

G-Cloud 15
Service Definition

CareScan.

**Point of Care Asset Tracking and Inventory
Management Software**

1. Overview of the Service	3
Company Overview	3
Software Capabilities	3
Social Value	6
Overview of the G-Cloud Service	6
2. Information Assurance	7
Privacy by Design	7
3. Backup, Restore and Disaster Recovery Provisions	7
Data Backup Provisions	7
Business Continuity Statement/Plan	7
4. Onboarding Process	8
Ordering and Invoicing	8
Pricing Overview	8
Onboarding Overview	8
Prerequisites & Customer Responsibilities	8
Training	9
Implementation Plan	9
5. Off-boarding Process	10
Overview of Termination	10
Data Extraction & Handover	10
Related Costs or Requirements	10
6. Service Levels	11
Service Management	11
Service Availability & Constraints	11
Support Hours	12
Response and Resolution	12
Outage and Maintenance Management	13
Financial Recompense Model for not Meeting Service Levels	13
7. Scope of the Service	14
What is Included	14
What Is Not Included	15
8. Topology	16

1. Overview of the Service

Company Overview

Established in 2002 GlobalView Systems (GVS) is a UK-based software development company majority-owned by Fairford Holdings. GVS operates across a wide range of verticals and specialises in Healthcare.

Our approach is highly consultative and collaborative, working to understand customer's key challenges and requirements before creating ground-breaking solutions to meet their needs.

Software Capabilities



CLINICAL COPILOT

Automation removes human error



OPTIMISED DATA CAPTURE

Reduces data collection from months to minutes



OPTIMISED WORKFLOWS

Routine data acquisition at every stage of patient journey



ADAPTABLE BY DESIGN

Can be used with any device, implant or consumable



PLICS CAPTURE

Live and accurate data unlocks value for customers



REAL-TIME DATA

Data fed through almost instantly



EFFICIENT RESOURCING

Reduces the need for additional resources at point of care



PREDICTIVE APPROACH

Algorithms deliver statistically accurate predictions on current and future surgeries

CareScan is a simple-to-use and intuitive software to track implants, devices, and consumables at the patient level to drive patient safety and significantly reduce preventable 'Never Events' across the patient pathway. As an Inventory Management System, CareScan provides comprehensive oversight of stock, supporting full traceability and accuracy, and improved organisational governance across the entire surgical pathway.

GS1 approved barcode scanning and an intuitive user interface allow the capture of critical data including Patient ID, Staff ID, Implant, Consumables, Location, and Assets to give clinical decision support and ensure an audit trail is in place.

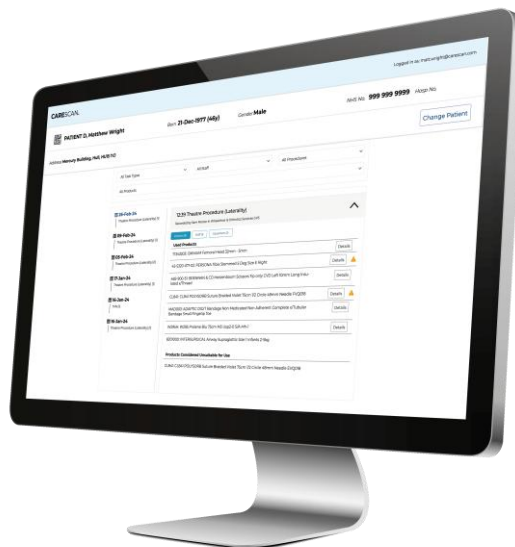
The **CareScan** modules include:

- Point of Care Scanning
- Inventory Management
- Product Recall Management
- Stock Take Management
- Loan Kit Management
- Asset Tracking
- Digital Checklists
- Implant Laterality Management
- Regulatory data collection and submission
- Resuscitation Trolley Audits



