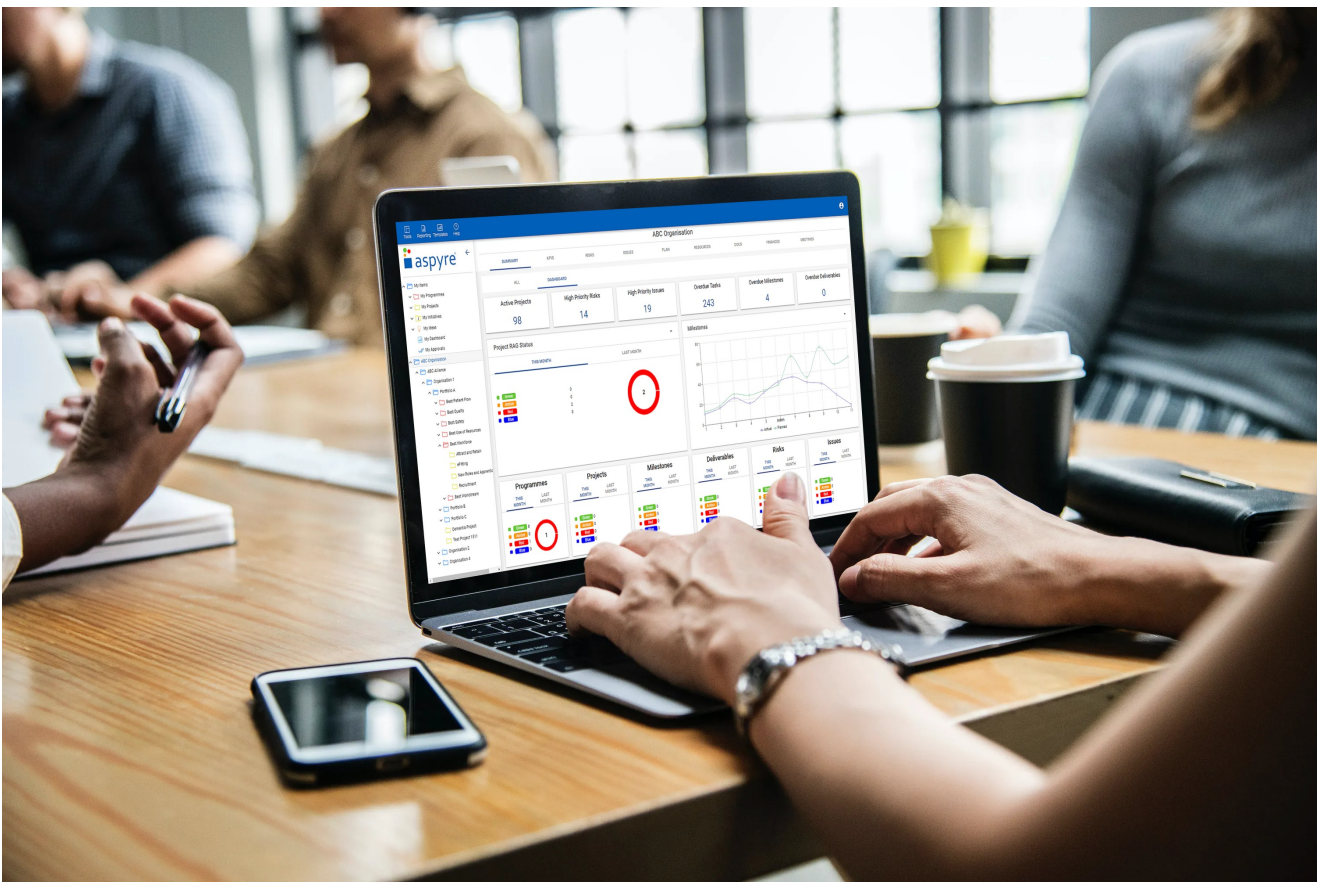


Aspyre Service Definition for G-Cloud 15

JANUARY 2026



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1. Overview of Aspyre for G-Cloud

Aspyre is a cloud-based portfolio governance and delivery platform that enables public sector organisations to plan, manage and report on portfolios of programmes, projects and initiatives in one secure, real-time system.

The service provides a single, consistent view of delivery, finances, risks, issues, milestones and benefits, enabling senior leaders, PMOs and delivery teams to maintain oversight, improve assurance and make informed decisions based on live data.

Aspyre is accessed via a standard web browser and is available 24/7 from any location with an internet connection. The service supports all modern browsers including Microsoft Edge, Google Chrome, Mozilla Firefox and Safari.

