and re-purpose & re-configure the initial GOSS Theme with logos/colours as required, using standard CSS skills.
- Purchase additional GOSS Themes as GOSS Expansions, for use in the above forms subsites/portals.

In addition to GOSS Themes, clients can commission the specialist GOSS Creative Team for optional creative consultancy around new site designs and theme styling; please see the Digital Marketplace for full details.
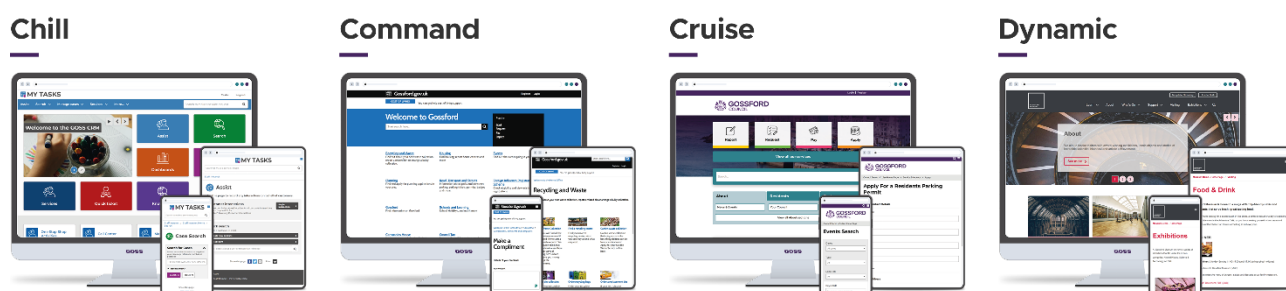
Figure 14: Selection of out of the box, best practice, device responsive and accessible website GOSS Themes.
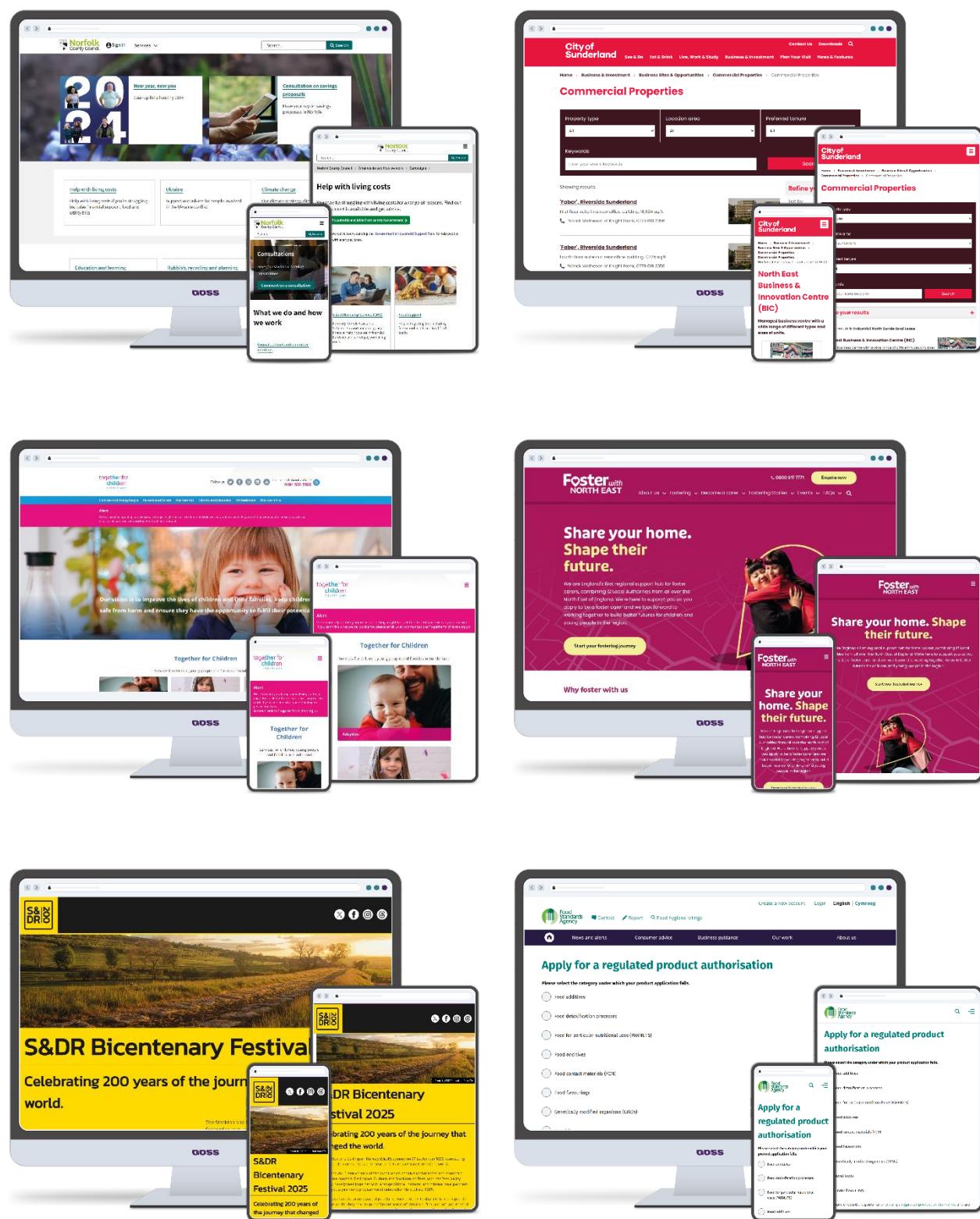
Figure 15: A selection of GOSS client websites - all responsively designed with various GOSS Themes styled for a different look and feel.

3 The GOSS Platform

Digitise services, enhance business efficiencies, and deliver a seamless online user experience. Provide your organisation with the tools it needs to deliver successful digital transformation. Use the GOSS Digital Platform to build, deliver, and manage online services and websites. Increase customer satisfaction by enabling customers to self-serve online. Automate business processes and connect existing systems with the Digital Platform to deliver a seamless digital offering.

Improve Customer Satisfaction with Self-Service

- Empower customers: Enable customers to submit requests, find information, and make payments online.
- Improve customer support: Reduce inbound customer support calls and redirect resources into resolving customer requests.

Support Online Service Provision with Forms

- Automate processes: Replace manual tasks with forms to eliminate the need for inefficient data re-keying.
- Build forms your way: Choose from a range of field types to deliver the forms your customers want.

Easy Content and Website Management

- Manage multiple sites: Use one platform to look after multiple websites, intranets, and/or microsites.
- Website themes and templates: Use WCAG compliant GOSS Themes to bring style and consistency to your sites.
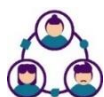
Automate Tasks with Case Management

- Increase customer response times: Use case management to automate case tasks and avoid service delivery bottlenecks.
- Joined-up working: Resolve customer requests and transfer case tasks to relevant teams and/or departments.

Integrate with Third-Party Systems

- End-to-end services: Connect the Digital Platform with your existing systems to enhance and streamline your online service provision.
- Services that meet your needs: Meet specific service requirements by using out-of-the-box integrations or build them yourself.

Report the Performance of Services

- Report against KPIs: Easily understand digital transformation performance against KPIs and use data to improve online services.
- Performance dashboards: Visualise service performance with a range of out-of-the-box performance dashboards.

Use for Compliance and Auditing

- Make business audits easier: Automation enables the easier reporting of services and customers' data for auditing and compliance purposes.
- Reduce time spent collecting data: All data, information, and processes are contained within one system, eliminating the need to locate information across various locations.

The GOSS Digital Platform software services are based upon the leading and proven GOSS Digital Platform solution used by a wide range of public sector organisations across the UK. This series of GOSS cloud software services enables clients to deliver websites or citizen portals for online service delivery. These can vary from fully interactive websites with a citizen 'MyAccount' and online transactional capabilities, a citizen self-service portal to sit alongside your existing corporate website, comprehensive online electronic forms, or simply a well-designed responsive and accessible website or intranet. The following sections explain each GOSS software service in more detail.

> **"Excellent value for money and importantly the product is simple** to use and does not require us to be heavily dependent on GOSS."
>
> **Customer Service and Digital Delivery Manager**
> Sunderland City Council

3.1 GOSS Digital Platform
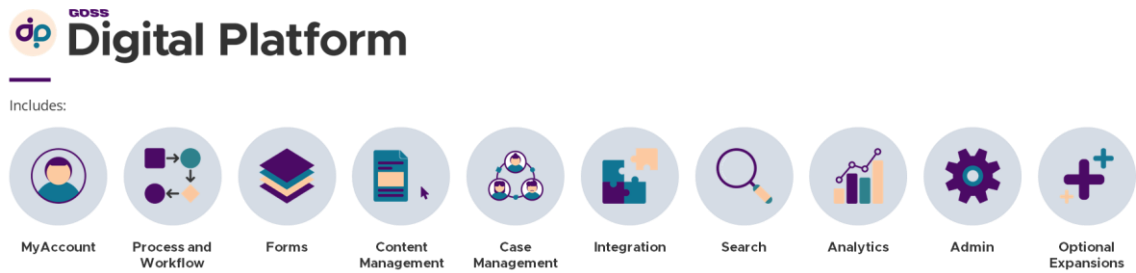
Developed in partnership with and for the public sector, the flagship GOSS Digital Platform includes powerful low-code and no-code tools which provide efficient online capabilities for digital self-service and assisted-service transactions. Importantly, there are no limits or restrictions on the number of users, sites, and subsites a client may have (see fair usage terms in section 3.5). GOSS Digital Platform sites can have a range of content, thus creating an immersive, rich, and engaging digital experience for citizens and staff alike. This cloud software service delivers all core functionality capabilities shown in the diagram above and listed in the table in section 2.2. This includes:

- MyAccount Self-Service: CRM-lite for citizens to manage and monitor their online transactions, and 'Assisted-Service' for staff to manage cases and act on the customers behalf where required.
- Process & Workflow: to create engaging and efficient online processes for citizens and staff.
- Forms: to easily create device responsive and accessible online forms for site users.
- CMS: to manage a wide range of website/intranet content and subsites.
- GOSS Case Management solution, now included as standard, in the top 3 software service levels, for the most efficient configuration of new case-based digital services.
- GOSS Integration Engine: to create and configure third party integrations to ultimately deliver end-to-end process-based digital service transactions.

Also included are a range of functions to effectively manage and configure the solution, users and groups, search, and analytics.

"We can now build our own processes. We liaise with departments and consider customer feedback to build something completely bespoke to our requirements. That's ultimate flexibility."

Channel Access Manager
Powys County Council/Cyngor Sir Powys

Optional GOSS 'Expansions' provide additional functionality which can include further flexible, adaptable no-code capabilities or off–the-shelf business functionality. Examples include the powerful GOSS Case Management module (included as standard with 'Premium/ Corporate/ Professional' level GOSS Digital Platform) for the accelerated delivery of client-configured CRM services, payment connectors to provide online payment capabilities, and booking modules/expansions to enable online bookings and much more. Please see section 4 for more information on GOSS Expansions and refer to section 2.2.5 for details of the included GOSS Case Management solution.

