

Oyster IMS

G-Cloud 15

Service Definition Document



Document Information Panel

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1 Oyster IMS G-Cloud 15 Services

1.1 Cloud Support

Oyster IMS provide the following 46 separate services under G-Cloud 15 Cloud Support:

1. AI Governance Risk and Readiness Assessments
2. Business Continuity / Disaster Recovery Services
3. Data and Information Audit
4. Data and Information Classification Services
5. Data Capture / Data Integration
6. Data Loss Prevention / Data Leak Prevention
7. Data Mapping / Information Asset Register Services
8. Data Migration Services
9. Data Protection Risk and Readiness / Status Assessment
10. Document and Records Management Planning and Strategy
11. DPO Advisory Services
12. DPO as a Service
13. DSAR Services
14. eDiscovery and eDiscovery as a Service
15. EncompaaS Software Implementation, Support, Training and Managed Service
16. File Analytics and Data Discovery Services
17. iManage Software Implementation, Support and Training
18. Implementation and Training
19. Incident Management Advisory Services
20. Information Architecture Services
21. Information Governance as a Service
22. Information Governance Maturity Models
23. Information Governance Training and Awareness Services
24. InfoSec Awareness Training and Services
25. InfoSec Manager as a Service
26. InfoSec Status Review
27. Intapp Collaboration Software Implementation, Support and Training
28. Internal Audit as a Service
29. ISMS and ISO27001 Services
30. M&A Information Risk Assessment
31. On-premises / Hosted Managed Services
32. OneTrust Software Implementation, Support and Training
33. OpenText Content Manager Implementation, Support and Training
34. Phished Software Implementation, Support, Training and Managed Service
35. Preservica Software Implementation, Support and Training
36. Privacy Advisory Services
37. Programme Oversight and Delivery
38. Records Management as a Service (RMaaS)
39. Retention and Disposition Services - Schedules, Policies and Procedures
40. Sensitive Data Assessment
41. Sensitivity Labelling
42. SharePoint and Microsoft 365 Purview Services
43. Software Solution Support
44. Technology / Software Review and Selection (and legacy software strategy advice)

45. Third Party Risk Management (TPRM) Advisory Services

46. Third Party Risk Management as a Service (TPRMaaS)

1.2 Cloud Software

Oyster IMS provide the following 7 separate services under G-Cloud 15 Cloud Software:

1. EncompaaS Intelligent Information Management Software
2. Intapp Collaboration – Secure Collaboration and Information Management Software
3. OneTrust Consent and Preferences Software
4. OneTrust Data and AI Governance Software
5. OneTrust Privacy Automation Software
6. OneTrust Tech Risk and Compliance Software
7. OneTrust Third-Party Management Software

2 Cloud Support Service Details

2.1 AI Governance Risk and Readiness Assessments

AI-powered technology can produce impressive results, but it is in its infancy and it is important that the risks of using this technology are understood and carefully managed. Like any information technology, it must comply with Data Protection regulations and meet Information Security obligations. This service aims to ensure that.

2.2 Business Continuity / Disaster Recovery Services

Services to create (or validate the effectiveness of) a Business Continuity Plan and IT Disaster Recovery, to identify gaps in the processes, communication, and recovery strategies, and to improve team coordination during a disruption.

2.3 Data and Information Audit

A deeper dive into specific areas to diagnose issues, building the case for change. This business engagement includes interviews or questionnaires, data inventories, maps processes and the systems in use. These records are risk assessed to produce a prioritised plan for a single project or a programme of works.

2.4 Data and Information Classification Services

Data and Information Classification Services provide expert guidance and managed support to help organisations classify, label, and protect information according to its sensitivity, business value, and regulatory requirements. It can be delivered as a standalone advisory service or fully managed classification programme.

2.5 Data Capture / Data Integration

Data Capture and Data Integration Services provide expert support for collecting, validating, transforming, and consolidating data from multiple sources into unified, accurate, usable formats. The service helps organisations improve operational efficiency, data quality, and decision-making by ensuring that information from diverse systems is available for reporting, analytics, or business processes.

