



G-Cloud15 - Service Definition Document

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COHESION

COHESION is an award-winning digital health company specialising in connected citizen health solutions, with a proven track record of successful work with the NHS across the UK.

Service Definition

COHESION Care Wallet enables patients to securely share data with flexibly configured cloud-based services allowing improved care planning, remote monitoring and service feedback to deliver better outcomes and patient experiences. The solution enables patients to access their own health information, communicate with Health and Care Professionals (HCPs) and manage their condition(s). The solution is designed with an open data architecture for interoperability standards (HL7 FHIR) and open APIs for connectivity to third party databases, devices and data sources. The solution has wide applicability to many use cases.

Service Customisation

COHESION solutions are designed to be configurable, flexible and scalable to meet customer localised needs during service and user setup. Organisation, service and user setup and configuration of dashboards, records and data components can all be done by the customer or by COHESION on behalf of the customer through configuration tools within the solution management area by permissioned system administrators.

Human Centred Design

COHESION uses a human-centred design approach to improving user experiences (UX). Over 12 years, COHESION has engaged with over 5,000 thousand stakeholders including Health Care Professionals, patient groups, charities and people with Lived Experience including people with restricted mobility, learning needs, visual impairments and elderly.

Core Features

- Patient-held health record accessed by their own devices
- NHS login integration
- Configurable cloud-based services platform with integrated patient mobile/cloud application
- Identity verified by NHS Login with Multi-Factor Authentication (MFA)
- Connects multiple services with case management and circles of care
- Supports care planning, communication and self-management tools including circle of care
- Integrates multiple PROMs, images and test results
- Integrates multiple remote monitoring smart devices
- Enables medicines management and appointment booking
- Configurable real-time service dashboards, reporting and search functions
- Open data architecture with interoperability standards, APIs and GDPR compliant consent
- Microsoft Azure UK Cloud hosting

Benefits

- Build new care pathways that move burden from acute setting to community
- Deliver Supported Self-Management with patient access to their own health data
- Integrate remote monitoring from home with smart devices

- Design more flexible MDT workflows and service triaging to reduce face-to-face consultations
- Increase patient-centred care with co-produced care planning
- Deliver earlier and more targeted interventions with improved clinical outcomes
- Open Data Architecture with interoperability and APIs standards
- GDPR compliant consent model with privacy by design.

Interoperability

COHESION provides service APIs using RESTful and SOAP based web service interfaces over HTTPS to enable application to application communications allowing authorised clients to read and write data using a range of data models and messaging standards such as OpenEHR and HL7 FHIR. The services support a number of different authentication and authorisation options including BasicAuth, OAuth2 and mutual SSL certificate based authentication.

Information Assurance

COHESION confirms the following compliance:

- ISO 9001:2015 Quality Management Systems certified
- ISO 27001:2022 Information Security Management Systems certified
- Cyber Essentials and Cyber Essentials Plus certified
- NHS login integration as National Service Delivery Partner approved
- Digital Technology Assessment Criteria (DTAC) approved
- Digital Security and Protection Toolkit (DSPT) approved
- Web Content Accessibility Guidelines (WCAG) 2.2 compliant
- DCB0129 compliant
- GDPR compliant

Data Backup and Restore

Service data is backed up on Microsoft Azure UK Data Centre and managed by COHESION who work with customers to define appropriate backup regimes and where necessary restore from data backup.

Business Continuity and Disaster Recovery Plan

COHESION is ISO 27001 and ISO 9001 compliant with business continuity plans and major incident policies and provides a customer account manager as the central point of contact with the customer. The following is in place:

- Business Continuity Plan (BCP) in place which sets out how the company will effectively manage significant risks and enable efficient return to business as usual following the occurrence of a significant event to enable delivering services to our customers.
- Disaster Recovery Plan (DRP) which sets out the systems and processes in place to enable effective implementation of the Business Continuity Plan to enable COHESION to respond to significant events or disasters.
- Data Security Framework as part of GDPR for identifying, evaluating, treating and reporting on security vulnerabilities. Regular risk analysis, threat modelling and vulnerability scanning to identify security weaknesses and ensure mitigation in place to protect from breaches. COHESION regularly performs patches to its services based on the recommendations of

software manufacturers. COHESION runs frequent training sessions on emerging internet security threats.

Onboarding and offboarding

COHESION offers On-Boarding Installation service for new customers including: Setup and Configure, Testing and Validation, Self-Learning (User Guides and videos) and Train-the-Trainer courses which can be delivered remotely or on premise. At contract end, COHESION offers off-boarding tailored to customer requirements including data export and 30 days provided to complete hand-off before software is closed and any data is formally destroyed unless formally requested to archive data and make system inactive. No other additional costs included. COHESION will work with the customer to ensure a smooth transition to a new provider. Once this has been completed COHESION will delete the data from its platform.