The GOSS User Community shares best practice digital services which can be reused by clients as required. All these digital services can be configured and deployed on a service-by-service basis in an agile fashion, gaining staff and citizen buy-in and delivering quick wins, rather than waiting for the protracted 'big bang' CRM rollouts of the past.

3.1.1   Recommended Deployment and Training Services

GOSS typically recommends 20-30 onboarding Cloud Support Service days to deliver the initial site/solution configuration. The number depends upon the GOSS Digital Platform level selected and your specific project requirements. Please contact GOSS to discuss your project, so that refined estimates can be provided. Cloud Support Service days may also be required for additional project management, training, and theme/portal configuration. It is worth considering any unused onboarding days may be repurposed towards the next phase of the client's digital transformation process.

Depending upon your specific planned use of the GOSS Digital Platform Software Service, and the skills and resources available at your organisation, GOSS will work with you to recommend a programme of appropriate knowledge transfer training courses to ensure you are fully empowered to deliver your digital aspirations and goals. The final specific courses and course quantities will be based on the skill levels and numbers of trainees determined during this initial training consultation.

3.1.2   Additional Information on GOSS Digital Platform

Please refer to section 4 for available Service Expansions, section 5 for Professional Services details, and section 6 for additional service information.

"We've had many, many, challenges since the pandemic started and the GOSS Platform has given us the platform to quickly deploy incredibly important services to our customers and **residents. We've serviced over 6,000 grant applications alone."**

Web Developer
Breckland Council
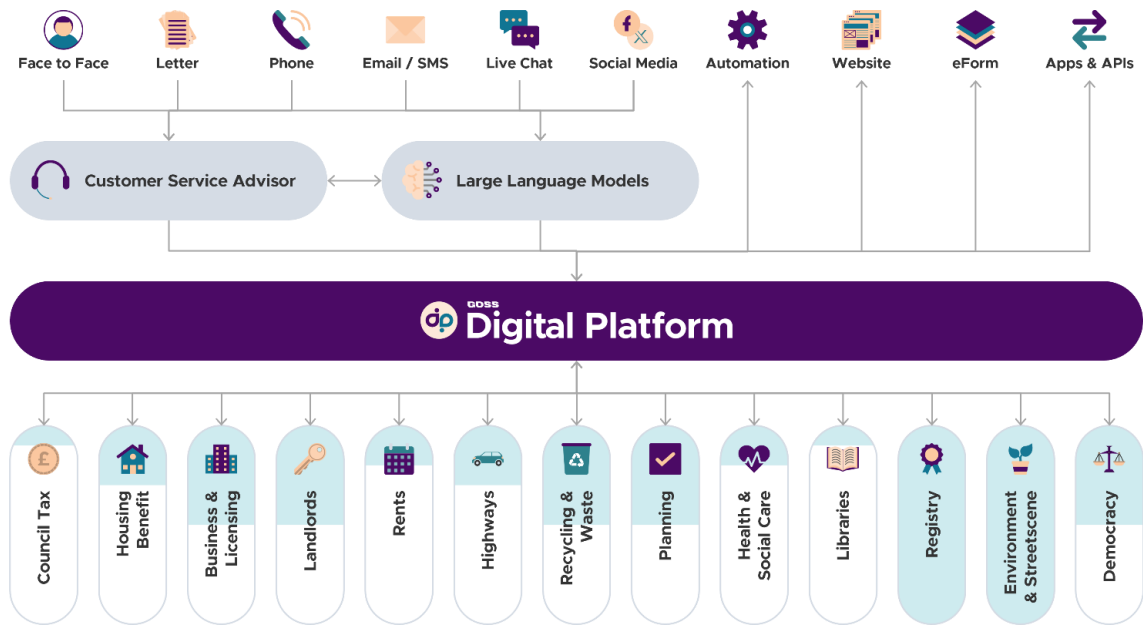
Figure 16: The GOSS Digital Platform supports the rethinking of Public Sector Digital Services. In this Local Authority example, the GOSS Digital Platform enables structured interactions to take place via self-service (website and eForms with optional APIs connecting to back-office systems). Unstructured communications are managed by a combination of generative AI solutions including 'human in the loop' methods as well as Customer Service Agents using the assisted-service portal. Where appropriate, agents can direct citizens to the appropriate online form to enable them to self-serve more efficiently.

Shown above, within a Local Authority environment, the GOSS Digital Platform supports the delivery of a wide range of online services. It can be configured by clients themselves (or optionally by GOSS), to meet specific business process requirements. The same principles apply to other client sectors: Police, NHS, Housing, Central Government etc.
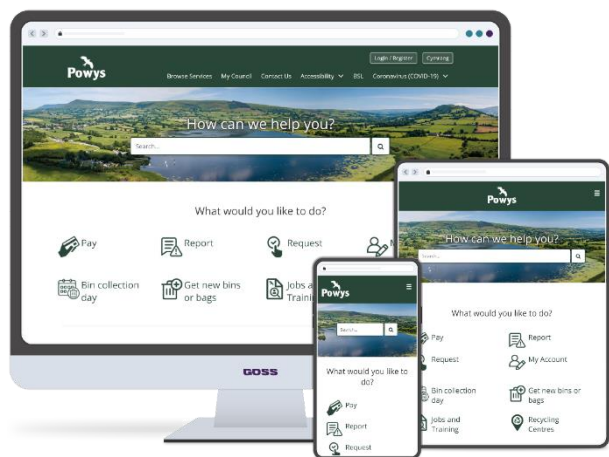
Figure 17: The Powys County Council GOSS Digital Platform sites, include a range of digital services designed, built, and configured by the Powys team using low-code tools. In the first 6 months of online service delivery within Waste Services, they delivered a 75% cost reduction.
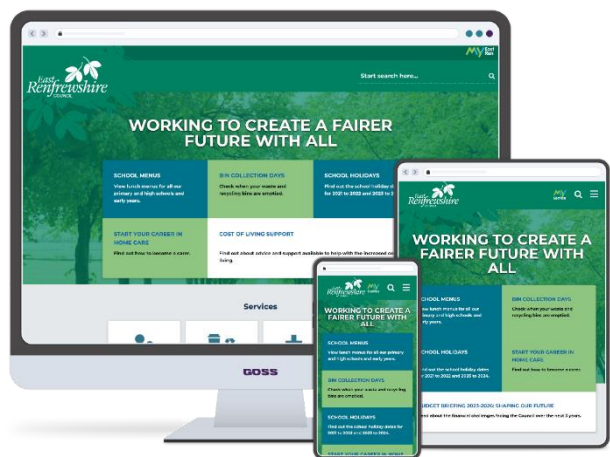
Figure 18: The main East Renfrewshire site shown has several subsites managed centrally by the GOSS Digital Platform. The GOSS Bookings Expansion enables the Council to manage many events as well as safely and efficiently control capacity at Recycling Centres.
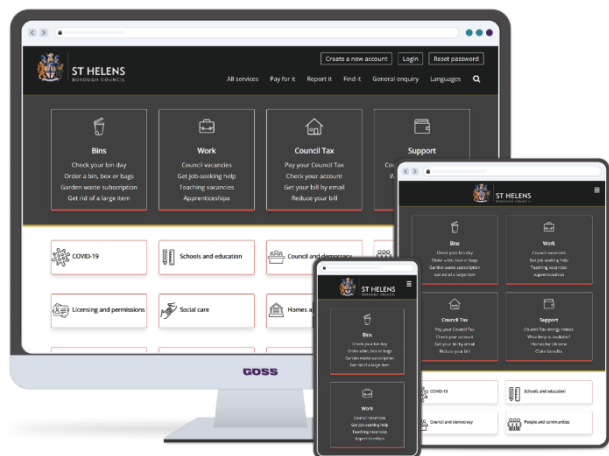
Figure 19: The St Helens Borough Council website uses the GOSS Digital Platform to deliver a range of content and online services.
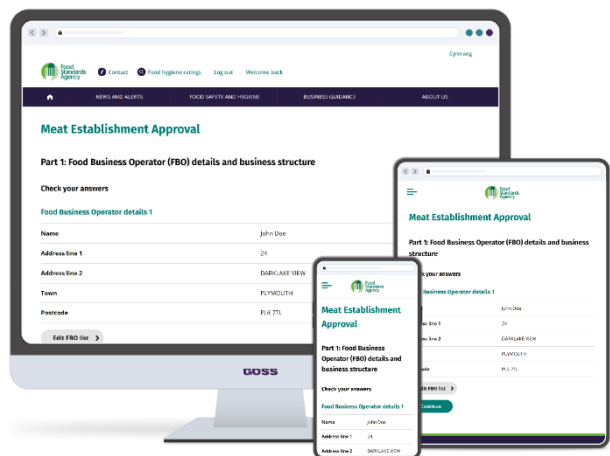
Figure 20: The Food Standards Agency use the GOSS Platform to deliver a range of digital services.
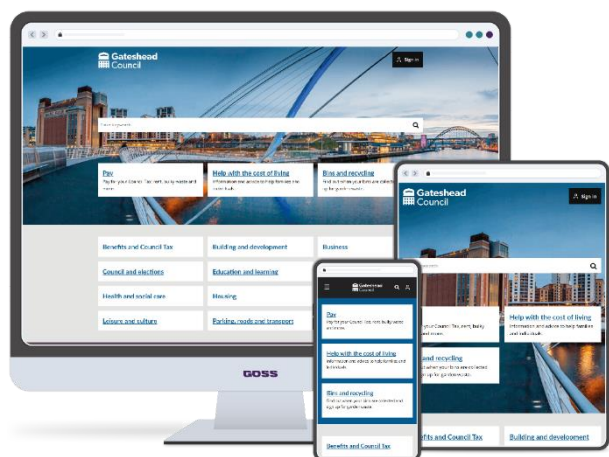
Figure 21: The main Gateshead Council website, with GO Gateshead (right) running from the GOSS Digital Platform, along with several other subsites.
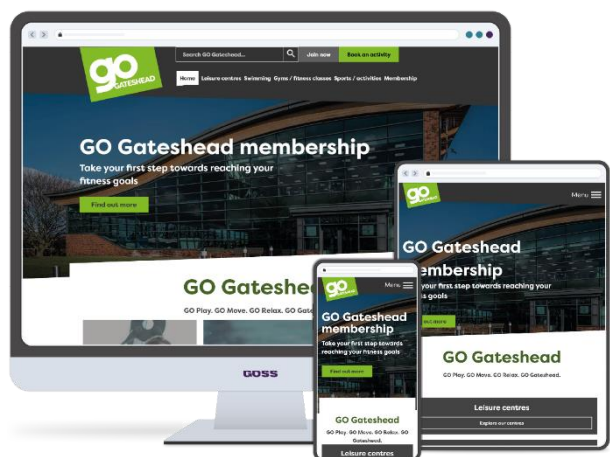
Figure 22: The GOSS Digital Platform in action on the 'Go Gateshead' leisure services site, which delivers a mobile-first experience, with the integrated GOSS Bookings expansion for sports activities and class booking.