Designed in collaboration with public sector organisations, Aspyre supports a wide range of delivery approaches, including waterfall, agile and hybrid models. Governance processes, terminology and reporting structures are fully configurable, allowing the service to align with each organisation's existing frameworks rather than forcing a rigid methodology.

Aspyre supports delivery at scale, providing portfolio-level visibility while allowing teams to update information once and report it consistently across projects, programmes and executive dashboards.

Key Features

- Portfolio, programme and project management within a single hierarchical structure
- Configurable planning tools including milestones, dependencies and delivery timelines
- Risk, issue, decision and action management with full audit history
- Financial tracking including budgets, forecasts, cost profiles and savings monitoring
- Benefits management and tracking aligned to organisational objectives
- Strategic objectives, KPIs and performance measures linked to delivery activity
- Real-time dashboards and reporting for operational, portfolio and executive users
- Document management with version control and role-based access
- Meeting management including agendas, minutes and action tracking
- Lessons learned capture and reporting to support continuous improvement
- Resource planning and allocation across portfolios and programmes

Key Benefits

- Provides a single, reliable view of delivery and performance across the organisation
- Improves governance, assurance and accountability through consistent data and reporting
- Reduces administrative effort by removing duplication and manual reporting
- Enables real-time visibility of financial position, risks and delivery status
- Supports informed decision-making at operational and executive level
- Adapts to existing governance models without forcing process change
- Facilitates collaboration across teams, departments and partner organisations
- Scales from small teams to organisation-wide portfolio management

2. Information Assurance

Aspyre is delivered as a secure, cloud-based Software as a Service (SaaS) platform. Access to the service is provided via encrypted HTTPS connections, ensuring data is protected in transit. All data stored within the service is encrypted at rest using industry-standard encryption mechanisms.

Aspyre is hosted within UK-based Amazon Web Services (AWS) data centres. AWS provides a highly resilient and secure cloud infrastructure and maintains a comprehensive set of internationally recognised security certifications and standards, including ISO/IEC 27001, ISO/IEC 27017 and ISO/IEC 27018.

Security controls are implemented across the platform to support confidentiality, integrity and availability of customer data. These include role-based access controls, strong authentication mechanisms, logical data separation between customers, and full audit logging of user activity.

Mosaïque maintains an information security framework aligned with recognised best practice and public sector requirements. The organisation holds Cyber Essentials certification and aligns its security controls with ISO/IEC 27001 principles. Aspyre is designed to support compliance with the NHS Data Security and Protection Toolkit (DSP Toolkit) where applicable.

Aspyre does not store or process patient-identifiable clinical data. Customer data remains the property of the purchasing organisation at all times and is managed in accordance with UK data protection legislation, including the UK General Data Protection Regulation (UK GDPR).

Regular security reviews, monitoring and vulnerability management activities are undertaken to ensure the ongoing security of the service and supporting infrastructure.

3. Data Backup, Restore & Disaster Recovery

3.1 Data Backup

Aspyre is hosted on resilient cloud infrastructure designed to protect customer data and ensure service continuity. Backup, restore and disaster recovery arrangements are implemented to support availability, integrity and recoverability of data.

Automated Backups

All Aspyre customer data is backed up automatically using managed cloud database services. Backups include both database content and transaction logs, allowing recovery to a specific point in time where required.

Backups are performed daily and retained in line with defined retention policies. Backup data is stored securely within UK-based cloud infrastructure and is encrypted at rest.

Backup processes are monitored and periodically tested to ensure data can be recovered when required.

3.2 Restore

In the event of data loss, corruption or user error, Aspyre supports restoration of customer data from backup to a previous known good state within the defined retention period.

Restoration can be performed to a specific point in time, subject to backup availability, and is carried out by authorised personnel following standard operational procedures. Restored data can be made available within a separate instance if required to support investigation or validation prior to reinstatement.

3.3 Disaster Recovery

Aspyre is designed to operate on highly available cloud infrastructure with built-in resilience across multiple availability zones.

Disaster recovery arrangements are in place to minimise service disruption in the event of a major incident affecting the hosting environment. These arrangements are designed to support recovery of service and data within agreed recovery objectives, with priority given to restoring core service functionality and customer access.

Disaster recovery procedures are reviewed periodically to ensure they remain effective and aligned with the service architecture.

4. On-boarding and Off-boarding Process

4.1 On-boarding Process

Aspyre onboarding follows a structured, low-effort process designed to support rapid adoption while ensuring configuration reflects the buyer's operating model.

