



G-Cloud 15

Service Definition

CPOMS Engage (Software for Safeguarding, Pastoral, and Wellbeing Management)

CPOMS Systems Ltd

Lot 2b Software as a Service (SaaS)

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1. Introduction

Company Overview

CPOMS Systems Limited stands at the forefront as a leader in safeguarding and pastoral solutions, catering to more than 20,000 clients globally. This year alone, over 400 institutions have made the switch to CPOMS from other providers. CPOMS offers an intuitive system designed to streamline the management of Safeguarding, Child Protection, and pastoral concerns. Its reporting tool enables comprehensive data analysis, empowering users to identify patterns and trends, subsequently sharing these insights with pertinent stakeholders.

Value Proposition

CPOMS Engage was developed from the findings of serious case reviews. Reports identified a gap in communication between multi agencies, creating a situation where critical safeguarding information hadn't been shared between the right people at the right time.

CPOMS Engage bridges the gap allowing users to create secure collaborative chronologies therefore providing a holistic picture of a vulnerable child.

What the Service Provides

CPOMS StudentSafe is a digital platform, which allows schools to record any safeguarding concerns against pupils within their setting.

Each concern is logged, time and date stamped against the chronology of the young person, along with severity, enabling safeguarding leaders to analyse, access, and apply timely intervention.

CPOMS Engage enables automatic, real-time sharing of critical safeguarding information between agencies e.g. Local Authority and Schools that have safeguarding responsibility for the same child.

This real-time sharing of information ensures that no information slips between the gaps, enabling the best possible safeguarding for each young person.

Social Value

CPOMS is deeply committed to fostering social value. We recognise the importance of addressing key social value themes such as community engagement, environmental sustainability, diversity and inclusion, and economic prosperity.

In alignment with these themes, we prioritise meaningful engagement with local communities, seeking to understand their needs and co-creating solutions that deliver lasting benefits. Our initiatives aim to minimise environmental impact through sustainable practices and responsible resource management. Furthermore, we place a strong emphasis on diversity and inclusion, ensuring that our workforce reflects the communities we serve and that our practices promote equity and accessibility for all.

Economically, we strive to generate positive outcomes for stakeholders, including suppliers, partners, and the broader economy. This includes supporting local businesses, creating employment opportunities, and contributing to economic growth in the regions where we operate.

Overall, our commitment to social value is not just a checkbox but a fundamental aspect of our organisational ethos. We continuously evaluate and evolve our practices to maximise positive societal impact and drive meaningful change.

Overview of the G-Cloud Service

Via our online platform, CPOMS Engage simplifies the sharing of sensitive pupil chronologies and streamlines your safeguarding processes when a child attends multiple schools, or is in social care, a virtual school, children missing education (CME), elective home education (EHE), or work-related learning. Safeguarding, child protection, pastoral and welfare information can be shared swiftly and securely across settings via an automated CPOMS Share Contract. Local Authorities can also provide direct visibility of domestic abuse incidents received from Police.

Now you can eliminate the need to reformat files, send secure emails and make countless phone calls to track down information. Thorough auditing and reporting create transparency and accountability for those entrusted to the care of pupils and students.

- Secure data sharing using UPNs
- Central collaborative chronologies
- Attendance data
- Reporting - patterns/trends
- Can be used across LA departments e.g. CME, EHE, Virtual School's, Operation Encompass
- Real time alerts
- Custom permission levels
- Custom categories
- Web based
- Adaptable user interface for different devices
- CPOMS Engage Example Dashboard:

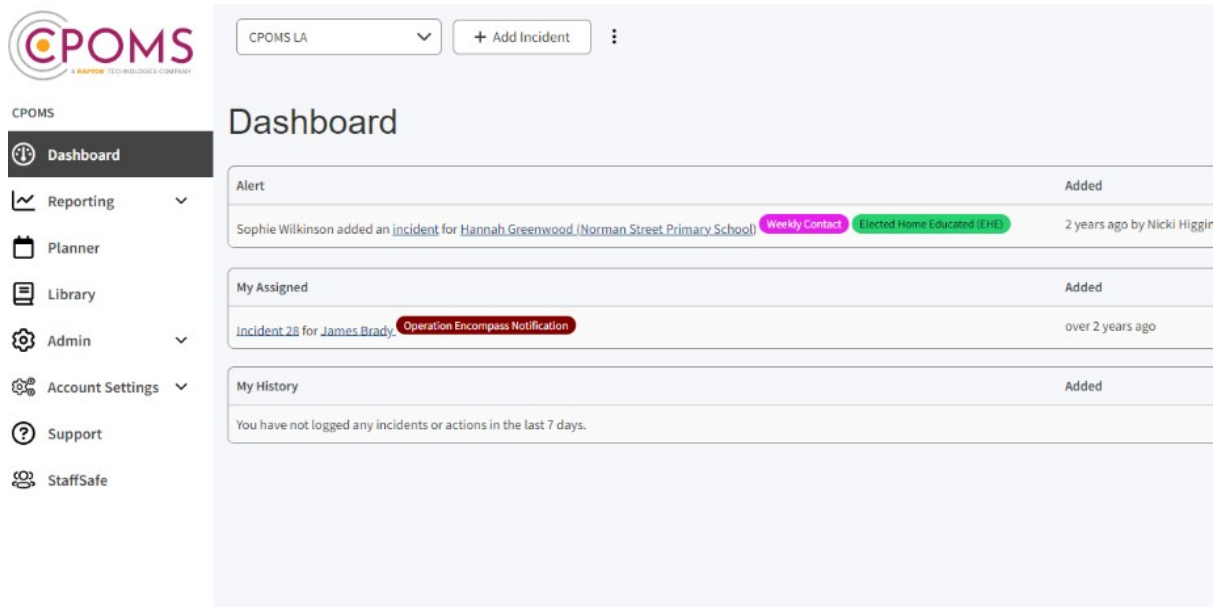


Figure 1 - Example of the CPOMS dashboard

- CPOMS Engage Example of Categories:



Figure 2 - Examples of categories used in CPOMS Engage

- CPOMS Engage Example Chronology:

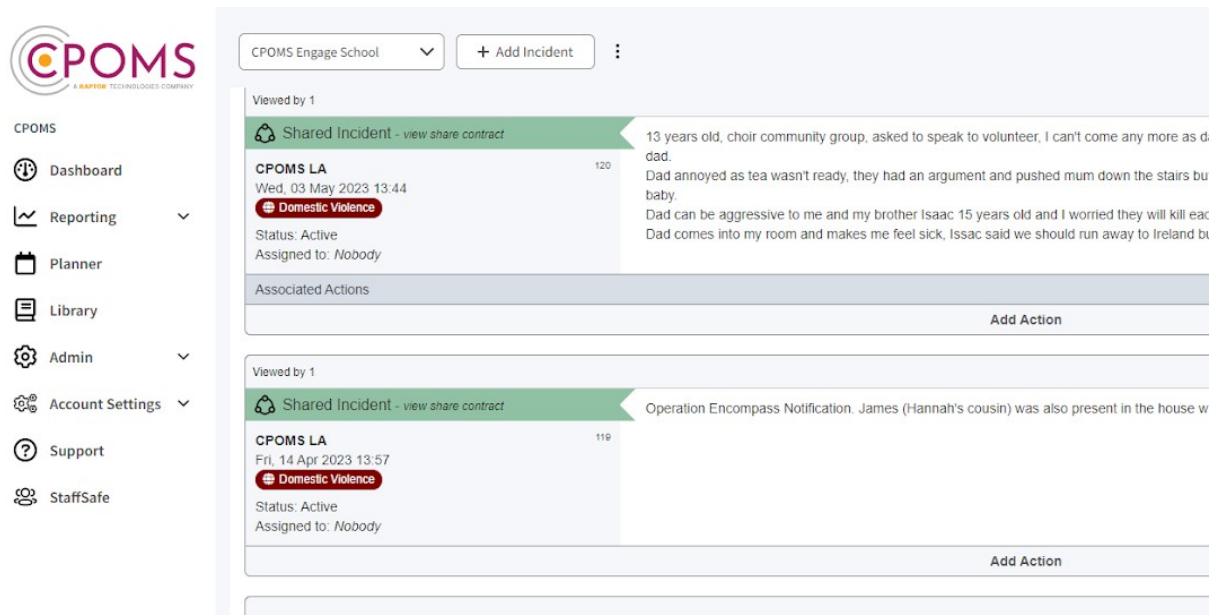


Figure 3 - Example of CPOMS Engage Chronology Dashboard

Associated Services

What's included in the price:-

- Maintenance
- Technical Support
- Professional Services (Training and Implementation)
- Customer Services
- Storage
- Data Hosting
- MIS Integration
- API

2. Data Protection

Information Assurance

- **ISO 27001** – ISO/IEC 27001:2022 Certificate No. 00042475-ICT-ENGUS-UKAS, issued by LRQA.
- National Cyber Security Centre (NCSC) Cyber Essentials Certification
- **Privacy Programme & DPO** – CPOMS has engaged an experienced Privacy consultant and DPO service.
- **IGC** – Our Information Governance Committee includes the Managing Director and reports to the CPOMS Board. It meets regularly and provides oversight of data processing activities.
- **Policies** – Key policies include Privacy, Information Security, Acceptable Use, Access Control, Change Management, Secure Development and Disaster Recovery.