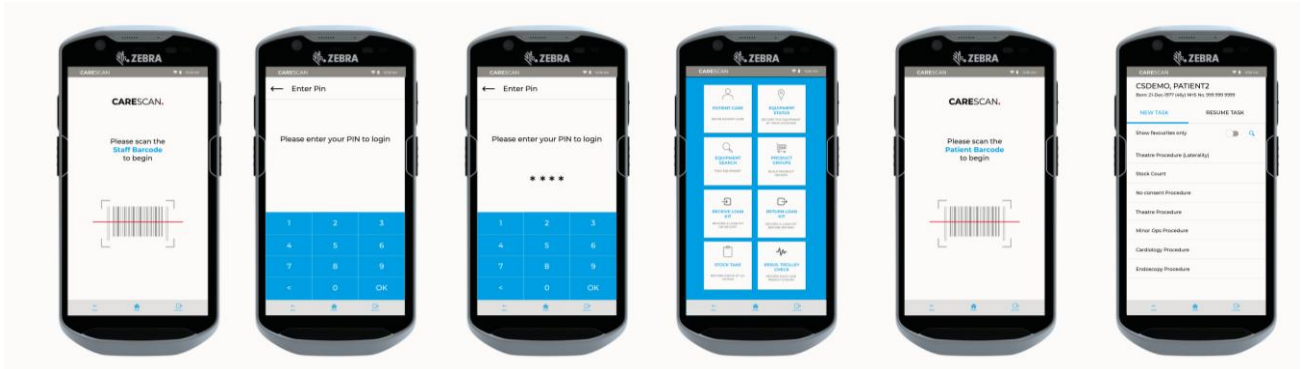
CareScan Dashboard View

Key data is displayed on the dashboard providing fast decision-making and allowing a deep dive into the reports to expose further details ensuring the system is operating as expected and a full audit trail is in place.



Patient-level Detailed data viewer

Linked to the EPR, a full audit trail is visible for each patient. Full activity history can be broken down to highlight a fully tracked list of all implants/consumables used in the operating theatre. Product Warnings and Alerts are trackable to ensure the decision-making progress is included within the audit trail.



CareScan App Sample Screen shots

CareScan is designed to be hardware manufacturer agnostic providing the hospital flexibility. Our approach is to be flexible to provide you with the widest choice possible to meet your needs.

Social Value

Corporate Social Responsibility

GVS has built its CSR Policy according to the ESG (environmental, social, and governance) backbone and globally accepted principles, like the ten principles of UN Global Compact.

Our management system requires an annual review and board update of key CSR criteria including Environmental Impact, Human Rights, Labour Standards, Governance, and Supply Chain Management. The process is scored and tracked to ensure continual improvement and risk management.

Specific reference is made to the following key aspects:

- **Fighting Climate Change** - GVS offers a company car scheme to key roles within the organisation. To minimise the environmental impact we ensure that any company car must be a hybrid model. Furthermore, we encourage the use of remote (Teams/Zoom) meetings as a strong preference to minimise travel. Adherence to ROHS and WEEE directives related to electronic waste and printer toner, packing, and general waste is recycled.
- **Tackling Economic Inequality** – GVS has a system in place to monitor and record that wages and benefits paid for a standard working week, at a minimum meet national legal standards or industry benchmark standards, whichever is higher. Wages should always be enough to meet basic needs and to provide some discretionary income.
- **Equal opportunities** – GVS shall have assigned responsibility for equal employment issues at a CEO/ Director level and have systems and policies in place to make sure that qualifications, skill, and experience are the basis for the recruitment, placement, training, and advancement of staff at all levels. Records shall be kept on these activities
- **Wellbeing** - GVS complies with UK law, collective agreements, and international labour standards. Overtime shall be paid according to national law, agreements between the employer or employer's organisation, and labour's organisation and compensated according to valid agreements or according to agreements between the employer and the employee.

Overview of the G-Cloud Service

CareScan is a cloud-delivered point-of-care and Inventory Management tracking system.

The **CareScan** solution is deployed via a cloud solution. **CareScan** will work closely with the trust's IT teams and will consider key criteria including hospital/Trust GDPR rules, support SLA, and other bespoke service requirements.

2. Information Assurance

GVS carries ISO27001 accreditation, Cyber Essentials Plus, and CareScan is compliant with DCB0129 and WCAG 2.1 AA Accessibility specifications.

Privacy by Design

The solution does not store any personal information and therefore adheres fully to GDPR legislation.