Kick-Off Meeting

- Aspyre overview to key stakeholders
- Demonstration of how similar clients are successfully using Aspyre
- Suggestions of how Aspyre can be configured based on best practice
- Review reporting requirements
- Agree functionality to be implemented
- Agree and prioritise rollout plan

Database Creation & Configuration

- Create Aspyre database
- Configure screens
- Client to send through existing data in Microsoft Excel for importing into Aspyre together with exemplar project
- Client to agree reference table entries i.e. drop down lists
- Set up and configure users
- Review configuration

Documentation

- Create customised Aspyre Handbook
- Create Reporting Guidance
- Create customised Training Material

Training

- Training is delivered as part of onboarding where required. Full details of training options and delivery approaches are described in Section 9 (Training).

Go Live

Post Go-Live Support

4.2 Off-boarding Process

At the end of the Agreement, or upon termination of the service, Mosaique will support an orderly and secure off-boarding process.

All data entered into Aspyre remains the property of the customer. On request, customer data will be made available for extraction in agreed, commonly used formats, including structured data exports suitable for use in Microsoft Excel and other reporting tools.

The scope, format and timing of data extraction will be agreed with the customer to ensure continuity of access to information and alignment with organisational and information governance requirements.

Customer access to the service will remain available for an agreed period to support data validation and transition activities. Once off-boarding has been completed and data extraction confirmed, the Aspyre database will be securely decommissioned in line with data protection and retention obligations.

5. Pricing

5.1 Pricing Model

Mosaique offer a Software-as-a Service (SaaS) pricing option for Aspyre which is detailed in Appendix A.

5.2 Aggregated Billing Options

The user level price model is flexible allowing organisations to use the service as required for example, in specific departments or with partner agencies.

5.3 Minimum Contract

Minimum contract period is 12 months.

5.4 Free Aspyre Trial

A free 30-day trial is available on request.

5.5 Termination Costs

There are no termination costs for Aspyre as long as we have received a minimum of 3 months' notice prior to the renewal date of a Clients Agreement.

5.6 Supplier Contract Terms Jurisdiction

Our standard terms and conditions are enclosed together with a service level agreement. The system can be accessed by any nominated user on behalf of the purchasing organisation within the UK.

5.7 Payment Terms

Standard payment terms are 30 days from date of invoice. Alternative invoicing arrangements, including annual upfront invoicing, may be agreed between the parties.

6. Service Management Details

6.1 Technical Boundaries / Interfaces of the Service

All technical interfaces are fully documented and available on request. Interfaces include browser access, role-based authentication, data import via Microsoft Excel templates, data export in agreed structured formats, and email-based notifications.

6.2 Services Available to other Suppliers

No services are available to other suppliers.

6.3 On-boarding Process

Detailed in Section 4 above.

6.4 Off-boarding Process

Detailed in Section 4 above.

6.5 Data Extraction

All data entered into Aspyre remains the property of the customer.

On request, Mosaique will provide customer data in agreed, commonly used formats, including structured data exports suitable for use in Microsoft Excel and other reporting and analysis tools. Data extraction can be requested at any point during the contract term or as part of the off-boarding process.

The scope, format and timing of data extraction will be agreed with the customer to ensure data is returned in a usable and secure manner, aligned with information governance and data protection requirements.

Data extraction is performed securely by authorised personnel and does not require ongoing access to the Aspyre service once completed.

Where data removal is required, Mosaique will securely delete customer data from the live service following completion of off-boarding and any agreed validation period, in line with data protection and retention obligations. Confirmation of deletion can be provided on request.

6.6 Data Processing and Storage Locations

All customer data within Aspyre is processed and stored within the United Kingdom using cloud infrastructure provided by Amazon Web Services (AWS). Data is not processed or stored outside the UK as part of the standard service.

6.7 Data Location Option can be Defined by User

Data location is fixed within UK-based AWS regions and cannot be changed by the customer. This approach ensures consistency, resilience and compliance with UK public sector data residency requirements.

6.8 Data Held in Safe Harbour

Not applicable. Aspyre does not rely on international data transfer mechanisms or Safe Harbour arrangements, as all data is hosted and processed within the United Kingdom.

6.9 Data Centre(s) Used Adhere to Best Practices

Aspyre is hosted on Amazon Web Services (AWS) infrastructure, which operates data centres in accordance with recognised international standards and best practice for security, resilience and operational management.

AWS maintains certifications and independent assurance reports aligned with ISO/IEC 27001 and other relevant cloud security and operational standards.

6.10 Data Centre Tier

Aspyre is hosted on highly available and resilient cloud infrastructure provided by AWS across multiple availability zones within the UK. The service is designed to support high levels of availability and fault tolerance without reliance on a specific data centre tier classification.