3.2 GOSS Self-Service
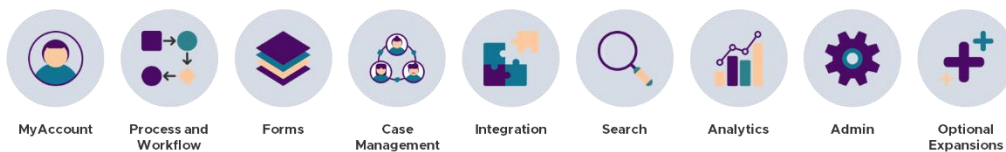
The powerful GOSS Self-Service Platform provides Public Sector clients with low-code tools to design, build and configure flexible forms, process workflows and integrations, which deliver online customer transactions via citizen self or assisted-service, ultimately reducing organisation operational costs. Importantly, there are no limits or restrictions on the number of users a client may have (see fair usage terms in section 3.5). This cloud software service delivers the core functionality capabilities highlighted in the graphic above and as detailed in the section 2.2 with the exception of CMS, although this could be added as an Expansion at a later stage if needed. This Platform is aimed at those clients wishing to keep their existing CMS and website. Functionality modules provided include:

- MyAccount: CRM-lite Self-Service for citizens to manage their online transactions, and 'Assisted-Service' for staff to act on their behalf where required.
- Process & Workflow: to create engaging and efficient online processes for citizens and staff.
- Forms: to easily create device responsive and accessible online forms
- The GOSS Case Management configuration toolkit, now included as standard, in the top three software service levels, for the fast, easy, and efficient configuration of new case-based digital services.
- GOSS Integration Engine: to create and configure third party integrations to ultimately deliver end-to-end process-based digital service transactions.

Also included are a range of functions to effectively manage and configure the solution, users and groups, search, and analytics. Used by clients to deliver a CRM experience to their citizens and staff, the GOSS Self-Service Platform low-code and no-code tools can be used to configure and deliver a rich, intuitive, yet flexible self-service customer portal. Operational savings can be made through efficient service delivery, central single customer view, and seamless end-to-end integrated processes. As well as clients taking ownership of their own digital services, GOSS can support those clients who have limited technical resources, to configure new integrated digital services, and is pleased to work in partnership with clients to deliver successful digital outcomes.

Optional GOSS 'Expansions' provide additional functionality which can include further flexible, no-code capabilities or off–the-shelf business functionality. Examples include the powerful GOSS Case Management module (included as standard with Premium/ Corporate/ Professional level GOSS Self-Service) for the accelerated delivery of client-configured CRM services, payment connectors to provide online payment capabilities, and booking modules/expansions to enable online bookings and much more. Please see section 4 for more information on GOSS Expansions and refer to section 2.2.1 for details of the included GOSS Case Management solution.

The GOSS User Community shares best practice digital services which can be reused by clients as required. All these digital services can be developed and deployed on a service-by-service basis in an agile fashion, gaining staff and citizen buy-in and delivering quick wins, rather than waiting for the protracted 'big bang' rollouts of the past.

> **"There has been a large decrease in the number of calls received by office staff due to the self-service nature of online services. There has also been a significant reduction in administration for office staff as crews can manage their own workload and the service is now fully paperless which is helping in our drive to be more eco-friendly.**
>
> **We continue to work with GOSS to further develop new features based on our residents needs and they have always been very professional and accommodating with any requests."**
>
> **Transformation Project Officer**
> Antrim and Newtownabbey Borough Council

3.2.1   Recommended Deployment and Training Services

GOSS typically recommends 15-25 onboarding Cloud Support Service days to deliver initial portal/solution configuration. The volume depends upon the GOSS Self-Service Platform level selected and your specific project requirements. Please contact GOSS to discuss your project, so that refined estimates can be provided. Cloud Support Service days may also be required for project management, training, and theme/portal configuration. It is worth considering any unused onboarding days may be repurposed towards the next phase of the client's digital transformation process.

Depending upon your specific planned use of GOSS Self-Service, and the skills and resources available at your organisation, GOSS will work with you to recommend a programme of appropriate knowledge transfer training courses. The final specific courses and course quantities will be based on the skill levels and numbers of trainees determined during this initial training consultation. Please see the GOSS website for the latest training information.

3.2.2   Additional Information on GOSS Self-Service

Please refer to section 4 for available Service Expansions, section 5 for Professional Services details, and section 6 for additional service information.
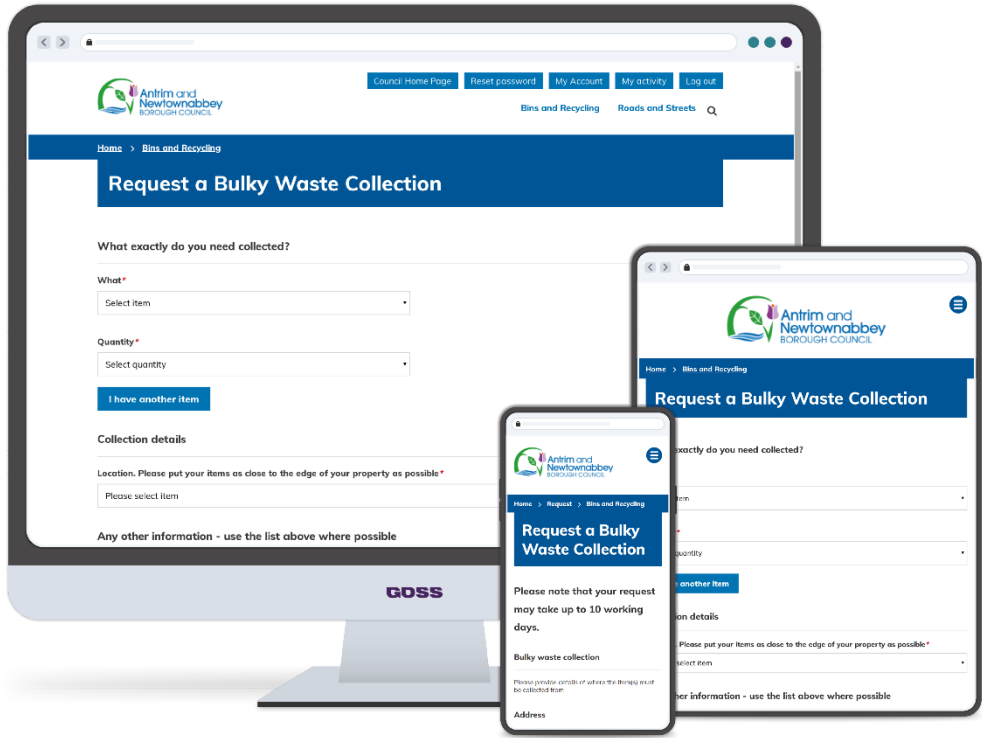
Figure 23: Procured via G-Cloud, Antrim and Newtownabbey Borough Council are using the GOSS Self-Service solution to provide a range of online services to their citizens.

"The concept of sharing and re-use amongst Local Authorities is actively encouraged and supported by GOSS and we have already benefited from solutions developed and shared by other Councils**."**

Contact Centre Manager
Suffolk County Council

3.3 GOSS Digital Platform: Forms
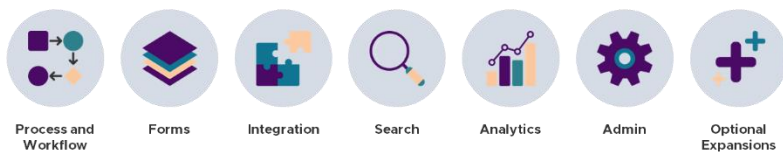
The GOSS Forms Platform provides Public Sector clients with low-code tools to design, build and configure flexible forms which are delivered by a forms portal/site. Importantly, there are no limits or restrictions on the number of users, sites, and subsites a client may have (see fair usage terms in section 3.5). This cloud software service delivers the core functionality capabilities highlighted in the graphic above and as detailed in the section 2.2 with the exception of My Account, Assisted Service and CMS. Functionality modules provided include:

- Process & Workflow: to create engaging and efficient online forms for citizens and staff.
- Forms: to easily create device responsive and accessible online forms.
- GOSS Integration Engine: to create and configure third party integrations to deliver form data to your back-office systems.

With this GOSS Platform choice, you can design and deliver online electronic forms for your citizens, customers, or staff to access via an online form portal. Easy to use low-code drag and drop functionality enables users to create simple, multi-page and intelligent forms. Integration with third party/back-office systems is configured via the included GOSS Integration Engine. For clients wanting to add forms to their website or intranet, without the GOSS MyAccount functionality included in the GOSS Digital Platform/GOSS Self-Service Platform, then GOSS Forms is the software service to choose, ensuring clients only pay for the service functionality required.

The GOSS Forms Platform enables a wide range of public sector organisations (i.e. Local Authorities, Central Government, Police, NHS, housing etc) to design, create and replicate, sophisticated, effective online forms. The user-friendly drag and drop interface enables quick form design and build, with a range of styling options and more advanced features like location maps and (optional) payment connectors. It is quick and easy to deliver online forms to your customers with the GOSS Forms software service. Forms are published into a modern, device-responsive, and accessible portal, enabling your customers to complete and submit forms at a time to suit them, via a mobile, tablet or desktop. Forms designers do not have to be technical developers and can use the drag & drop interface and visual code editor to create a wide range of dynamic and single/multipage forms. The GOSS Integration Engine included with the software service can be used to automatically send emails, save data, or securely link form data with back-office systems via integration End Points.

Also included are a range of functions to effectively manage and configure the solution, users and groups, search, and analytics.

Optional GOSS 'Expansions' provide additional functionality which can include further flexible, adaptable no-code capabilities or off–the-shelf business functionality. Examples include a CMS/Staff Site add-on, payment connectors to provide online payment capabilities, dashboards, and booking modules/expansions to enable online bookings, upgrades to Self-Service and much more. Please see section 4 for more information on GOSS Expansions.

The GOSS User Community shares best practice digital services which can be reused by clients as required. All these digital services can be configured and deployed on a service-by-service basis in an agile fashion, gaining staff and citizen buy-in and delivering quick wins, rather than waiting for the protracted 'big bang' CRM rollouts of the past.

> **"**GOSS has a mature set of products, that was the key thing really, the set of capabilities it has. Other companies have that too, but GOSS have a more flexible approach and a good tool set.**"**
>
> **Digital Innovation Team**
> Surrey County Council

3.3.1   Recommended Deployment and Training Services

GOSS typically recommends 12-15 onboarding Cloud Support Service days to deliver initial portal/solution configuration. The volume depends upon the GOSS Forms Platform level selected and your specific project requirements. Please contact GOSS to discuss your project, so that refined estimates can be provided. Cloud Support Service days may also be required for project management, training, and Theme/portal configuration. It is worth considering any unused onboarding days may be repurposed towards the next phase of the client's digital transformation process.

Depending upon your specific planned use of the GOSS Forms Platform, and the skills and resources available at your organisation, GOSS will work with you to recommend a programme of appropriate knowledge transfer training courses. The final specific courses and course quantities will be based on the skill levels and numbers of trainees determined during this initial training consultation. Please see the GOSS website for the latest training information.

3.3.2   Additional Information on GOSS Forms

Please refer to section 4 for available Service Expansions, section 5 for Professional Services details, and section 6 for additional service information.

"We've only worked with the forms solution but the experience in onboarding and delivery has been good. So congratulations to the project team that supported us in the transition!"