2.6 Data Loss Prevention / Data Leak Prevention

Data Loss Prevention (DLP) Services help organisations protect sensitive information from accidental or malicious disclosure, leakage, or loss across endpoints, networks, and cloud environments. The service provides expert guidance, policy implementation, monitoring, and remediation to ensure personal data, intellectual property, and confidential information are secured.

2.7 Data Mapping / Information Asset Register Services

Data mapping is a fundamental step in designing your DSAR response process, assessing privacy risks and maintaining GDPR compliance. This process is designed so that the organisation clearly understands what personal data is being collected, where and how it flows, how it is processed, where and how it is stored.

2.8 Data Migration Services

Data Migration Services provide expert planning, execution, and management of data transfer between systems, platforms, or storage environments. The service includes assessment, mapping, testing, validation, and post-migration support, tailored to the organisation's specific data landscape and regulatory requirements.

2.9 Data Protection Risk and Readiness / Status Assessments

A preparatory information governance health check to evaluate your existing technology, policies and processes in the context of compliance (e.g. GDPR, PECR, etc), your systems capability, or data management processes. Oyster IMS provide an objective risk assessment and development of an action plan for any remedial steps or regulatory compliance.

2.10 Document and Records Management Planning and Strategy

Information governance consultancy helping clients plan, configure, implement and optimise document and records management systems (EDRMS). Creation and implementation of information architecture based on client requirements. Consultants cover strategy, planning, transition, implementation and support of on-premise and cloud-based solutions.

2.11 DPO Advisory Services

DPO Advisory Services provide expert support and guidance to organisations to help them meet their legal obligations under the UK GDPR and Data Protection Act. This service can supplement existing DPO capabilities or provide independent, outsourced advisory support tailored to organisational needs.

2.12 DPO as a Service

Oyster IMS offers a range of services to support internal data protection and privacy initiatives, from arms-length support to a full outsourced Data Protection Officer managed service.

2.13 DSAR Services

DSAR Services provide a managed, end-to-end service to support organisations in receiving, validating, processing, and responding to DSAR Requests in line with UK GDPR and Data Protection Act requirements. The service helps organisations meet statutory deadlines, reduce compliance risk, and manage fluctuating DSAR volumes through consistent, auditable, and proportionate approaches.

2.14 eDiscovery and eDiscovery as a Service

eDiscovery Services and eDiscovery as a Service (eDaaS) provide organisations with expert support and managed capability to identify, preserve, collect, process, review, and produce electronically stored information (ESI) for legal, regulatory, investigative, and assurance purposes.

2.15 EncompaaS Software Implementation, Support, Training and Managed Service

EncompaaS Software Implementation, Support, Training and Managed Service provides expert assistance to help organisations deploy, configure, adopt, and operate the EncompaaS information governance and compliance platform effectively. The service supports buyers across the full lifecycle, from initial onboarding and configuration to user training, ongoing support, and fully managed service delivery.

2.16 File Analytics and Data Discovery Services

File Analytics: an easily deployed assessment of the condition and content of your information. This “ROT” analysis immediately identifies areas of cost savings, by the identification of Redundant, Obsolete and Trivial data. A prerequisite for cloud migrations, file analysis optimises information volume and quality, to improve integrity, availability and security.

2.17 iManage Software Implementation, Support and Training

iManage helps you to create, manage and collaborate on documents and emails on any device. As users increasingly require mobile email and document access iManage works across phones, tablets

and desktops. Oyster IMS provides implementation, support, maintenance and training services for iManage cloud.

2.18 Implementation and Training

Our implementation methodology has been developed over many years, we offer traditional or agile approaches. We understand all the issues likely to arise during most types of implementation and build quality into the entire programme. Because we understand information and how it is used, data migration is a particular strength.