6.11 Support Boundaries / Interfaces of the service

Support is via a dedicated helpdesk, details of which can be found in our Service Level Agreement (SLA).

6.12 Roadmap

Aspyre is developed and enhanced through a structured roadmap that reflects customer feedback, regulatory requirements and ongoing service improvement.

New functionality is delivered through regular software releases. Most new developments are parameterised and are not forced on customers. Functionality is only made available once activated through configuration settings, allowing organisations to adopt new features when appropriate and in line with their own governance and operating model.

Changes are designed to be backward compatible to minimise disruption to live services. Customers are notified of upcoming releases and changes in advance, with supporting release information provided to explain new or updated functionality.

6.13 Performance Attributes

The service is designed to achieve high levels of availability, with a target availability of 99.9% or greater, measured on a monthly basis and excluding planned maintenance periods.

6.14 Backup & Disaster Recovery

Please refer to Section 3 above.

6.15 Support Service Provided

Please refer to Section 8 below.

6.16 Real-time Management Information

Aspyre provides real-time reporting across all data held within the database. Service availability and incidents are monitored by the supplier, and service desk tickets provide auditable tracking of support performance for customers.

6.17 Self Service Provisioning / De-provisioning

System Administrators can modify the way in which data is presented to users and so can provision/de-provision new modules within the application.

6.18 Indicative Time for Provisioning / De-provisioning

24 hours.

6.19 3rd Party Service Monitoring Tool Access

Some customers choose to use their own monitoring tools at the Aspyre landing page since it is cloud-based. This allows them to verify that the service is up.

6.20 Service Desk can be used by 3rd party suppliers for their services

Our Service Desk can be used by 3rd party suppliers if they have been activated as a user in Aspyre.

7. Service Constraints

7.1 Maintenance Windows

Planned maintenance and upgrades are performed out of hours (21:00 – 08:00) or at weekends.

7.2 Level of Customisation Permitted

Aspyre is highly configurable through administrator-controlled settings. This allows organisations to tailor the service to their processes without bespoke development, reducing cost, risk and supplier dependency.

The Aspyre application allows the System Administrator(s) to customise the following elements:

- Reference Tables i.e. all drop down lists on all screens
- Fields – Names and whether they are Mandatory, Greyed Out or Hidden
- Modules – Editable, Read-only, Hidden
- Logo(s)
- User Permissions

The initial customisation is carried out by Mosaïque. Training is then given to the chosen System Administrator(s) to enable them to carry out any future changes.

7.3 Schedule for Deprecation of Functionality / Features

A comprehensive set of Release Notes are supplied with each new release of Aspyre. These clearly detail which functionality has been added or removed.

Where it is the intention of Mosaïque to deprecate a feature, the notification for this is published along with the Release Notes. Users have a minimum of 6 months to migrate data away from deprecated features.

8. Service Levels

8.1 Service Availability

Aspyre is delivered using highly available cloud infrastructure designed to support continuous access to the service.

The service is designed to achieve high levels of availability, with a target availability of 99.9% or greater, measured on a monthly basis and excluding planned maintenance periods.

Availability is monitored continuously. In the event of service disruption, incidents are managed in line with the agreed Service Level Agreement (SLA), with priority given to restoring service as quickly as possible.

8.2 Support Hours

Standard support hours are 09:00 to 17:30, Monday to Friday, excluding UK public holidays.

Support requests are submitted via email to the Aspyre Service Desk. All requests are logged and assigned a unique reference number to support tracking and resolution.

Incidents are categorised and managed in accordance with the severity levels and response targets defined in the Service Level Agreement. Resolution times are dependent on the nature and impact of the issue, with higher-severity incidents prioritised accordingly.

9. Training

Aspyre is designed to be intuitive and easy to use, reducing the amount of training required for users to become productive. Training is tailored to user roles and focuses on enabling users to confidently manage data, produce reports and use the service effectively within their organisation's governance framework.

Training is typically delivered remotely using online collaboration tools and can be recorded to allow organisations to reuse sessions for onboarding new users or refresher training. On-site training can be provided by agreement where required.

Training options include:

- End-user training focused on day-to-day use of the service
- Advanced user training covering reporting, dashboards and portfolio views
- Administrator training covering configuration, permissions and system management
- Train-the-trainer sessions to enable internal capability and reduce reliance on supplier-led training

Training sessions are delivered in structured modules and can be scheduled flexibly to support phased rollouts and differing user groups.