Digital Delivery Manager
Cardiff Council
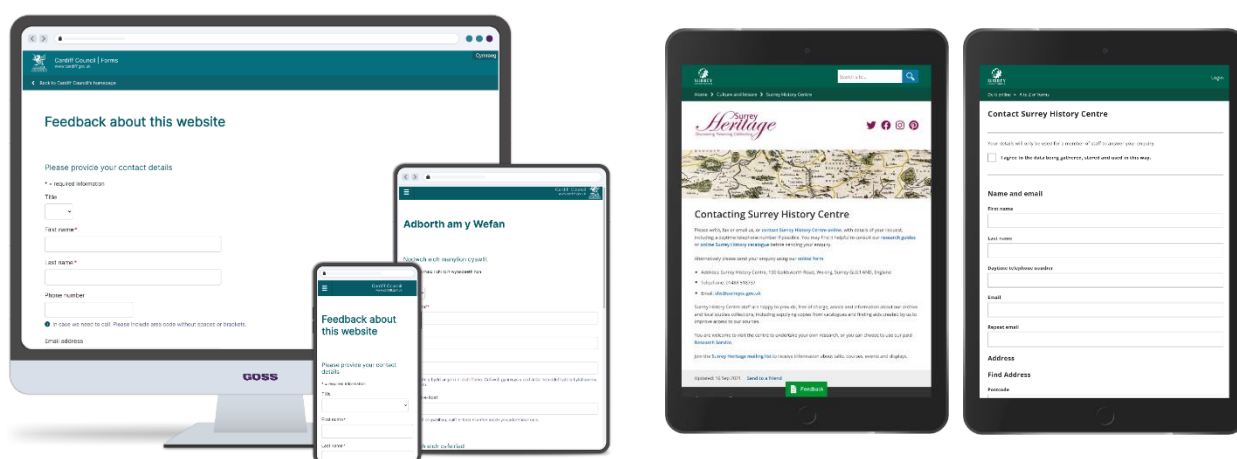
Figure 24: (L) Cardiff City Council dual language forms displayed responsively. (R) The main Surrey CC site and (R) The GOSS Forms site - the similar look and feel helps to provide a seamless customer experience.

"All the people we have worked with at GOSS from our assigned PM, technical lead, "live" support admins to UX and form developers have all been 100% professional, experts in their areas, helpful and approachable. This is almost unique in my experience of working with businesses where, often, the main **expert disappears the minute they have their purchase order."**

Team Manager
Surrey County Council

3.4 GOSS Digital Platform: Content

GOSS Digital Platform

Content Option

Includes:

Content Management	Integration	Search	Analytics	Admin	Optional Expansions
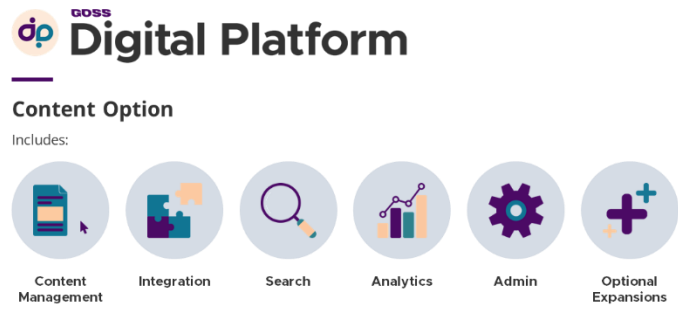
The GOSS Content software service is a well proven, comprehensive and powerful browser-based Content Management System (CMS) built on open standards and is used by a wide range of Public Sector organisations including Local Authorities/Councils & Central Government, Police Authorities, NHS, Housing and Schools, for website and intranet management. There are no limits or restrictions on the number of users, sites, and subsites a client may have (see fair usage terms in section 3.5).

GOSS Content provides the secure management of website/intranet content such as text articles, imagery, videos, documents, metadata, polls, links and more. The software service includes configurable approval workflows and powerful granular user management to ensure only appropriate content is published and accessed by suitable users. Website and intranet designs are modern, device responsive and WCAG 2.2 accessible, and clients can choose from a selection of proven best practice design Themes. The GOSS Creative Team provide a full suite of design services which can be provided as an option to deliver design enhancements as well as eye catching and engaging custom-styled designs. The GOSS Integration Engine included within the solution, enables integration with a wide range of third-party systems which can be undertaken by clients or optionally by the GOSS team, if required.

GOSS Content sites can have a range of content, thus creating an immersive, rich, and engaging digital experience for citizens and staff alike. The GOSS Content software service provides a range of CMS functionality as listed in section 2.2 and identified in the graphic above. For clients wishing to deliver a content managed website which includes online digital forms, business process builder fully encompassed with a customer 'MyAccount,' please refer to the GOSS Digital Platform Service in section 3.1.

> **"**The CMS enables us to create bilingual content using a variety of templates. Customer feedback has said that our content is clear and uncluttered**."**
>
> **Digital Access Manager**
> Powys County Council / Cyngor Sir Powys

Optional GOSS 'Expansions' provide additional functionality for your site(s), as well as service upgrades and enhancements. Please see section 4 for more information on GOSS Expansions.

> **"**Having a ready-made theme to use has been so helpful, this is a really big tick against GOSS's offering**."**
>
> **"**Everything was delivered on time and to a high standard. We got useful input from GOSS on how to structure and design the site, which looks fantastic, and we hit very few issues along the way. The project was well managed, design standards were high and the site does what we want!**"**
>
> **ICT Project Manager**
> New Forest District Council

3.4.1   Recommended Deployment and Training Services

GOSS typically recommends 10-15 onboarding Cloud Support Service days to deliver initial portal/solution configuration. The volume depends upon the GOSS Content platform level selected and your specific project requirements. Please contact GOSS to discuss your project, so that refined estimates can be provided. Cloud Support Service days may also be required for project management, training, and theme/portal configuration. It is worth considering any unused onboarding days may be repurposed towards the next phase of the client's digital transformation process.

Depending upon your specific planned use of the GOSS Content Software Service, and the skills and resources available at your organisation, GOSS will work with you to recommend a programme of appropriate knowledge transfer training courses. The final specific courses and course quantities will be based on the skill levels and numbers of trainees determined during this initial training consultation.

> **"**Honesty, integrity and excellent communications. The ongoing, nurturing relationship between GOSS and GOSS' clients is really valuable; local authorities are often in the same boat, so knowing GOSS has a genuine understanding of our needs, and actually listens, is really important. Being able to meet other GOSS clients through the fortnightly catch-ups and slack channel is great too!**"**
>
> **Digital Services Team Leader**
> Lewes and Eastbourne Councils

3.4.2   Additional Information on GOSS Content

Please refer to section 4 for available Service Expansions, section 5 for Professional Services details, and section 6 for additional service information.

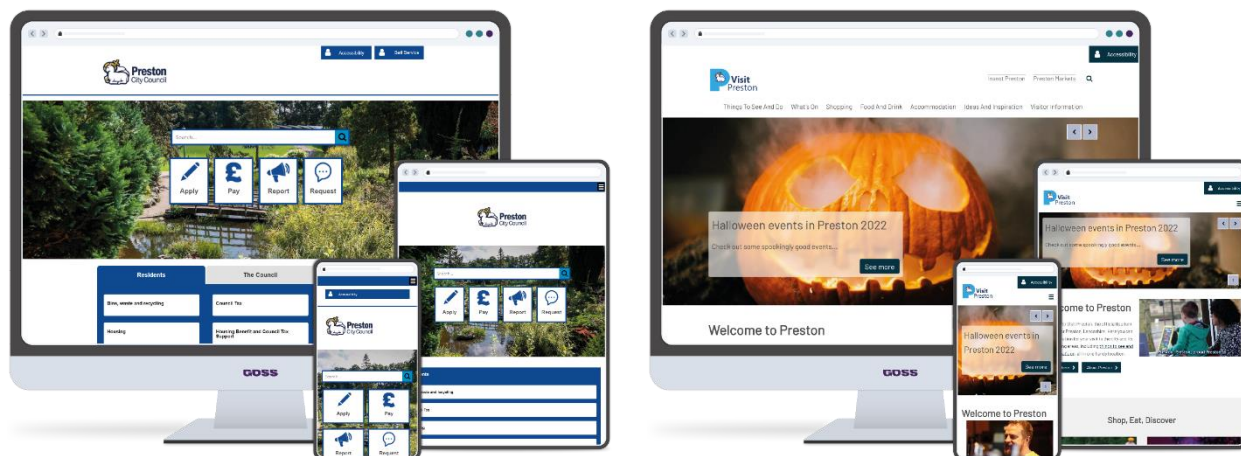*Figure 25: Preston City Council's websites have helped improve accessibility – a case study is available on the GOSS website.*

Figure 26: (L) The team at South Tyneside Council configured the site styling for their new SEND Local Offer subsite themselves using CSS and an out-of-the-box GOSS Theme. (R) This vibrant and engaging site for the Swansea Grand Theatre is a subsite delivered by the Swansea City Council GOSS Platform.

3.5 GOSS Platforms: Service Levels and Support Service Plans

The table below, provides additional detail to the tables shown in the GOSS pricing document. GOSS Platforms software service levels can be upgraded within the contract term - please refer to the GOSS Expansions in section 4. GOSS Support Service Plans (section 3.5.2 below) can also be upgraded if required – again, please refer to the GOSS Expansions in section 4.

3.5.1   GOSS Platforms: Software Service Levels

GOSS are aware that clients have differing needs depending on the size of their organisation and the demands placed upon them by their community - as such, flexibility of choice in platform options to best fit those requirements is essential. It is for this reason GOSS offer such a wide array of different platform choices to meet client's specific needs better. Unlike other suppliers, GOSS choose not to restrict users, features, and functionality on the smaller implementations, rather GOSS take a pragmatic consideration as what typical support levels clients may need depending on their size and demand and then price accordingly. Clients can choose the most appropriate software level to meet their needs and can upgrade that chosen software within the contract term as a variation to the call-off agreement e.g. upgrade from Lite to Professional.

Environments: All GOSS Platform Services come with a requisite number of environments based on GOSS' understanding of the customer specific requirement. These may include shared development environment, a staging/pre-production environment, and a live production environment and a Disaster Recovery environment. (In certain circumstances the staging environment is configured to reflect the live environment however this is internally-facing only.)