3. Backup, Restore and Disaster Recovery Provisions

Data Backup Provisions

In line with our highly consultative approach and the flexibility of the solution, the client's specific requirements can be discussed before an order is placed; this would then be documented in the Order Form as agreed between both parties.

Business Continuity Statement/Plan

The scope of our business continuity plan includes a focus on four main areas these include:

- Business Analysis impact review; identifying key business-critical areas, functions, and dependencies between business areas.
- Recovery strategy identifying resource requirements, feeding into the business analysis impact plan, and providing a guide for emergency remote capability.
- Plan development, which includes the framework for the business continuity plan and establishes and organises the recovery teams and plans for relocation in the case of disruption or disaster. This includes the internal IT networking plan and remote administration continuity.
- Lastly, our plan is annually reviewed against a testing regime of exercise to make sure that the plan is still relevant as we continue to grow as a business and the updates are made to the master plan accordingly.

A more detailed plan can be provided by request.

4. Onboarding Process

Ordering and Invoicing

In line with our highly consultative approach and the flexibility of the solution, we would request an initial email to discuss requirements at contact@carescan.com. We would then provide all assistance in compiling the ideal solution and completing the Order Form thereafter (the call-off contract).

Pricing Overview

See additional documentation.

Availability of Trial / Evaluation Service

A solution is offered to the end user as a reduced feature evaluation service. This is arranged with the onsite team and deployed under GVS's guidance for an agreed length of time.

Onboarding Overview

GVS assigns a Project Responsible Account Manager, Integration Manager, and Support Manager to ensure smooth implementation.

An initial pre-contract kick-off meeting is held with all key stakeholders where a full migration plan is then formulated. This is documented in a Project Plan and Gantt chart and circulated to all stakeholders.

A version of the software, pre-populated and configured as per desired requirements is completed off-site, with full support in set-up and training schedule agreed and phased roll-out.

The account manager would be available as the main contact and attend onsite visits, overseeing training and set-up.

Prerequisites & Customer Responsibilities

The customer is responsible for the internal network of the hospital including the provision of WiFi within operational areas. Mobile barcode scanning hardware is provided by the customer however GVS can liaise with hardware manufacturers and suppliers to ensure the hardware can extract the full value from the software.

Our Customer will make sure each item of Customer Hardware and Customer Software is installed and is in working order and available to ensure the smooth running of the contract as and when required in timescales agreed jointly.

Payment of advance license fees is to be agreed at the start of each Contract Year, following the agreed Payment Schedule of the contract.

At the pre-contract meeting, we discuss the structure of the service provision including the Intellectual Property Rights of the GVS Software, and shall agree to support our customers to:

1. ensure that each Licensed User, before starting to use the GVS Software, is made aware that the GVS Software is proprietary to GVS and that it may only be used and copied per this Agreement.
2. consider suitable disciplinary procedures for employees who make unauthorised use or copies of the GVS Software.
3. restrict third-party use of the software service only with the prior written consent of GVS, who may require that such third party provides a written confidentiality agreement.

Continued working with our customers to ensure both parties ensure governance around Third-Party Licensing.

Technical Requirements and Client-Side Requirements

CARESCAN MINIMUM HARDWARE REQUIREMENTS	
CPU	Intel Xeon
Processor Speed	3.0 GHz
Processor Type	64 bit
Memory	16 GB RAM
SSD	250GB
Supported OS	Ubuntu Server 24.04.1 LTS

Training

Training is based on a 'Train the Trainer' methodology and is completed on-site with key stakeholder groups trained separately. Full documentation is provided, and ongoing support is provided through our dedicated team who are available to respond to potential issues during normal business hours from our UK base.

Implementation Plan

A detailed project implementation plan template will be used to support the pre-contract meeting agenda and a bespoke plan be created for each project. The timelines and tasks will be agreed upon between all parties and will provide the backbone of delivery.

5. Off-boarding Process

Overview of Termination

A customer can terminate a contract as per the conditions of this Agreement.

On termination of the Licence, the Customer shall either return to GVS or, at GVS's option, destroy all material copies of the GVS Software and Documentation, and shall ensure that any copies of the GVS Software on hard discs or other storage means associated with any computer equipment owned or controlled by the Customer are permanently deleted.