10. Ordering and Invoicing Process

Payment terms are 30 days following invoice, unless otherwise agreed between the parties. Alternative invoicing arrangements, including annual upfront invoicing, may be agreed.

11. Termination Terms

The Client may terminate the Contract by providing Mosaique with written notification of their intention to cancel the Contract, a minimum of three (3) months prior to the end of the Contract.

If the Client does not give Mosaique a minimum of three months prior written notification of their intention to cancel the Contract, then the Contract will automatically renew at the end of the Contract period and the Client will be eligible to pay the full cost of its renewal.

Mosaique may terminate this Contract by giving the Client three (3) months written notification prior to the end of the Contract.

No termination charges apply beyond the contracted notice period.

11.1 By consumers (i.e. consumption)

Should the service be terminated by either party, client data will be returned directly.

Please also see section 4.2

11.2 By the Supplier (removal of the G-Cloud Service)

Should the service be terminated by either party, client data will be returned directly

Please also see section 4.2

Appendix A – Service Level Agreement (SLA)

Severity	Description
1	All the functions, or a substantial proportion of the functions, of the Software are unavailable.
2	A suspected high-impact condition associated with the product. That is, processing capability is limited and the problem has some significant adverse impact on the client. A significant number of Licensed Users impacted.
3	A suspected medium-impact condition associated with the product. One or more modules of the Software are giving periodic problems but can still be used. The fault has a high nuisance impact to the users. A condition where a single or small number of Licensed Users impacted.
4	An intermittent or low-impact condition associated with the produce (e.g. cosmetic issue, spelling, layout), for which a permanent fix can be planned, or a question concerning the product.
5	The support request is a feature or enhancement request

The following table details the service and response times that Mosaïque will provide:

Service	Availability	Standard Support Response Times	Resolution Time
Severity Level 1	During standard hours (9am – 5:30pm, Monday to Friday excluding Bank Holidays)	Within 2 hours of the Client notifying us of the problem	Work will progress continuously, (in accordance with the client's stated priority of calls) throughout the standard hours until a suitable workaround, software/data correction or assistance is provided.
Severity Level 2	During standard hours (9am – 5:30pm, Monday to Friday excluding Bank Holidays)	Within 4hrs of the Client notifying us of the problem	Work will progress, (in accordance with the client's stated priority of calls) throughout the standard hours until a suitable workaround, software/data correction or assistance is provided.

Severity Level 3	During standard hours (9am – 5:30pm, Monday to Friday excluding Bank Holidays)	Within 1 working day of the Client notifying us of the problem	Work will progress, (in accordance with the client's stated priority of calls) throughout the standard hours until a suitable workaround, software/data correction or assistance is provided.
Severity Level 4	During standard hours (9am – 5:30pm, Monday to Friday excluding Bank Holidays)	Within 2 working days of the Client notifying us of the problem	Work will progress, (in accordance with the client's stated priority of calls) throughout the standard hours until a suitable workaround, software/data correction or assistance is provided.
Severity Level 5	During standard hours (9am – 5:30pm, Monday to Friday excluding Bank Holidays)	Within 3 working days of the Client notifying us of the problem	Work will progress, (in accordance with the client's stated priority of calls) throughout the standard hours until a suitable workaround, software/data correction or assistance is provided.

The use of the severity code does not identify the priority or urgency of the call. To avoid the position where incidents are allocated severity levels of 2 (high) and in some cases 1 (critical) in order to raise their profile rather than identify the 'severity' of the incident, we advocate the use of priority codes to allow some identification of the urgency of an incident.

The Priority Code allows Mosaïque Support in collaboration with the client to grade calls according to Urgency, thereby allowing for example a Severity 3 (medium) incident to be logged according to the SLA, and be the client's most urgent call.

We do not specify resolution dates/timescales against these Priority Codes as they would in some cases contradict the SLA.

We propose the use of the following Priority Codes

A	The most urgent calls (e.g. maximum 2 calls)
B	The next most urgent calls (e.g. maximum 5 calls)
C	All others where resolution required in the version of software fault reported in
D	All others where resolution required in next available release. Change requests are dealt with under a separate Agreement

Appendix B - Additional Services Rate Card

Professional Services

- Installation and Configuration - £850/day
- User Training - £850/day
- Programme/Project Support (including data input & generation of reports) - £850/day
- Business Analysis - £850/day
- Bespoke Software Development & Development of Customised Reports - £850/day

Bespoke Development Services Rate Card

5-day package	£750/day	£3,750
10-day package	£650/day	£6,500
20-day package	£550/day	£11,000

The above development packages are to be drawn upon as and when a Client requires and must be used within the term of this Agreement.