Level	Lite	Professional	Corporate	Premium
Fair Usage Guidelines	**No limits to number of staff or customer users** Recommended for organisations supporting <100,000 citizens Anticipated site interactions (content only) 50,000/month Anticipated forms interactions 12K/month Additional fees may apply: see Fair Usage Fees in Pricing Doc (section 4)	**No limits to number of staff or customer users** Recommended for organisations supporting 100,000-150,00 citizens Anticipated site interactions (content only) 100,000/month Anticipated forms interactions 24K/month Additional fees may apply: see Fair Usage Fees in Pricing Doc (section 4)	**No limits to number of staff or customer users** Recommended for organisations supporting 150,000–250,000 citizens Anticipated site interactions (content only) 250,000/ month Anticipated forms interactions 56K/month Additional fees may apply: see Fair Usage Fees in Pricing Doc (section 4)	**No limits to number of staff or customer users** Recommended for organisations supporting 250,000-450,000+ citizens Anticipated site interactions (Content only) 350,000/ month Anticipated forms interactions 100K/month Additional fees may apply: see Fair Usage Fees in Pricing Doc (section 4)
Cloud Hosting Details	GOSS service delivered within a defined environment	GOSS service delivered with improved resilience	GOSS service delivered with failover facilities, offering enhanced availability and enhanced resilience	GOSS service delivered with extended failover facilities, offering high availability within a high resilience environment
	Up to 100 GB storage per month	Up to 250 GB storage per month	Up to 300 GB storage per month	Up to 600 GB storage per month

Shared Database	Shared Database (GOSS Forms and GOSS Content) Dedicated Database (GOSS Digital Platform and GOSS Self-Service	Shared Database & Load Balancer (GOSS Forms and GOSS Content) Dedicated Database & Load Balancer (GOSS Digital Platform and GOSS Self-Service)	Shared Database & Load Balancer (GOSS Forms and GOSS Content) Dedicated Database & Load Balancer (GOSS Digital Platform and GOSS Self-Service)
Access to GOSS hosted/non-supported single server shared development environment. Up to 5 SSL site certificates provided using GOSS services – additional SSL's available via GOSS Service Management Expansions	Access to GOSS hosted/non-supported single server shared development environment. Up to 5 SSL site certificates provided using GOSS services – additional SSL's available via GOSS Service Management Expansions	Access to GOSS hosted/non-supported single server shared development environment. Up to 5 SSL site certificates provided using GOSS services – additional SSL's available via GOSS Service Management Expansions	Access to GOSS hosted/non-supported single server shared development environment. Up to 5 SSL site certificates provided using GOSS services – additional SSL's available via GOSS Service Management Expansions
Intrusion detection & prevention. Dedicated secure private networks Managed service wrapper delivered by experienced and expert engineers based on the Lite GOSS Support Service Plan (see 3.5.2). Upgrades to these plans are available	Intrusion detection & prevention. Dedicated secure private networks Managed service wrapper delivered by experienced and expert engineers based on the Professional GOSS Support Service Plan (see 3.5.2). Upgrades to these plans are available	Intrusion detection & prevention. Dedicated secure private networks Managed service wrapper delivered by experienced and expert engineers based on the Corporate GOSS Support Service Plan (see 3.5.2). Upgrades to these plans are available	Intrusion detection & prevention. Dedicated secure private networks Managed service wrapper delivered by experienced and expert engineers based on the Premium GOSS Support Service Plan (see 3.5.2). GOSS would be happy to discuss and price individual upgrade use cases as required

Disaster Recovery	Basic GOSS DR RTO: Best Endeavours RPO: 24 hours *Other options available*	**GOSS Forms & GOSS Content**: Basic RTO: Best Endeavours RPO: 24 hours **GOSS Self-Service and GOSS Digital Platform**: Standard RTO: 10 hours RPO: 24 hours *Other options available*	**GOSS Forms & GOSS Content**: Standard RTO: 10 hours RPO: 24 hours **GOSS Self-Service and GOSS Digital Platform**: Corporate RTO: 6 hours RPO: 12 hours *Other options available*	**GOSS Forms & GOSS Content**: Standard RTO: 10 hours RPO: 24 hours **GOSS Self-Service and GOSS Digital Platform**: Premium RTO: 4 hours RPO: 8 hours *Other options available*
VPN	Included in GOSS Forms GOSS Self-Service & GOSS Digital Platform Services	Included in GOSS Forms GOSS Self-Service & GOSS Digital Platform Services	Included in GOSS Forms GOSS Self-Service & GOSS Digital Platform Services	Included in GOSS Forms GOSS Self-Service & GOSS Digital Platform Services
Access to refresher training content	1.5 days/3 sessions per year	1.5 days/3 sessions per year GOSS Digital Platform: 2 days/4 sessions per year	2 days/4 sessions per year	2 days/4 sessions per year

Figure 27: GOSS Platforms Cloud Software Services – SaaS Hosting Details.

3.5.2   GOSS Platforms Support Service Plans

The following table shows the support service plan provided for GOSS-trained users for the Live Environment. Support Service Plans can be upgraded if required – please refer to section 4.

Level	Live Environment Support Service Plan
Premium	• Includes all appropriate and agreed bug fixes and updates some of which will be applied in mutual agreement with the client, others automatically. • Access to GOSS Support via dedicated UK-based GOSS support desk technician (open 08:00-18:00 Monday to Friday excluding English public/bank holidays). • Up to 3 hours of access to GOSS Support dedicated GOSS Support Desk (open 08:00–18:00 Monday to Friday excluding English public/bank holidays) for non-GOSS fault issues and support per month). • Access to the GOSS documentation site. • Access to GOSS Online Community Portal, (currently Slack). • Access to additional GOSS support services offered on time and materials basis.
Corporate	• Includes all appropriate and agreed bug fixes and updates some of which will be applied in mutual agreement with the client, others automatically. • Access to GOSS Support via UK-based GOSS support desk (open 08:00-18:00 Monday to Friday excluding English public/bank holidays). • Up to 1.5 hours of access to GOSS Support dedicated GOSS Support Desk (open 08:00–18:00 Monday to Friday excluding English public/bank holidays) for non-GOSS fault issues and support per month. • Access to the GOSS documentation site. • Access to GOSS Online Community Portal, (currently Slack). • Access to additional GOSS support services offered on time and materials basis.
Professional	• Includes all appropriate and agreed bug fixes and updates some of which will be applied in mutual agreement with the client, others automatically. • Access to GOSS Support via GOSS online support portal to identify and resolve application bugs and fault calls (GOSS reserve the right to charge for faults calls proven not to be so). • 0.5 hours of access to GOSS Support dedicated UK-based GOSS Support Desk (open 08:00–18:00 Monday to Friday excluding English public/bank holidays) for non-GOSS fault issues and support per month. • Access to the GOSS documentation site. • Access to GOSS Online Community Portal, (currently Slack). • Access to additional GOSS support services offered on time and materials basis.
Lite	• Includes all appropriate and agreed bug fixes and updates some of which will be applied in mutual agreement with the client, others automatically. • Access to GOSS Support only via GOSS online support portal to identify and resolve application bugs and fault calls (GOSS reserve the right to charge for faults calls proven not to be so). • Access to the GOSS documentation site. • Access to GOSS Online Community Portal, (currently Slack). • Access to additional GOSS support services offered on time and materials basis.

Figure 28: GOSS Platforms Cloud Software Service Support Service Plans (Production/Live Environments).

3.5.2.1 GOSS Support Response Times

The following table outlines the Support Response times SLA for the GOSS categories of live environment incident priorities.

GOSS Incident Priorities (Live Environment)	Response (Target)	Feedback Frequency within	Temp Fix (Target)	Perm Fix (Target)
Priority 1 This should be used for extremely urgent problems, for example complete loss of system or other problems that prevents users from effectively using any significant element of the system.	2 working hours	Every 2 hours	24 hours	5 working days
Priority 2 This category should be for all problems that materially affect usage or majority of users from using the system effectively.	5 working hours	Daily	3 working days	10 working days
Priority 3 This is any problem which affects part of the system but does not materially affect its operation and allows users to continue using the system. Given the variance and potential low impact of P3s, these are typically managed via a combination of product improvement backlog and/or ongoing release cycle.	1 working day	As required	Next appropriate release cycle	

Figure 29: GOSS Support priority response times (once appropriately logged in support system) to ensure urgent issues are actioned quickly.

4 GOSS Expansions

Add additional capabilities to your choice of GOSS Digital Platform and expand the scope of your online service provision.

Tailor your GOSS Platform with additional functionality and capabilities. With over 30 different expansion options, add extra content management, self-service, integration, and support to deliver online service provision the way you want. Expansions are available across three categories, functionality, connectivity, and service management.

Expand Digital Platform functionality:

Functionality expansions improve your customer service and deliver enhanced content management, forms, and self-service capabilities.

- Save time and costs: Add new functionality to your GOSS Digital Platform at a much lower cost than purchasing new and separate systems.
- Strengthen your online service provision: Enhance existing services, and processes, and improve your overall customer experience.
- A range of options: Choose from functionality expansions such as blogs, location services for nearby amenities, community StreetScene reporting, and much more.

Expand Digital Platform connectivity:

Connectivity expansions make integrations with third-party systems and automating back-end processes easy.

- Increase automation capabilities: Connect separate systems with the GOSS Digital Platform and reduce staff administration time.
- Convenience for customers: Simplify your customers' online experience through SSO and OAuth capabilities. Use AI connectors to integrate services with chatbots and virtual assistants. Deliver true end-to-end online services.
- Enhance revenue collection and delivery: Connect third-party payment providers to GOSS forms to make payments easy for your customers.

Expand Digital Platform service management:

Service management expansions provide advanced support and security to your online service provision.

- Support digital growth: Use dedicated database expansions to handle large data volumes as your digital services grow. Increase service level as required.
- Advanced security: Enhance the extensive security of the GOSS Digital Platform with enhanced disaster recovery options.

Applicable Expansions vary with the cloud software service selected and your individual requirements (additional Professional Services may be required). Please refer to the GOSS Platforms pricing document for details and estimated service days. The licence level of the main GOSS Software Service also applies to GOSS Expansions, in terms of fair usage, support SLAs etc. These Expansions enable clients to create effective online Digital Services that can provide increased customer satisfaction as well as operational cost savings. GOSS clients may choose to configure their own Expansions should they have the skills & resources to do so. Example Expansions are shown in the table below in 4.1.

4.1 GOSS Functionality Expansions

GOSS Functionality Expansions	Requirement GOSS SaaS
GOSS Blogs Provides a blog template for your site or intranet with additional navigation and publishing details. Enables site users to add client-moderated comments (this feature can be disabled).	GOSS CMS Service (i.e. GOSS Digital Platform or GOSS Content)
GOSS Bookings Provides online booking management (capacity and availability) for rooms, resources, maintenance services, events, reservations etc. Once booked, users can update and amend their event bookings as required via their 'MyAccount.' When combined with the optional GOSS Events module/Payment Connectors, site users can search & browse events, locations and dates, book and pay.	GOSS Digital Platform or GOSS Self-Service. Recommended additional module(s): GOSS Payment Connector
GOSS Bookings Add-Ons:	
GOSS Appointments: GOSS Bookings Expansion which provides slot booking diary functionality to manage room or staff slot bookings. Configure the times and days of the week that appointments can be booked, and the availability of different types of appointment on each day.	GOSS Bookings
GOSS Registrars: This no-code expansion provides an online booking facility for a range of Registrars appointments. It offers self-service, assisted-service and walk-in bookings. The solution optimises available resources & capacity to meet statutory obligations. Provides KPI dashboard-reporting of checked-in, fulfilled & missed appointments. Citizens can make and amend bookings 24/7/365 using the citizen portal.	GOSS Bookings (Optionally add a GOSS Payment Connector for online payments)
GOSS Room Bookings: The 'no code' GOSS Room Booking solution enables organisations to manage room bookings: checking criteria-specific availability, viewing calendars, making, and editing bookings, searching, managing recurring meetings.	GOSS Bookings
GOSS Case Management (no-code configuration toolkit) *(included free of charge with GOSS Digital Platform and GOSS Self-Service Professional, Corporate and Premium levels)* Provides powerful no-code "CRM-lite" Case Management functionality for your website or citizen portal. Enables the no-code creation/ongoing management of customer cases such as complaints and compliments, FOI requests, or other configurable cases etc. Powerful configuration manager tools enable non-technical users to quickly configure new services	GOSS Digital Platform 'Lite' or GOSS Self-Service 'Lite'
GOSS Classifieds Delivers classified ads functionality for your website or intranet and displays a gallery of images, information about the item being sold and seller contact information. Metadata categories can be configured to enable effective searching.	GOSS CMS Service (i.e. GOSS Digital Platform or GOSS Content)
GOSS Complaints Provides specific forms and business processes for customer complaints, compliments, and comments, including escalations and appeal processes. Accessed via the client website, intranet, or customer portal, and accessed via the citizen's MyAccount, or staff assisted-service screens. Optional service connectors/cloud support services provide integrations.	GOSS Digital Platform or GOSS Self-Service

GOSS Contact Directory

Provides an easy-to-use online contact directory from a client data source, such as Active Directory/Entra ID or HR systems, for the display and searching of departmental contacts, ideal for Intranets. Content can also be created manually and searched used filters or categories. Includes the ability to send emails via an online form.