Termination or expiry of this Agreement shall not affect any rights, remedies, obligations, or liabilities of the parties that have accrued up to the date of termination or expiry, including the right to claim damages in respect of any breach of the Agreement which existed at or before the date of termination or expiry.

Data Extraction & Handover

On termination of this Agreement for any reason, each party shall as soon as reasonably practicable:

- return, destroy, or permanently erase (as directed in writing by the other party) any documents, handbooks, or other information or data provided to it by the other party containing, reflecting, incorporating, or based on Confidential Information belonging to the other party.
- Permanently delete any proprietary software belonging to the other party and not the subject of a current license granted by the other party from its IT network and hard disks or other storage means associated with any computer equipment owned or controlled by the other party.
- Each party shall provide written confirmation (in the form of a letter signed by its Managing Director) no later than 7 days after the termination of this Agreement that this software has been deleted.

Related Costs or Requirements

On termination of this Agreement for any reason, the Customer shall immediately pay any outstanding unpaid invoices and interest due to GVS. GVS shall submit invoices for any Services that it has supplied, but for which no invoice has been submitted, and the Customer shall pay these invoices immediately on receipt.

6. Service Levels

Service Management

At GVS we have implemented many service management processes and procedures to ensure that we keep the customer informed and ensure that the levels of service support provided are continuously reviewed for improvements. We ensure that where possible we have automated service support workflows making it easier and simpler for customer contact and enabling benchmarking performance, this also allows the ease of closed-loop communications keeping all parties up to date as to progress and informed. We also ensure that recurring work tickets are scheduled where possible to automate the support as much as possible, this allows us to plan resources and maintain high levels of service support with our customers. We have also introduced several internal key performance indicators making sure that the tickets and activities are completed promptly.

Service Availability & Constraints

The CareScan software is available for 24 Hours per day.

System Availability percentage is calculated as 99% Availability – with calculated downtime of 3.65 Days per Year / 7.2 hours per month / 1.68 hours per week.

Calculation Excludes Downtime Total Minutes in the Month attributable to:

- (i) a Scheduled Downtime for which a Regular Maintenance Window is completed
- (ii) any other Scheduled Downtime for which the customer has been notified at least five (5) business days before such Scheduled Downtime or
- (iii) unavailability caused by factors outside of Global View's reasonable control, such as unpredictable and unforeseeable events that could not have been avoided even if reasonable care had been exercised.

Scheduled maintenance and planned upgrades are completed planned and managed through the hospital's RFC process.

Customisation is permitted within the system for Sites, Users, and Location field data.

The planned development Roadmap for CareScan defines planned new features which will be communicated periodically to the end user, CareScan releases can modify, deprecate or support features, and may introduce upgrade behaviour changes for your solution.

GVS defines the implications of deprecated and de-supported as follows:

- (i) Deprecated features are features that are no longer being enhanced, but are still supported for the full life of this release of CareScan.
- (ii) De-supported features are features that are no longer supported by fixing bugs related to that feature. GVS can choose to remove the code required to use the feature. A deprecated feature can be de-supported in the next CareScan release.

Support Hours

CareScan SUPPORT		SUPPORT HOURS – STANDARD
Telephone Support	Full ticketed and trackable	9-5 Monday -Friday (Excluding Bank Holidays)
Email Support	Full ticketed and trackable	9-5 Monday -Friday (Excluding Bank Holidays)
Remote Technical Support*		9-5 Monday -Friday (Excluding Bank Holidays)
Hot Fix*		Within 2 Business Days
On Premise Support*		Within 2 Business Days – Chargeable per day

* Requires Remote Access and IT support

Response and Resolution

GVS shall:

- Prioritise all Support Requests based on a reasonable assessment of the severity level of the defect.
- Respond to all Support Requests per the responses and response times specified in the table set out below:
- The parties may, on a case-by-case basis, agree in writing to a reasonable extension of Service Constraints

Definition	Service Level response and response time for defects
Business Critical Failures: An error in, or failure of, the Supported Software that: a) materially impacts the operations of the Business; b) prevents necessary work from being done; or c) disables major functions of the Supported Software from being performed.	Level 1 Response: Acknowledgment of receipt of a Support Request within 60 minutes (during Normal Working Hours). Level 2 Response: GVS shall: a) restore the Supported Software to a state that allows the Customer to continue to use the functions of the Supported Software in all material respects within 2 Business Days after access has been granted to the software; and b) exercise Commercially Reasonable Efforts until full restoration of function is provided. Level 3 Response: GVS shall work on the problem continuously and implement a Solution within 5 Business Days after access has been granted to the software.