Implementation Plan

COHESION will prepare a Project Initiation Document (PID) as a prerequisite for the project delivery which outlines the following:

- Customer goals and expectations
- Scope of work
- Project organisation, key roles and responsibilities
- Rationale of business case
- Project assumptions, dependencies and constraints
- Stakeholder matrix, engagement and communication
- Risk register, controls, mitigations and issue log
- Project controls and reporting structure
- Project Plan (Gantt Chart) as a series of 'sprints', gateways/milestones, backlogs and retrospectives
- Information Governance requirements
- Clinical and Safety Governance requirements
- Standard Operating Procedures
- Support documentation, training and user guides
- Promotion documentation and collateral

COHESION adopts an Agile approach to project management with a kick-off meeting with a new client where the PID will be reviewed and project requirements agreed. A shared online Project Management System (PMS) is used to facilitate communications with the client and provide access to related documentation.

Pricing overview

COHESION offers solutions with a System Setup followed by a Software-as-a-Service (SaaS) licence model which covers cloud hosting as well as support and maintenance costs. The information below gives indicative prices which can be tailored to meet Customer needs and requirements.

- **System Setup** typically involves setting up a working demonstrator system configured to local needs and requirements on a UK Azure Cloud for customer approval. This may also

include co-design sessions, data modelling, and on-boarding requirements. System Setup ranges from £5,000 to £50,000 (ex.VAT) depending on customer requirements.

- **Software-as-a-Service (SaaS)** licence model covers the provision of cloud-based hosting as well as on-going system support and maintenance costs. The licence model is tiered for volumes of users and includes discounted pricing ranging from £1.00 to £100.00 per user per month depending on customer needs and requirements. Further details are available on request.
- **Data Transaction** defined as a data packet transacted between two connected data sources and is charged at £0.05 per transaction when high-traffic volumes are specified.
- **System Add Ons** for extended use case options can be provided on request for setting up New Use Cases, New Services, New Data Features/Modules and New Data APIs but typically follow a technical day rate of £800 per day (ex. VAT).
- **Consultancy Services** are offered at a consultancy day rate for the provision of other services equivalent to SFIA is £800 per day (ex. VAT).

Service constraints

COHESION solutions are accessible via any modern web browser, operating system and device from mobile, tablet, laptop and desktop.

Service Levels

COHESION provides flexible Service Level Agreement (SLA) supported by the Microsoft Azure stack to guarantee availability of 99.9%. COHESION provides a support desk as a first line response to users. Customers have access to an account manager as their main point of contact.

Customers can adopt a standard Time to Response (TTR) - Critical Response: 4 Business Hours. Non-Critical: 24 Business Hours. Availability: Mon-Fri, 9am-5pm, GMT. Response Times at weekends and public holidays are treated as Non-Critical. Or customers can utilise a Time To Response (TTR) times levels categorised by service request Priority:

- P1: Urgent: 1 hour; Service loss for all users or severe degradation resulting in an inability to function;
- P2: High: 4 hours; Service impaired for a number of users resulting in improper functioning;
- P3: Medium: 8 hours; Service available but functioning at less than optimal system performance
- P4: Low: 24 hours. Change requests.

COHESION will agree SLA response times with each client to suit their needs and requirements. COHESION will refund service credits agreed to customers where the solution is less than the agreed availability.

Support Hours

Standard support hours are 09:00 to 17:00 (UK time), Monday to Friday. Support hours for out-of-hours, weekends, public and bank holidays are negotiated separately.

Change Management

COHESION is ISO 27001:2022 and ISO 9001:2015 compliant and maintains a systematic approach to Change Management to effectively deal with requests for change, addressing risks and to capitalise on opportunities involving adapting to the change, controlling the change and effecting the change. Changes proposed are reviewed, authorised, tested, implemented and released in a controlled manner and the status of each proposed change is monitored. COHESION performs updates to its SaaS solutions on a monthly basis and performs all changes out of hours so that there is minimal impact on users.

Ordering and Invoicing

Customer to provide a Purchase Order (PO) for the work being commissioned and for reference when invoices are raised. Specific payment terms are agreed for each project. Generally, a payment at the start of the contract is followed by further staged payments which are scheduled based on milestones or delivery stages as agreed with the customer.

After-sales support

COHESION provides an Account Manager as the first point of contact with the customer and access to the support desk for on-going support. COHESION is committed to providing customers and users with service satisfaction.

Contract Termination

COHESION Terms and Conditions provide details of how the contract can be terminated by either party, the notice periods for termination and post-termination events and obligations. At the end of the contract with the customer, and if the customer does not wish to renew their service, COHESION will provide assistance where possible to facilitate a transition to any replacement service. At contract end, data export is concluded and 30 days provided to complete hand-off before software is closed and any data is formally destroyed unless formally requested to archive data and make the system inactive. No other additional costs included. COHESION will work with the customer to ensure a smooth transition to a new provider. Once this has been completed COHESION will delete the data from its platform.