

QAPL³⁶⁰ Service definition

Licences	The company licences individual application modules as an Application Service Provider. User access is authorised by client organisations within licence constraints.
Functionality	Application function overviews cover the key features and benefits of each module. Together these form part of our warranty and Service Level Agreement [SLA].
Hosting	NHS clients may opt to host the system within their own IT service contract. Hosting is also available for QAPLus clients either directly, or on a sub-contract basis, from TeraFirma – a West Midlands NHS organisation. The Hosted SLA will include: - UK based Azure data centre(s) - Server/data replication across multiple UK data centres - Hosting by TeraFirma will be ISO27001 compliant - Guaranteed and non-guaranteed resources - Persistence of storage - Service provisioning - Utilisation monitoring/reporting - Network - Standard Configurations - Scalability of server CPUs, Memory and Disk Capacity - Azure cloud is used for external portals to permit public access to specified data sets with links to the main database on Private Cloud. - User equipment platforms are defined for each module [browser or App].
On-boarding	We provide standard data migration templates populated by incumbent suppliers for import and validation. Additional data can be imported to 'extension' tables subject to specification. Where access to the database and schema is available bespoke routines may be commissioned on an RFC basis. Unless a staged migration to Live is achieved there is usually 2 day transaction pause for Live migration control approval. Using these techniques we have successfully migrated and merged over 500,000 patient records – on time and on budget.
Off-boarding	Migration of current funded data is available through standard reporting extracts coupled with legacy licences for full data access. Subject to definition there is no restriction on export of client generated data. Data can be provided as individual tables [usually Excel] or as a SQL database. Where data does not have a target destination we offer data export on an RFC basis. Alternatively, where a full data schema is required, this is available as bespoke routines on an RFC basis. The cost of off-boarding is subject to scope definition to determine resources required. These are charged at standard daily rates. On written instruction any legacy data held by the company will be permanently deleted under the terms of that instruction.

Impact Level	Hosted services are offered with full compatibility with NHS standards and network access.
Backup	The system resides on platforms with SQL transaction logging alongside daily, weekly and monthly backup recommendations.
Pricing	This is based on numbers of concurrent [logged-on] users or site licences.
Constraints	Customised Processes and documentation are configured for each client as part of the onboarding consultancy. This is scoped and costed according to the number of Processes and documents required. System maintenance is provided remotely with upgrades installed outside normal working hours onto a UAT platform. Upon acceptance transfer to the live platform is planned outside normal working hours by agreement with the client Project Manager.
SLAs	Service Levels are agreed for each project and provided as an appendix to the contract.
Training	Remote 'Teams' training and function videos are provided. Onsite is a further option: Theatre-style Up to 8 Delegates 'hands-on' One-to-one
Ordering	The system is modular and fully customised for client procedures and standards. Selection of module licences and scope of customisation is determined pre-contract. Licences permit users access to the application software module via thin client or tablet 'app' depending on the deployment platform. Once the PID is agreed the order may be placed through G-Cloud or a bespoke contract may be agreed direct between the parties.
Invoicing	Licences are paid annually in advance. Professional services may be commissioned in advance as a reduced cost 'service pack' or on a time & materials basis.
Termination	Licences are for a minimum of 3 years, usually with 2 x 1 year extension options. They may be terminated at any anniversary after 3 years.
Responsibilities	Client: Provision of platform or approval of hosting. System Administrator / Super User [passwords, teams, permissions etc] QAPLus: System configuration instructions Joint: Project Board UAT
Trials	Trials are provided as part of the contract and consist of: Bespoke customisation [processes & documents] Trial data migration UAT training Trial test plan