2.19 Incident Management Advisory Services

This service provides expert advisory support to help organisations design, improve and operate effective incident management capabilities. The service can be used to assess current incident management arrangements, design or improve processes and operating models, support major incident readiness, and embed continuous improvement through training, exercises, and post-incident learning.

2.20 Information Architecture Services

Information Architecture Services provide expert support in designing, structuring, and optimising the organisation's information, data, and content ecosystems. The service ensures that information is structured consistently across platforms, aligns with business processes, and meets governance, regulatory, and user experience requirements.

2.21 Information Governance as a Service

Oyster IMS is pleased to be at the forefront of innovative delivery models including being able to deliver all projects via the Information Governance-as-a-Service (IGaaS) model. The IGaaS offering is a competitively priced annual retained IG service with pricing based on the size of your organisation and the areas you wish to cover.

2.22 Information Governance Maturity Models

Oyster IMS can help you work out your level of Information Governance Maturity through a short, sharp set of interviews with key stakeholders. You will receive a high-level view of where your organisation is in a number of key areas including accountability, data integrity, compliance, retention and disposition.

2.23 Information Governance Training and Awareness Services

Information Governance Training and Awareness Services provide expert-led education and awareness programmes to help organisations comply with data protection, records management, and information governance requirements.

2.24 InfoSec Awareness Training and Services

Prevent cyber incidents by changing employee behaviour. Therefore, more than ever, it is necessary to focus on the human factor to prevent cyberattacks. That way, you protect your money, reputation, employees and assets.

2.25 InfoSec Manager as a Service

Oyster IMS InfoSec-as-a-Service offers our clients contracted access to a set of experienced information security specialists who can conduct regular information security status reviews, and provide help as required with all aspects of the recommendations of such reviews. Contracts will include appropriate key performance indicators and service levels.

2.26 InfoSec Status Review

Whatever the level of your information security requirements, Oyster IMS can carry out short, sharp review to tell you where you are now and advise you on where you should be. It begins at the policy level and our specialist consultants are able to review the policies you have in place and assess the level of compliance.

2.27 Intapp Collaboration Software Implementation, Support and Training

Intapp Collaboration is a software solution designed to support secure collaboration, information sharing, and document management across teams and organisations. The platform enables users to work together on documents and information while maintaining appropriate controls, governance, and oversight.

2.28 Internal Audit as a Service

This service provides flexible, independent internal audit support to help organisations assess risk, strengthen governance, and improve controls. It delivers objective assurance and advisory insight across processes, systems, programmes, and services. The service can supplement existing internal audit capability or provide a fully outsourced internal audit function.

2.29 ISMS and ISO27001 Services

Oyster IMS can help you with all aspects of your Information Security Management System (ISMS). We are able to act as the operational 'driver' of your ISMS and ISO27001 accreditation and establish a review cycle for all ISMS policies, procedures and related documents and ensure that the cycle is adhered to.

2.30 M&A Information Risk Assessment

An Oyster IMS M&A Information Risk Assessment will highlight any areas of risk or concern around the approach to data protection, information security and wider information governance. By incorporating an Assessment into your due diligence regime you reduce the chances of inheriting an information issue.

2.31 On-premises / Hosted Managed Services

Software solutions can be provided on-premise, in your data centre or via an Oyster IMS private cloud. We can also run a fully managed service with our team providing all infrastructure and system administration services allowing you to mobilise quickly and scale up or down when required.

2.32 OneTrust Software Implementation, Support and Training

OneTrust Software Implementation, Support and Training Services provide expert assistance to help organisations successfully deploy, configure, adopt, and use the OneTrust platform. It ensures OneTrust is aligned with organisational governance frameworks, data protection obligations, and operational requirements, enabling effective and sustainable use of the platform.

2.33 OpenText Content Manager Implementation, Support and Training

Content Manager (formerly Micro Focus Records Manager, HP TRIM) is the leading electronic document and records management system (EDRMS), with tens of thousands of government and public sector users in hundreds of organisations. Oyster IMS offers expert certified services in planning, deployment, support and training skills, for this service.