	If GVS delivers a Solution by way of a workaround reasonably acceptable to the Customer, the severity level assessment shall reduce to a System Defect with Workaround, Level 3 or lower.
System Defect with Workaround: a) a Business Critical Failure in the Supported Software for which a workaround exists; or b) an error or failure in the Supported Software (other than a Business Critical Failure) that affects the operations of the Business.	Level 1 Response: Acknowledgment of receipt of a Support Request within 60 Minutes (during Normal Working Hours). Level 2 Response: GVS shall, within 2 Business Days after access has been granted to the software, provide: a) an emergency software fix or workaround, or b) temporary release or update release, which allows the Customer to continue to use the functions of the Supported Software in all material respects. Level 3 Response: GVS shall provide a permanent Defect correction as soon as practicable and no later than 10 Business Days after GVS's receipt of the Support Request.
Minor Error: An isolated or minor error in the Supported Software that: a) does not significantly affect Supported Software functionality. b) may disable only certain non-essential functions; or c) does not materially impact the Business performance.	Level 1 Response: Acknowledgment of receipt of the Support Request within 4 hours (during Normal Working Hours). Level 2 Response: GVS shall provide a permanent Defect correction within the next New Release.

Outage and Maintenance Management

In line with our highly consultative approach and the flexibility of the solution the client's specific maintenance requirements can be discussed before an order is placed; this would then be documented in the Order Form as agreed as a scheduled support diagnostic check agreed between both parties.

Financial Recompense Model for not Meeting Service Levels

No financial recompense model exists for this product.

7. Scope of the Service

What is Included

Planning, Support and Maintenance are included within the service offering alongside full training, install and set-up of the solution.

Planning and development of the project will follow an initial assessment with the on-site team, this will form the detail of a bespoke project implementation plan. If a project has multiple phases then the first phase is usually planned and then repeated for multiple phases, considering opportunities for splitting resources and running multiple phases together on completion of the first phase.

A project lead is advised within the Hospital / Trust to work closely with the GVS Project Manager. The aim is to ensure effective information flow between GVS and the Hospital/ Trust against the agreed development plan. The inclusion and co-operation of stakeholders such as the Theatre Manager, Patient Safety Lead, IT Manager, and Procurement are critical to ensure a smooth and timely deployment, minimising delays. During this phase, we will make available demonstration sites to allow visits and see demonstrations of the **CareScan** solution.

The dedicated GVS Project Manager will be the owner of the project plan and update it on a regular basis as the project progresses. Any changes such as revised completion dates, revised milestones change to the dependencies, resources etc. will be managed and reflected in the project plan by the Project Manager.