GOSS CMS Service (i.e. GOSS Digital Platform or GOSS Content)

GOSS Contribute

Enables site visitors to create and submit website content in a simplified manner via your website, subject to configurable workflow approvals, ensuring clients control final publication content & quality. Functionality varies with the GOSS Platform & other Expansions used.

GOSS CMS Service (i.e. GOSS Digital Platform or GOSS Content)

GOSS Events

Powerful event creation, definition, display, and search solution to manage a wide range of events with efficient and intuitive website searching via categories (facets/filters) and map display.

GOSS CMS Service (i.e. GOSS Digital Platform or GOSS Content), or GOSS Self-Service

GOSS Find My Nearest

Geospatial service finder, which allows website visitors to find service information based on their smartphone location or via a postcode lookup. Uses the GOSS Geospatial Data Manager to import and search geospatial data. Can load the following entities: libraries, schools, public conveniences, transport (NAPTAN stop areas) in fixed formats. Data must be supplied in specific formats and additional data can be added subject to additional migration/config fees. *This expansion can be used with GOSS Forms, although additional discussion is required to agree data/link population, as additional data configuration charges may occur.*

Any GOSS Platform service

GOSS FOI

Enables public sector organisations to effectively and efficiently manage Freedom of Information requests submitted by citizens. Accessible 24/7, citizens and staff can raise and action FOI requests. Responding staff can query other teams and respond accordingly. Management staff can monitor progress with a range of reports.

GOSS Digital Platform or GOSS Self-Service

GOSS Members Enquiries

Based on the proven GOSS Case Management technology that enables the submission, information gathering, and response management of members enquiries.

GOSS Digital Platform or GOSS Self-Service

GOSS Report It

Flexible no-code expansion enables citizens to submit online map-based incident reports for action by your operational teams. A reporting portal provides easy to use forms to report issues via self-service, and the 'assisted-service' portal enables customer service agents and staff to manage caseload as well as make reports on behalf of citizens.

GOSS Digital Platform or GOSS Self-Service

GOSS SAR

Manage 'Subject Access Requests' submitted by staff/citizens along with their ID where required. The no-code solution can be used 24/7 to raise and action SAR requests. Staff can validate/reject ID, make information requests to other teams and respond accordingly. Management staff can monitor progress with a range of reports.

GOSS Digital Platform or GOSS Self-Service

GOSS Search Crawler

Enables third party sources such as other websites to be indexed as custom collections, enhancing search results, helping clients to provide better information and signposting to citizens and staff.

GOSS CMS Service (GOSS Digital Platform or GOSS Content)

GOSS Services Directory Enables site users to search services content using categories/locations. Site users can add content via the website which is then subject to internal approval before publishing/searching by other site users. Service details can be edited by the service owner via their 'MyAccount.' Examples for use include SEND, social care provider service/equipment listings, voluntary/third sector organisations, housing, advice services, transport services, day centres etc. Can be configured by clients to promote not just community services, but tourism, or local businesses as a business directory.	GOSS CMS Service (i.e. GOSS Digital Platform or GOSS Content)
GOSS Themes Additional GOSS Themes can be purchased for all GOSS Platforms and may be reused, restyled or 'reskinned' by the client (or GOSS) with colours/logos for use as follows: • GOSS Digital Platform and GOSS Content: for use in further sites/subsites/microsites. • GOSS Self-Service and GOSS Forms clients: for use in further subsites/portals in line with their initial agreement (i.e. to sit alongside their existing third-party CMS driven websites)	Any GOSS Platform Software service

Figure 30: GOSS Functionality Expansions.

4.2 GOSS Connectivity/Service Expansions

GOSS Connectivity Expansions	Requirements
GOSS Payment Connector Expansions A GOSS Payment Connector is a form field type enabling form users to make payments to a third-party payment provider's portal/system. Available connectors *(at time of document publishing)* include Adelante, Barclaycard, Capita/Access Pay 360, Civica, GOV.UK Pay, PayPal, Realex, Secure Trading, Worldpay and others – please contact us for the latest list, versions available and technical details before ordering. Clients are responsible for the provision and support of correctly configured & operational third-party payments systems. **GOSS Basket Pay: This GOSS Payment Connector add-on** provides the capability to add multiple payments into one centralised payment basket before submission to the relevant third-party payment provider – only available when using a multi-payment provider.	A GOSS Forms Service (i.e. GOSS Digital Platform, GOSS Self-Service or GOSS Forms)
GOSS Entra ID (Active Directory/ADFS) Expansions **Entra ID (Active Directory)**: This expansion enables Entra ID-based user authentication using a site-to-site VPN for platform authentication, or intranet authentication, or both with multiple deployments. Clients will be responsible for the client-side VPN Infrastructure/AD and will provide GOSS access to the domain controller via the VPN. **ADFS**: Provides site user authentication against an Active Directory Federation Services (ADFS) Server. Provides SSO (not seamless) requiring users to visit the authentication template page and select appropriate login option. For site users for CMS/Forms related services. Requires client ADFS instance and VPN option (if not included). Additional configuration consultancy may be required to establish the mapping between client AD and the site user/group hierarchy.	Any GOSS Platform Software Service i.e. GOSS Digital Platform, GOSS Self-Service, GOSS Forms, GOSS Content Requires VPN

GOSS Authentication Expansions

GOSS MyAccount login authentication modules enabling citizens/staff to use existing government or social media accounts to authenticate when creating or accessing their account on your website/portals, thus reducing their need to remember additional logins/passwords. Examples include:

- Government: mygov.scot, GOV.UK One Login
- Social media: Facebook, Google, Amazon, LinkedIn, PayPal etc.

Additional professional services for configuration and training charges may apply.

GOSS Digital Platform or GOSS Self-Service

GOSS OAuth Connector Hub (OCH): Powerful expansion allowing clients to leverage the power of either the GOSS Self-Service or Digital Platforms to create a richer more connected user experience for the end customers. OCH allows clients to use their GOSS Platform to act as an authentication mechanism for other disparate third-party applications capable of supporting this technology. This means citizens, using their login credentials from their Citizen MyAccount can verify against other systems, such as Social Care, to allow them to access the services from within that system as part of their Citizen MyAccount user experience, in turn creating a much richer user experience and helping to support a wider roll out and adoption of digital services.

GOSS Platforms: Service Connectors

GOSS Platforms Service Connectors provide connectivity and integration with a wide variety of back office and legacy systems, enabling clients to deliver end-to-end online digital services. Example service connectors include and are not limited to:

- ArcGIS, Astun, Bartec Waste, CAPS, Capita, Causeway/Yotta Alloy, Civica, Contender, GOV.UK Notify, Idox, Kier, Mayrise, Microsoft Dynamics, Microsoft SharePoint, NEC, Precisely/Pitney Bowes, Postcode Lookup Data Service (PSGA), Salesforce, Telephony Screen Pops, Verint Services Connectors, Vuelio, Whitespace and many more.

Connectors may require VPN for connectivity to client infrastructure. Clients will be responsible for third-party systems / APIs etc. At GOSS' discretion, multiple service connectors may be combined as a higher-level service connector to provide a discount.

Any GOSS Platform depending on service connector required

GOSS AI Service Connectors

These may include connectors for Chatbots, Virtual Assistants (i.e. Alexa, Google, Siri), Artificial Intelligence (AI), Generative AI, GPT, DALL-E, Large Language Models (LLMS), Robotic Process Automation (RPA), Internet of Things (IoT). May require VPN for connectivity to client infrastructure. Clients will be responsible for third-party systems / APIs etc. At GOSS' discretion, multiple service connectors may be combined as a single service connector charge.

Any GOSS Platform depending on expansion service required

GOSS Expansion Digital Services

GOSS Expansion Digital Services include the forms and/or processes which deliver specific online transactional services on your website/citizen portal. Example services could include and are not limited to application services (e.g. bulky waste collections or job applications), reporting services (e.g. missed bins or anti-social behaviour), payment services (e.g. garden waste, or event booking), case management tasks & types, Additional VPN, forms, CMS and many more. At GOSS' discretion, multiple service connectors may be combined as a single service connector charge.

Any GOSS Platform depending on expansion service required

Figure 31: GOSS Connectivity/Service Expansions.

4.3 GOSS Service Management Expansions

GOSS Service Management Expansions	Requirements
GOSS Software Service Level Upgrades Upgrade the GOSS Platform Service Level for enhanced support, disaster recovery (DR), and fair usage metrics. E.g. GOSS Digital Platform Professional to GOSS Digital Platform Premium.	Any GOSS Platform Software service
GOSS Cloud Support Service Plan Upgrades: To gain access to a wide variety of increased levels of support services, upgrade for the fee listed in the GOSS Pricing. Purchase at any time during the contract period.	Any GOSS Platform Software Service
GOSS Dedicated Database Provides a dedicated database server for your GOSS Software Service. Recommended for clients with large volumes of data to ensure ongoing peak performance, or those clients requiring use of the platform modules in a shared development context. *(Already included in certain Premium, Corporate and Professional Live and Pre-prod environments.)*	GOSS Lite Production and/or Pre-production Environments
GOSS Disaster Recovery Provides an enhanced DR service beyond those included with each level of GOSS Platform. Supplied by ISO 27001 certified GOSS partners. Upgrade options include: • Always On: RTO 2 hours and RPO 4 hours • Premium: RTO 4 hours and RPO 8 hours • Corporate: RTO 6 hours and RPO 12 hours • Standard: RTO 10 hours and RPO 24 hours • Basic: RTO best endeavours and RPO 24 hours Discussion needed to ensure correct levels of service are provided appropriate to requirements.	Any GOSS Platform Software Service
GOSS Software Service Upgrades* Clients can upgrade from one GOSS Platform to another (i.e. GOSS Forms to Self-Service.) ** Clients should ensure appropriate GC14 buying searches are undertaken at the initial procurement stage for a fair and transparent process. E.g. GOSS Forms to GOSS Self-Service.*	Any GOSS Platform Software service
GOSS Web Application Firewall (WAF) Security Module Additional service to standard firewall. Provides optional additional web application security control over how traffic reaches the application.	Corporate/Premium platforms and load-balanced environments

Figure 32: GOSS Service Management Expansions.