2.34 Phished Software Implementation, Support, Training and Managed Service

Phished Software Implementation, Support, Training and Managed Service provides expert assistance to help organisations deploy, adopt, and operate the Phished security awareness and phishing simulation platform effectively.

2.35 Preservica Software Implementation, Support and Training

Preservica Software Implementation, Support and Training Services provide expert support to help organisations successfully deploy, configure, adopt, and use the Preservica digital preservation and archival platform. It ensures Preservica is aligned with organisational records management, information governance, and compliance requirements, enabling long-term preservation and accessibility of digital records.

2.36 Privacy Advisory Services

A new breed of Privacy Management software that allows you to operationalise a whole compliance programme including data, processes and activity. For example, data protection management tools will provide a central, shared repository for data maps and records of processing whilst allowing full and ongoing risk assessment.

2.37 Programme oversight and delivery

Oyster IMS provides expert oversight and delivery services in the fields of information governance. We support strategic oversight, programme assurance and governance of all programmes related to information and records management through risk analysis and management, documentation, change control, tracking and management information, resource management and project prioritisation.

2.38 Records Management as a Service (RMaaS)

Records Management as a Service (RMaaS) provides a managed, end-to-end service for the creation, classification, retention, protection, and disposal of records and information. The service helps organisations meet legal, regulatory, and policy obligations while improving control, accessibility, and governance of records across digital and physical environments.

2.39 Retention and Disposition Services – Schedules, Policies and Procedures

This service provides expert support for developing, reviewing, and implementing records retention and disposition schedules, policies, and procedures. It helps organisations ensure compliance with legal, regulatory, and business requirements for information lifecycle management. The service assists in creating clear, practical retention frameworks that balance risk, operational needs, and cost-efficiency.

2.40 Sensitive Data Assessment

Enhanced classification to quantify potential sensitive data risk in all M365 email, collaboration and document repositories. A Microsoft 365 Sensitive Data Assessment (M365 SDA), undertaken by Oyster IMS, is an initial data examination to identify potentially stale and sensitive data in your M365 estate.

2.41 Sensitivity Labelling

Sensitivity Labelling Services provide expert guidance and managed support to help organisations classify, label, and protect information according to its sensitivity and business value. It supports compliance with UK GDPR, government security standards, and organisational information governance policies, reducing the risk of accidental disclosure or misuse.

2.42 SharePoint and Microsoft 365 Purview Services

Information governance consultancy helping clients plan, configure, implement and optimise SharePoint and Microsoft 365. Creation and implementation of information architecture based on client requirements. Consultants covers strategy, planning, transition, implementation and support of SharePoint Online and all aspects of Microsoft 365 as well as Purview advisory services.

2.43 Software Solution Support

We run a full-service, ticketed help desk and solution support function to make sure your chosen solutions work as implemented. Duplicate environments are kept to allow us to replicate any unusual activity and we offer monthly or quarterly on-site visits to carry out health checks and keep systems running optimally.

2.44 Technology / Software Review and Selection (and legacy software strategy advice)

This service provides expert guidance and managed support for reviewing, evaluating, and selecting technology and software solutions, including advice on legacy software strategy and rationalisation. The service can cover assessment of software functionality, suitability, compliance, cost-effectiveness, and integration potential.

2.45 Third Party Risk Management (TPRM) Advisory Services

This service provides expert advisory support to help organisations identify, assess, manage, and monitor risks arising from third-party suppliers and partners. It supports the design and improvement of proportionate, risk-based third-party risk management frameworks that protect service delivery, data, and organisational reputation.

2.46 Third Party Risk Management as a Service (TPRMaaS)

Third-Party Risk Management as a Service (TPRMaaS) provides an end-to-end, managed service for identifying, assessing, monitoring, and reporting risks arising from third-party suppliers and partners. The service operates and maintains third-party risk management activities on behalf of the buyer, providing consistent, risk-based assurance across the supplier lifecycle.