ID	Description	Product	Category	Status	Responsible	Owner	Start date	End date	Risk	Calculation	Test Actuals
1	Commercial order agreement submitted and signed by both parties	Software Technology	IT Support Services				9/1/2022	9/1/2022	Low	Low	Low
2	Order received and acknowledged	Software Technology	IT Support Services				9/1/2022	9/1/2022	Low	Low	Low
3	Accounts created for customer and GlobalFlow	Software Technology	IT Support Services				9/1/2022	9/1/2022	Low	Low	Low
4	Assign Hospital Project Leads	Software Technology	IT Support Services				9/1/2022	9/1/2022	Low	Low	Low
5	Milestone 3 - Order Process completed, received and acknowledged	Software Technology	IT Support Services				9/1/2022	9/1/2022	Low	Low	Low
6	Support Services agreement submitted to customer	Software Technology	IT Support Services				9/1/2022	9/1/2022	Low	Low	Low
7	IT team completion	Software Technology	IT Support Services				9/1/2022	9/1/2022	Low	Low	Low
8	Pre contract meeting with key customer project team arranged	Software Technology	IT Support Services				9/1/2022	9/1/2022	Low	Low	Low
9	Customer IT meeting/knowledge/acceptance of solution and discuss IT team	Software Technology	IT Support Services				9/1/2022	9/1/2022	Low	Low	Low
10	Confirm Radio/Barcode requirements and integration plan	Software Technology	IT Support Services				9/1/2022	9/1/2022	Low	Low	Low
11	Internal meeting to discuss timeline and resources	Software Technology	IT Support Services				9/1/2022	9/1/2022	Low	Low	Low
12	Agree any variances to original project scope with customer and confirm total integration plan for customer sign off	Software Technology	IT Support Services				9/1/2022	9/1/2022	Low	Low	Low
13	Hospital first content supplied to GlobalFlow	Software Technology	IT Support Services				9/1/2022	9/1/2022	Low	Low	Low
14	Milestone 4 - Customer solution built and ready for install	Software Technology	IT Support Services				9/1/2022	9/1/2022	Low	Low	Low
15	Hospital installation, full site testing and approval	Software Technology	IT Support Services				9/1/2022	9/1/2022	Low	Low	Low
16	Server set up	Software Technology	IT Support Services				9/1/2022	9/1/2022	Low	Low	Low
17	Access to server assigned and confirmed	Software Technology	IT Support Services				9/1/2022	9/1/2022	Low	Low	Low
18	Software installed on the server and field information	Software Technology	IT Support Services				9/1/2022	9/1/2022	Low	Low	Low
19	Milestone 5 - Solution acceptance	Software Technology	IT Support Services				9/1/2022	9/1/2022	Low	Low	Low
20	Review Training - Training Plan submitted and agreed with customer Champion/Project Lead	Software Technology	IT Support Services				9/1/2022	9/1/2022	Low	Low	Low
21	Train all service technicians on both sites and their role in the new solution	Software Technology	IT Support Services				9/1/2022	9/1/2022	Low	Low	Low
22	Desktops are added to each remote location's team of all checked to have the correct access and no privileges	Software Technology	IT Support Services				9/1/2022	9/1/2022	Low	Low	Low
23	Configuration and information check	Software Technology	IT Support Services				9/1/2022	9/1/2022	Low	Low	Low
24	Management Training - presentation, documents	Software Technology	IT Support Services				9/1/2022	9/1/2022	Low	Low	Low
25	Milestone 6 - Customer accepts training is complete	Software Technology	IT Support Services				9/1/2022	9/1/2022	Low	Low	Low
26	Helpdesk Training - presentation, documents	Software Technology	IT Support Services				9/1/2022	9/1/2022	Low	Low	Low
27	Milestone 7 - Implementation complete and support plan is active	Software Technology	IT Support Services				9/1/2022	9/1/2022	Low	Low	Low
28	Support Details and business continuity plan supplied to all relevant people	Software Technology	IT Support Services				9/1/2022	9/1/2022	Low	Low	Low
29	Full report of pre implementation statistics for the post implementation efficiency and effectiveness reports	Software Technology	IT Support Services				9/1/2022	9/1/2022	Low	Low	Low
30	On-site testing - Test cases can receive jobs and can respond accordingly	Software Technology	IT Support Services				9/1/2022	9/1/2022	Low	Low	Low
31	Remote Training - presentation, documents	Software Technology	IT Support Services				9/1/2022	9/1/2022	Low	Low	Low
32	Go-Live - Stage 1	Software Technology	IT Support Services				9/1/2022	9/1/2022	Low	Low	Low
33	Go-Live - Stage 2	Software Technology	IT Support Services				9/1/2022	9/1/2022	Low	Low	Low
34	Go-Live - Stage 3	Software Technology	IT Support Services				9/1/2022	9/1/2022	Low	Low	Low
35	Go-Live - Stage 4	Software Technology	IT Support Services				9/1/2022	9/1/2022	Low	Low	Low
36	Precedential material content and presentation agreed	Software Technology	IT Support Services				9/1/2022	9/1/2022	Low	Low	Low
37	Site with communications lead on launch and internal external promotion	Software Technology	IT Support Services				9/1/2022	9/1/2022	Low	Low	Low
38	2 Month Health Check date agreed	Software Technology	IT Support Services				9/1/2022	9/1/2022	Low	Low	Low
39	Three month check with account handler	Software Technology	IT Support Services				9/1/2022	9/1/2022	Low	Low	Low
40	GlobalFlow check date agreed	Software Technology	IT Support Services				9/1/2022	9/1/2022	Low	Low	Low