4.4 Additional Environments

Additional Environments	Requirements
GOSS Platform Dev/Test Environments Available for client dev/test/training. Core GOSS Platform Application updates are included in line with GOSS Network Support guidelines/timelines. Support is excluded for client developed code/forms/processes that may be affected by core GOSS Platform upgrades. Includes VPN if required. Please see pricing document for more information.	A live GOSS software service environment

Figure 33: GOSS Additional Environments options.

5 GOSS Professional Services

GOSS offer a range of G-Cloud 14 Cloud Support Services (Professional Services) to support the various software and digital transformation projects we deliver in partnership with public sector clients. These can be purchased at the same time as a GOSS Platform software service (all as Lot 2 – see the appropriate recommended deployment and training services in section 3), or later as required for additional services such as training or consultancy etc. (as Lot 3).

> **"**The trainer was really lovely and really great at explaining everything clearly in an approachable and clear manner**".**
>
> **Online Designer**
> Cardiff Council

The GOSS Client Success Team staff have many years' experience working across the public sector, gaining valuable skills and best practice knowledge. The professional services they provide will support clients in the delivery of their own digital transformation and channel shift strategies, thus enabling effective and customer-focussed online digital services. A professional services package can be tailored to meet your specific project requirements and can include volumes of days and/or fixed price service packages. Specialist GOSS Professional Services are also available from the GOSS Creative Team. These are also listed separately in the G-Cloud 14 Digital Marketplace and can also be included in a GOSS Platform purchase.

Please contact us to discuss your specific project requirements, and to raise any clarifications.

> **"**The trainer was very engaging and explained complex topics very well. They demonstrated their knowledge on numerous occasions providing a walkthrough of the various topics. They were excellent in their responses often taking the time to explain more than once where necessary. They were able to answer a **number of questions across a range of areas."**
>
> **Senior Product Engineer**
> Food Standards Agency

GOSS Professional Services: Example Services

Consultancy

Client Success services include project management, consultancy & configuration (sprints/support), digital transformation, business analysis, scoping workshops, service design, platform realisation and optimisation, Google Analytics consultancy & Configuration (third-party), CRM migration and modernisation, omni-channel consultancy, low-code and no-code consultancy, AI, IOT, RPA, webchat & chatbots consultancy, Progressive Web Apps (PWA) consultancy, onboarding/implementation, technical consultancy (integration/migration and advanced technical post-training consultancy.

Creative

GOSS Creative provide creative and design consultancy services, which uses a UCD (user centred design) process to look at UX (user experience) and UI (user interface) for website design, as well as other consultancy covering review/audit, guidelines, toolkits, accessibility, application, and assessment of the Government's Digital Standards. Available services include website architecture (IA), website wireframing, website prototyping, usability testing, website design, creative digital design services, full website design package, discovery workshops, design workshops, Theme workshops and GOSS Creative Themes styling training. For more detailed information and examples, please refer to the separate G-Cloud 14 listing.

Training

The GOSS Client Success Team provides a range of online training courses to suit the needs of specific customer projects and products; these may range from simple, content-based websites, through to forms sites, or a fully operational GOSS Digital Platform-based citizen portal with self-service/assisted-service digital services. GOSS training courses are specifically designed to meet the needs of a typical range of users, defined by roles such as authors, editors, and administrators. GOSS successfully deliver training via webinar or onsite in person, typically with sessions limited to 6 delegates, to ensure each delegate feels fully supported in their learning process. Please see the GOSS Pricing document and GOSS website for details.

Support

GOSS Support: Additional ad-hoc GOSS Support consultancy services on top of those included in the chosen GOSS Platform Support Services Plan.

Figure 34: GOSS Cloud Support Services – GOSS Professional Services.

5.1 GOSS Notes on Cloud Support Services

- All GOSS services are subject to GOSS Terms and Conditions attached within the Digital Marketplace listings.
- Each GOSS Software Service will require a number of Cloud Support onboarding and potentially some configuration days, depending upon your specific project requirements.
- For each GOSS Software Service Project, GOSS will recommend the required training courses to ensure appropriate knowledge transfer.
- For any third-party solutions/integrations not included with the core GOSS solution, it will be the responsibility of the customer to procure and maintain those solutions in line with required versions from GOSS.
- Minimum contract term: generally one day, however some cloud support services are available for shorter periods, such as certain training webinars. Some services are provided as part of a bundle (i.e. training) and any specific conditions relating to these will be detailed in the Call-Off contract.
- Onsite support rates will vary in line with type of support and level/experience of support resource required.
- A booking process will be followed, with terms and conditions in place covering cancellations.
- Any unused GOSS Professional Services may be repurposed towards other GOSS cloud support services as required by the project.
- GOSS will own the IPR of all deliverables. Should a client wish to retain any specific IPR, this must be specified and agreed at call-off stage – additional fees will apply.
- GOSS provide "Access Plus" Service packages which can be called-off throughout the year for a variety of project services – see pricing for more details.
- For remotely delivered courses, there is an assumption that delegates will have access to appropriately resourced technology to support this.

For more information on previous projects and how GOSS have supported clients with professional services to deliver cloud projects, please refer to the GOSS website.

> **"**The project was managed to a very high standard using Agile methodology which greatly benefited how quickly the project was delivered. Also it was particularly appreciated how flexible GOSS were in adapting to changing iterations and requirements of the site yet still meeting very tight timescales. The site was delivered on time and has attracted fantastic user feedback**."**
>
> **Web and Digital Manager**
> Gateshead Council

6 Additional Service Information

6.1 Ordering and Invoicing Process

6.1.1 Ordering and Invoicing

Please contact GOSS at your earliest convenience to discuss your service choice, any specific optional requirements, and configuration requirements. Potential lead-times will be discussed, and deliverables agreed as soon as possible with the GOSS Service Management Team. To commence the deployment process, GOSS requires (i) client purchase order and (ii) signed G-Cloud 14 Call-Off contract. Please be aware by signing the Call-Off contract, unless in conflict with Call-Off contract and order form, the client agrees to GOSS Terms and Conditions for the service which is available to view and download within G-Cloud listing. The client will be set up on the GOSS project reporting system immediately after sign-up.

The client will receive invoices as agreed in the Call-Off contract and project plan, for payment in line with the agreed terms and conditions. Please note that GOSS reserves the right to increase costs in line with prevailing inflation rates of the day if pre-agreed in the call-off as part of provision for price review.

6.2 Onboarding and Offboarding

6.2.1 GOSS Onboarding

Onboarding is generally available within a week; however, lead-times may vary in line with prevailing client commitments. Upon receipt of a client purchase order and signed contract documents, a Project Manager is assigned and the client will (if applicable to the software service) select their choice of standard website Theme for swift configuration by the GOSS Team to include the client's colours and logo. As part of the onboarding process, a mandatory training consultation, and depending upon the project, a skills assessment, will detail the specific recommended training to meet client requirements and a training programme scheduled. Additional design configuration services (or service upgrades) may impact onboarding timescales. An online GOSS Service Manual and access to the MyGOSS portal will be provided to all new GOSS clients.

6.2.2 GOSS Training

For each software service, GOSS will recommend a knowledge transfer & training programme to meet clients' specific needs. We offer online training as standard.

6.2.3 GOSS Offboarding

Offboarding is available in line with contract termination within the GOSS Terms and Conditions. A client data extract is provided to the client as defined in the standard client exit plan detailed in the online GOSS service manual.

> **"**Thanks everyone for all your hard work on this and what is clearly a rigorous approach to going live**."**

Transformation Lead
Food Standards Agency

6.3 GOSS Service Management: Client & GOSS Responsibilities

Successful projects will require clear definition of responsibilities. An example outline is show in the table below. Full details will be provided for each specific project by the GOSS Project Manager, based on customer requirements and agreed options.

Project Responsibility	Client	GOSS
Project Management, Resource Management, Risk Management and Mitigation	✓	✓
Service Onboarding	✓	✓
Training Consultancy and Training Programme	✓	✓
System Administration/Configuration	✓	✓*
User/groups setup to control access to content publishing, workflows and approvals, to support devolved content creation	✓	
Data Controller: Data Protection Impact Assessments	✓	
Data Processor: GDPR responsibilities (when applicable)		✓
Content Creation/Configuration/Data Migration	✓	✓*
Integrations (* if provided as optional GOSS Service Connectors)	✓	✓*
3rd party system management/APIs. Client-side VPN management.	✓	
Hosting infrastructure management. Software updates & upgrades, maintenance & support		✓
Platform Quality Assurance		✓
User Acceptance Testing	✓	
Client Support for GOSS-trained users in line with GOSS support plan		✓
Account Management		✓
User Community Involvement	✓	✓

*Figure 35: Generalised summary of service management responsibilities with * showing options. A detailed project plan and RACI matrix will be agreed for each project to meet specific client requirements.*

6.4 GOSS Service Levels and Support Service Plans

6.4.1 GOSS Service Level Agreements: Live/Production Environments Availability

- 99.95% site availability for GOSS Platform service live environments.

6.4.2 GOSS Service Levels: Support Service Plans

The GOSS support service plans vary with the software level chosen (i.e. Lite, Professional, Corporate and Premium) detailed in section 3.5 and the GOSS Terms and Conditions. The plans include various levels of service for support and software maintenance. GOSS support service plans can be upgraded as detailed in the GOSS Expansions, and additional support (out of hours/ad hoc support) can be provided as a GOSS Cloud Support Service – see section 4.

6.4.3 GOSS Service Levels: Support Response Times

The GOSS Support Service Level Agreement is detailed in section 3.5.2 and covers three categories of incident priorities for live environments.

Service Exclusions: Please note that the following services may incur additional charges, as per GOSS Cloud Support Services rates: (i) Out-of-hours deployment management (ii) GOSS may, at their discretion, re-categorise appropriate P3 tickets to a backlog development status and subsequently close the ticket. (iii) Assistance to investigate or resolve non-fault-related issues (iv) Consultancy and (v) Training.

6.4.4 GOSS Service: Escalation Process

The formal GOSS Complaints process is detailed on the GOSS website. Should a client have a non-complaint issue which requires escalation, various GOSS staff members can escalate client issues. These include client support staff, Account/Client Support /Network Support/Project Managers, Senior Managers and Directors. All escalations (support problems or other issues or complaints) are logged in the GOSS online support system to ensure they are recorded, monitored and progressed professionally.

6.4.5 GOSS Support: Additional GOSS Support Services

Additional GOSS Support Services are available as chargeable options and include:

- GOSS onsite support– please see section 5.
- GOSS 'Access Plus' Service Credit packages are available - please see the GOSS Pricing Document for more details.

6.4.6 GOSS Support: Scheduled Maintenance Updates

GOSS are continuously developing and enhancing the GOSS Platform, solutions and associated service delivery, to ensure ongoing security compliance and added functional capability.

Scheduled Maintenance: includes regular scheduled releases to maintain the infrastructure as well as software updates/upgrades. Please refer to the GOSS Terms and Conditions and GOSS Service Manual for further details.

6.4.7 GOSS Support: Client Knowledgebase

To support clients post training, the GOSS Client Success Team deliver a fantastic online documentation site, available to all GOSS clients, which provides a plethora of product and service information such as:

- Product information: guides, help, release notes etc.
- GOSS approach to implementing the Cloud Security Principles.
- GOSS approach to the deployment of software updates.
- GOSS environment naming convention.
- GOSS hosting service manual which details environments and infrastructure, hosting operations, support operations, disaster recovery and exit management.
- GOSS Community Library including a range of shared resources such as forms, workflows, integration connectors and endpoints, and more.