3 Cloud Software Details

3.1 EncompaaS Intelligent Information Management Software

EncompaaS is a cloud-based software platform designed to support information governance, compliance, and risk management across organisations. It helps buyers manage policies, controls, records, and compliance activities in a structured, auditable, and consistent way. The platform provides a central point of visibility for information governance activities, improving control over information.

3.2 Intapp Collaboration – Secure Collaboration and Information Management Software

Intapp Collaboration is a software solution designed to support secure collaboration, information sharing, and document management across teams and organisations. The platform enables users to work together on documents and information while maintaining appropriate controls, governance, and oversight and provides a structured environment for managing shared information.

3.3 OneTrust Consent and Preferences Software

OneTrust Consent and Preferences Software is a cloud-hosted consent and preference management platform designed to help organisations capture, manage and respect user consent and communication preferences across digital channels. It enables compliant handling of personal data, optimises consent opt-ins, supports first-party data growth and builds consumer trust.

3.4 OneTrust Data and AI Governance Software

OneTrust Data & AI Governance Software is a unified cloud-based platform that enables organisations to govern data and artificial intelligence systems responsibly and at enterprise scale. It provides continuous policy enforcement, risk management, compliance automation and audit-ready reporting for modern data and AI initiatives.

3.5 OneTrust Privacy Automation Software

OneTrust Privacy Automation Software facilitates privacy and data governance automation helping organizations better understand their data across the business, meet regulatory requirements, and operationalize risk mitigation to provide transparency and choice to individuals. The suite consists of: Privacy Management, Data Discovery & Security, Consent & Preferences, Responsible AI.

3.6 OneTrust Tech Risk and Compliance Software

OneTrust Tech Risk & Compliance Software is a cloud-hosted governance, risk and compliance (GRC) solution that provides organisations with end-to-end capabilities to manage technology-related risk and compliance obligations. It enables audit-ready evidence collection, risk identification and mitigation, and compliance with leading frameworks and standards across complex IT environments

3.7 OneTrust Third-Party Management Software

OneTrust Third-Party Management Software is a secure, cloud-hosted platform that helps organisations govern and mitigate risk across their entire third-party ecosystem — including vendors, suppliers, partners and service providers. It automates risk-based onboarding, assessment, monitoring and reporting to support compliance, resilience and informed decision-making at scale.

4 Business Continuity and Disaster Recovery

All Oyster IMS internal operational systems are hosted externally from the company offices meaning that all business can continue in the event of a physical disaster. All of our hosted systems have strict security in place to meet the demands of our clients and the whole organisation carries the CyberEssentials Plus certification.

5 Onboarding and Offboarding

The onboarding plan for all G-Cloud 15 engagements will be a kick-off / mobilisation meeting which will then agree:

- Implementation Plan / Approach
- Acceptance Criteria
- Off-boarding Plan / Review

The offboarding plan for all G-Cloud 15 engagements is as agreed during the kick-off meeting.

6 Implementation Plan

An Oyster IMS implementation plan is usually in the form of a Project Initiation Document (PID) and will contain some or all of the following sections:

- Introduction
- Scope and Approach
- Tasks
- Key Milestones and Deliverables
- Estimated Effort
- Roles and Responsibilities
- Project Reporting and Sign-Off
- Project Plan
- Client Responsibilities

It is possible for clients to specify additional requirements around implementation and these will be considered and adopted as appropriate.

7 Pricing Methodology

7.1 Cloud Software

Cloud Software pricing is outlined under each software entry in the G-Cloud 15 catalogue.

7.2 Cloud Software-related Services

There are separate services associated with the Cloud Software such as:

- Implementation
- Support
- Maintenance
- Training

These are again available under separate entries in the G-Cloud 15 catalogue.