Example key phases and milestones project planning Gantt Chart

Configuration and tailoring of the customer project plan can occur both Pre- and Post-install. During the assessment phase, it may be an agreed requirement to adapt the solution or create a new feature specific to the needs of the hospital or trust. This example will be included within the project plan submitted by the team and any costs agreed upon ahead of starting the development.

Post-install we will provide user guide documentation and run training programs with key individuals within the team.

As this is our own software and based in the UK our support program enables us to provide efficient and quick support and mitigate risk by maintaining the optimised performance of your solution with ease. Enabling you to log, query, discuss and resolve any operational issue that you may experience during the use of the software solution – safe in the knowledge that you have access to the comprehensive support system offered by GVS.

Our Support packages and dedicated personnel are in place to make sure GVS deliver the required response to meet your business demands and to make sure all software is updated regularly to accommodate major manufacturer updates.

Development life cycle of the solution

We operate an agile development methodology driven by the user story. The start point is the identification of problems, the key stages within this cyclical philosophy are Plan; Analyse; Design; Implementation; Test; Deploy; and Maintain.

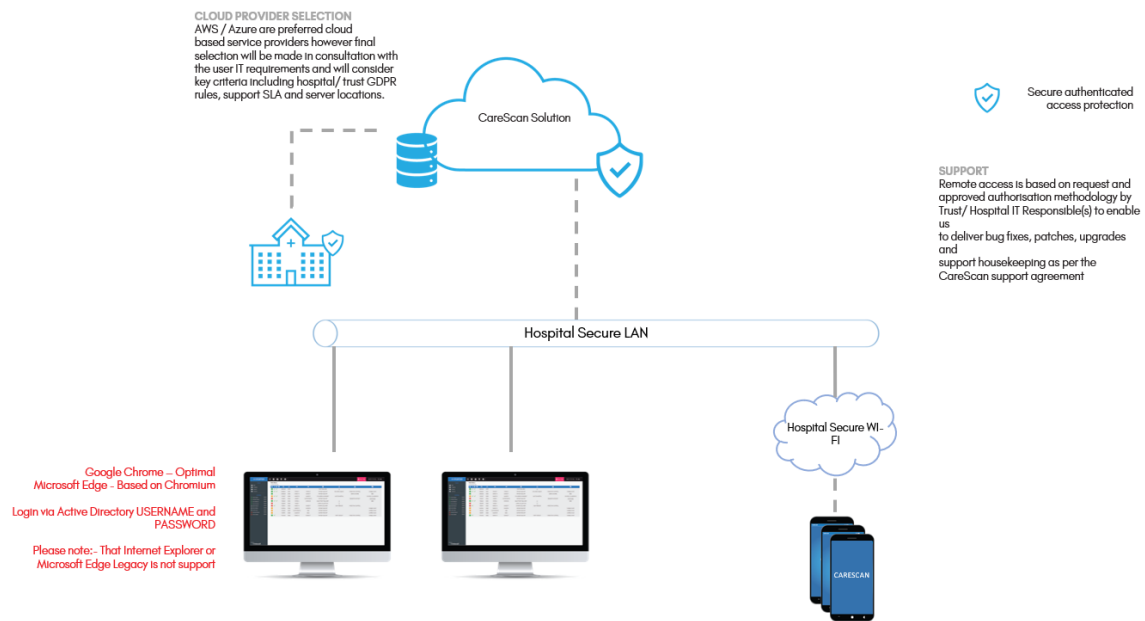
After-Sales Account Management

Our direct team of Business Development Managers and Customer Success Managers are present across the whole life of the contract and will work periodically with the onsite management team to ensure the solution is fit for purpose as the department evolves. We aim to foster a long-term partnership with the trust which ensures compatibility of the solution and the greatest service levels possible.

What Is Not Included

Hardware is not included within the scope of the service.

8. Topology



CareScan Cloud Topology Set Up