6.5 MyGOSS

GOSS clients will be given access to the secured 'MyGOSS' portal. In here clients can review current product versions, view technical documentation, access current event bookings, provide feedback, access the GOSS Community and much more.
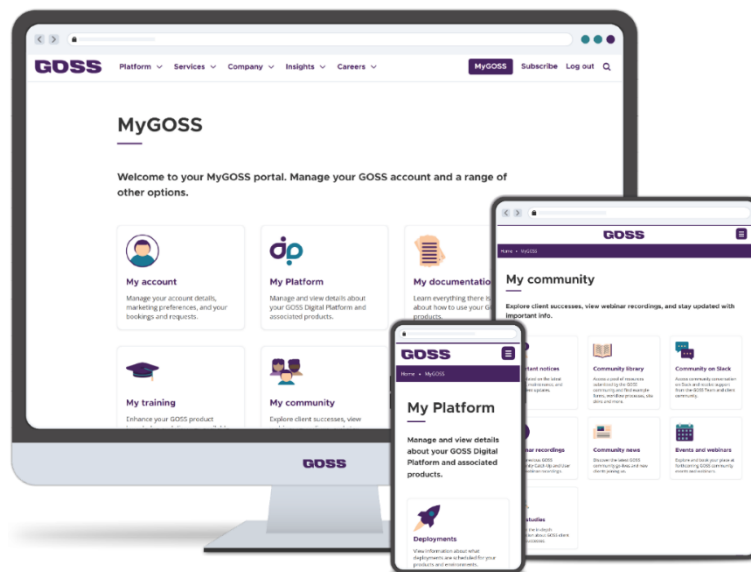

Figure 36: MyGOSS is a centralised customer portal to access a wide range of information about your GOSS Platform.

6.6 GOSS Product Development and User Community

6.6.1 GOSS Product Development

In line with the GOSS programme of continuous improvement, clients are encouraged to share their ideas for potential roadmap solution enhancements via various channels – this includes via account managers, support, project teams, user groups, developer webinars and seminars, via the online Slack community as well as via regular client surveys and the GOSS ticketing system.
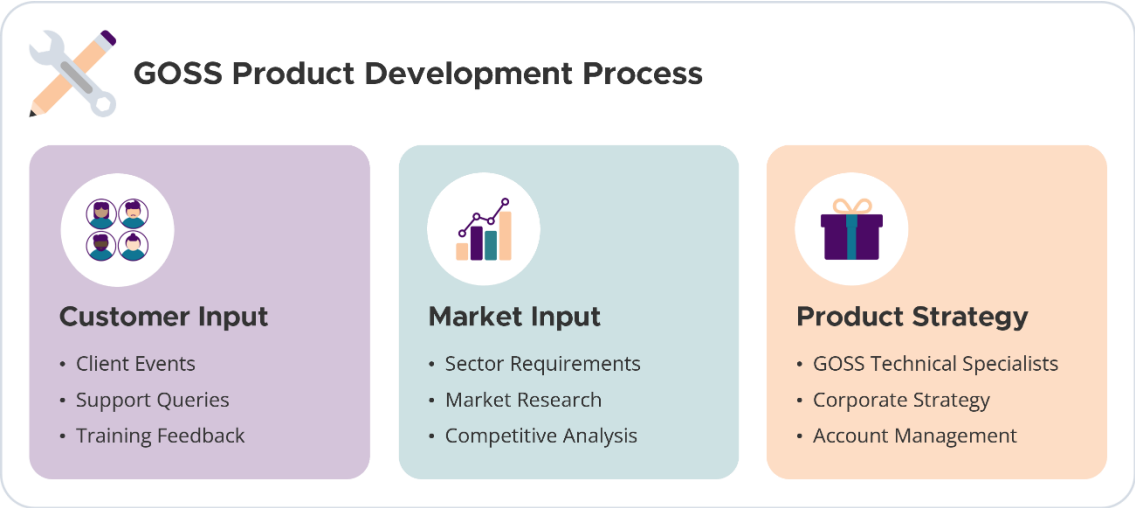
Figure 37: The GOSS User Community meets regularly at user groups and technical seminars & workshops to discuss and input into the GOSS product roadmap.

6.6.2   GOSS User Community: User Groups and Online Community

Our active user Community meets regularly with GOSS User Groups held online twice a year. These are great client showcase events and include demos of the latest GOSS solutions, sessions to discuss specific issues and best practice, client case studies around how particular solutions were delivered, issues solved, and efficiency savings generated, as well as discussions around future product enhancements.

Figure 38: GOSS User Groups are well attended by a wide range of clients from across the UK.

The online GOSS User Community is based around an online 'Slack' portal where users can register and share ideas and best practice around software use and digital service design.

> **"**The community sessions provide a welcome opportunity to learn, hear what others are doing and provides a platform to share ideas and think about 'what is next**."**

Head of Performance and Transformation
Antrim and Newtownabbey Borough Council

As a GOSS Platform client, you and your teams will have access to the GOSS Community Library, an extensive and impressive array of pre-built services, solutions, forms, business processes, integrations and API services. All of these have been developed and shared either by GOSS or by your peers from the vibrant and engaged GOSS Community (largely Public Sector organisations). This allows you and your teams to 'build on shoulders of giants', to take, and adapt if needed, ready-made services and solutions to meet your business needs, then submit them back into the community to help and support others. Depending on which GOSS Platform you choose will depend on which services and solutions you will have the ability to utilise.

> **"**GOSS are very good at listening to the customer and providing opportunities for users to engage and find solutions to common issues i.e. regular user groups, Webex meetings, effective account management**."**

Customer Service and Digital Delivery Manager
Gateshead Council

6.7 Backup, Restore and Disaster Recovery

Daily backups are provided for all production/live environments as a minimum standard. Each GOSS Software Service with a specific DR plan will replicate as per the agreed RPO level. Back-ups are stored locally and replicated and encrypted offsite to a secondary secure location within the UK. Further details are included on the GOSS documentation site.

6.8 Technical Requirements

The GOSS Platforms cloud software services will work with a modern, supported and up to date web browser such as Chrome, Edge, Firefox, Safari. Note GOSS cannot rule out problems introduced by third-party updates that are outside our control, but endeavour to identify such problems in a timely manner. For integration with third-party systems including on-site back-office systems, GOSS highly recommend utilising a site-to-site VPN to ensure data in transit protection of any data flows between our hosting infrastructure and the other system. Further discussion is recommended to understand each client's specific requirements. Note: A VPN is included in certain Cloud Software Services and is available as an expansion for other software services as required. Clients will be responsible for the client-side configuration, maintenance and network connectivity of the VPN connection.

6.9 GDPR Compliance Using GOSS Platforms

As a Data Processor for our clients, the GOSS privacy policy details our policy and approach to GDPR compliance. GOSS Platforms and associated expansions enable clients to be compliant with GDPR and DPA rules. When building your websites and digital services, the GOSS Platforms provide flexible and configurable tools that allow you to manage the rights of Data Subjects. GOSS Digital Platform and Self-Service sites & portals provide the more enhanced GOSS MyAccount functionality for citizens to make, view and edit submitted self-service requests and for client staff to make assisted-service requests on behalf of customers. Forms and process tools can provide the capabilities for citizens to exercise their GDPR rights in terms of account management e.g. update details, request to be forgotten etc.

GOSS encourages clients to design digital processes that ensure only the required data is captured and retained for defined times (some having a specific legal requirement). GOSS Platforms include the integrated GOSS Data Retention Manager (DRM) which enables administrators to setup retention schedules for automatic data deletion, ensuring clients do not retain unnecessary data. The DRM lists all the processes and forms and their associated data retention policies, as well as highlighting any datasets that have no retention period set.

6.10 Security: GOSS Staff, Systems and Software Solutions

Both supplier and solution security are crucial to all GOSS clients, and to show commitment to this, GOSS are certified with ISO 27001:2013 as well as Cyber Essentials Plus. GOSS follows the National Cyber Security Centre's Cloud Security Principles. GOSS also is committed to annual application penetration tests.

6.10.1 GOSS Staff Security

As standard, GOSS performs BPSS level security checks for all new employees (with all existing staff having been through the vetting process), and current policy is to perform the higher-level BS7858:2019 checks for all new GOSS Network Support staff. Any additional security checking and vetting required by specific client projects (i.e. up to Developed Vetting (DV) level) may incur additional configuration and support costs.

6.10.2   Data and Software Security

- **SSL**: GOSS recommend that all publicly accessible services such as the back-end platform (via secure login) and front-end websites hosted within our infrastructure, utilise an SSL certificate to encrypt end-user traffic to protect their privacy and ensure data security. GOSS will provide up to 5 SSL site certificates if required provided using GOSS Services. GOSS Expansions can be used to provide additional SSL or wildcard certificates. GOSS will always endeavour to apply SSL/TLS hardening best practices where possible.
- **User Security**: Granular user and group management tools provide a range of user privileges. These control application access as well as content & data access across both the backend application (where applicable) and resulting websites/portals.
- **Incident Reports**: Ad-hoc security incident reports are published to the GOSS Support ticketing system.
- **Penetration Tests**: GOSS commissions regular pen tests carried out by certified third-parties for example by Tiger Scheme/CREST/CHECK. In addition we encourage clients to commission their own pen tests and provide GOSS with the report for review.

6.11 Infrastructure Platform

The GOSS Cloud Services infrastructure is powered by a number of global leading public cloud providers, such as AWS and GCP, thus enabling GOSS to deliver a cloud-agnostic, high performance, high security and most of all highly reliable platform for the delivery of client services. The infrastructure allows GOSS to seamlessly increase the resources for a particular service, or expand the resilience and capacity of a service by adding more virtual machines to the environment. Tenants of the platform are fully segregated using logical security controls, dedicated private networks and dedicated resource reservations.

6.12 Contract Terms

6.12.1   Termination Terms

All GOSS Services are subject to GOSS Terms and Conditions attached within the Digital Marketplace listings. Please refer to the G-Cloud 14 Call-off Contract and GOSS Terms and Conditions for notice periods and termination process details.

6.12.2   Financial Recompense Model

Please refer to the GOSS Terms and Conditions document for each GOSS Software service, for details of applicable service availability credits & credit bandings based on availability SLAs.

6.12.3   Data Processing

Data Processing may be carried out by employed and contracted staff working for GOSS Interactive Ltd. In addition to this, the following entities are our sub-processors:

- (i)   Amazon Web Services EMEA SARL
- (ii) Google LLC

GOSS contracts with hosting providers are for UK based data storage. GOSS will seek consent from clients for the use of any additional named sub-processors, as and when required in accordance with our contractual obligations.

6.12.4 Escrow

Clients can choose to access ESCROW Services through a third-party organisation such as NCC, at additional cost - further discussion is recommended.

7 GOSS Contact Details

For further information or a presentation on the various GOSS solutions, please contact:

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Please note this Service Definition Document covers the G-Cloud 14 **GOSS Platform** software services. Additional documents are available in the Digital Marketplace for other GOSS services (software and professional services).

< End of G-Cloud 14 GOSS Platforms Service Definition Document>