7.3 Cloud Support Pricing

7.3.1 Day Rates

All services provided by Oyster IMS under G-Cloud 15 Cloud Support will be based on the Oyster IMS Government Digital and Data Profession Capability Framework rate card. This has been supplied under the appropriate pricing section but is reproduced below. The levels refer to the Skills Framework for the Information Age (SFIA). Please note that we do not supply personnel at SFIA Level 1, 2 or 3.

The rate ranges reflect differences in the number of days in each engagement.

SFIA Category	Level 4	Level 5	Level 6	Level 7
Oyster IMS Category	Analyst	Consultant	Senior Consultant	Director
Strategy and architecture	£938 - £1,091	£1,024 - £1,277	£1,209 - £1,519	£1,395 - £1,761
Change and transformation	£938 - £1,091	£1,024 - £1,277	£1,209 - £1,519	£1,395 - £1,761
Development and implementation	£938 - £1,091	£1,024 - £1,277	£1,209 - £1,519	£1,395 - £1,761
Delivery and Operation	£938 - £1,091	£1,024 - £1,277	£1,209 - £1,519	£1,395 - £1,761
Skills and quality	£938 - £1,091	£1,024 - £1,277	£1,209 - £1,519	£1,395 - £1,761
Relationships and engagement	£938 - £1,091	£1,024 - £1,277	£1,209 - £1,519	£1,395 - £1,761

7.3.2 Alternative Pricing Scenarios

For many of the Oyster IMS services on offer under the G-Cloud 15 framework, there are alternative pricing scenarios available. These include:

- Fixed price offerings
- Time-boxed pricing (weekly, monthly or annual)
- Hybrid pricing packages combining fixed and variable elements

However, please note that all pricing scenarios will be directly relatable and not exceed the day rates provided in the Government Digital and Data Profession Capability Framework rate card.

8 Service Levels

Email or Ticketing Support - Response times:

Oyster IMS has several service levels which provide responses from as little as 15 minutes. Response times are measured during support desk hours of operation which does not normally include weekends. User can manage status and priority of support tickets.

Phone support availability – 8 to 6 (UK time), Monday to Friday

Oyster IMS provides a variety of support packages at different prices. For example standard support for certain products and configurations will consist of a base fee of £5,000 per annum plus £10 per user per month. Oyster IMS can also provide enhanced support for an additional fee which includes additional onsite support from an Oyster IMS engineer.

9 Company Profile

9.1 Company Background

Oyster IMS is an independent, market-leading **Information Governance, Data Protection and Information Security** services company that helps organisations to extract value from the growing amounts of information they generate, receive, store and manage.

We provide strategic consulting, systems implementation and on-going support around unstructured information – electronic documents, emails, paper and voice – to clients all over the world from our central London location.

9.1.1 Business Activities

We are Oyster IMS, a consultancy led information management business delivering expert advice, working with best-of-breed software products and offering ongoing and enduring services to public private and third sector organisations. We help you to create, capture, store, manage, share and preserve your information and data in a secure, compliant and cost-effective fashion. We offer everything from one off point solutions to solve a particular problem to a full multi-year end-to-end managed service.

- Consultancy

Our team of qualified, experienced consultants can help with current state assessment, strategic review and programme development as well as overseeing the delivery of your entire information governance programme.

- Software

We work with best-of-breed software providers to provide the functionality you need to support the implementation of your information governance programme.

- Service

Our world-class implementation team ensures that the solutions and programmes we recommend work the way that you want them to and, if required, we can continue to support, administer and host your products to ensure consistency and continuity of service provision.

- Clients

Oyster IMS is privileged to enjoy the trust of significant client organisations, delivering effective IM and ECM solutions across a range of sectors including Finance, Government, Legal, Healthcare, FMCG, Education and Energy.

9.1.2 References

Provided upon request.

9.2 Leadership Team

Managing Director	Josef Elliott
Consulting Director	Dan Murdoch
Technical Director	Alex Thompson