Data Back-Up and Restoration

- Logical backups are taken daily from the primary database nodes. Backups are transferred from the DB servers to a separate instance in our cloud provider and are kept for 28 days. This is not configurable by the client.
- For disaster recovery we have active replication of all database nodes between our primary and secondary regions.
- Our process is set out in our backup policy, which is reviewed and tested every 6 months.

Business continuity statement/plan

We have a Business Continuity Plan (BCP) and Disaster Recovery Plan, both of which are reviewed annually. These cover, but not exclusively:

- Invocation of the BCP
- Incident management
- Disaster scenario planning
- Recovery time objectives
- Disaster recovery steps
- Plan testing and maintenance

Detailed plans can be provided on request.

Privacy by Design

CPOMS has a Privacy by Design Policy and has published Guidance on our intranet. PbyD forms an integral part of our Project and Change Management procedures and is just part of CPOMS's wider Privacy Programme, which is overseen by the Information Governance Committee.

3. Using the service

Ordering and Invoicing

Email procurement@cpoms.co.uk with contact details, the name of your LA/Trust/Setting, Type of Setting e.g. LA/Trust/PRU/School, size of setting and reason for use. We would set up a call and provide demonstrations with key stakeholders. An order can be submitted via email.

Pricing Overview

Our pricing is based on the user profile and size of the setting.

Please refer to the pricing document.

Multi Academy Trusts will be charged per individual school within the MAT based on a Primary (EYS/KS1/KS2) and Secondary (KS3/KS4/6th Form) setting which includes a 20% discount. A Trust level CPOMS Engage platform is provided at no additional cost e.g. a Trust of 10 Schools, 8 Primaries, 2 Secondaries - the charge is per Primary, and per Secondary as set out in the pricing document under 'MATS/TRUSTS', and the Trust will get a free CPOMS Engage platform.

Availability of Trial Service

We do not offer a trial service.

On-Boarding, Off-Boarding, Service Migration, Scope etc.

For Onboarding, we send out a setup email which covers off the following:

- Your Professional Services Engineers, contract details.
- Access to the CPOMS Knowledge Library
- A setup spreadsheet template. The information provided lets us know how to build and configure the system.
- Which Management Information System instructions (MIS) to enable you to integrate your information into CPOMS from your own system (alternatively we provide instructions so that the customer can add information manually to their system).
- A link to schedule a 1-2-1 training session with your Professional Services engineer.

Once the steps above are complete, you will be in the live environment and supported by our in-house Technical Support Team, along with our Customer Success team.

Offboarding Service

If a setting ends their contract, they would run reports to ensure that the data is in a quick and readable format for future use. We would then provide an entire extract for them in a machine-readable format. Once confirmation was given that the setting is happy that they can access all their data, we would remove all data from their CPOMS platform. We do not

charge for the decommission, cancellation requests need to be in line with the SLA terms which is 30 days' notice within their current licence period.

Training

Implementation meetings are held once a customer orders the product. a Welcome email is sent to the customer with training videos and help sheets. Other training includes a 1:1 train the trainer session and webinars to further embed user knowledge.

- Online webinars
- Pre-recorded videos
- CPOMS University Knowledge Base
- Check in calls
- Support line

Implementation Plan

The Implementation plan will be agreed with the buyer, and a detailed implementation plan can be provided to the buyer on request.

Service Management

- The service is managed entirely by CPOMS Systems Ltd.
- Maintenance windows are kept to a minimum and always occur over weekends (when throughput is low) where possible.

Service Constraints

- Maintenance windows are kept to a minimum and always occur over weekends (when throughput is low) where possible.
- Our SLA defines our availability target as 99.95%.
- We have internally defined SLOs for performance monitoring against key metrics

Service Levels

Support requests and tickets are graded by priority level. Prioritisation is scored on an impact/urgency scale (low, medium, high) which then provides the priority scale 1-4.

Please see the following examples:

Impact: Low, medium, high

Urgency: Low, medium, high,

Impact = Medium

Urgency = Medium

Priority = P3

Impact = High

Urgency = Medium

Priority = P2 - High

We are able to provide service levels and reach an agreement prior to an order being placed. We have no minimum service level. We have SLAs configured in Salesforce and we do measure this internally. We have service level monitoring and can produce reports for the last 10 months. This gives us a percentage value across all our critical systems for uptime, downtime, APDEX (customer satisfaction) and more. We can produce this report on demand.

1st Line Product Support, 2nd Line Technical Support, 3rd Line Engineering Support, are included within the annual licence subscription cost.

Our standard support hours are Monday to Thursday 9am - 5.30pm Friday 9am - 5pm.

Outage and Maintenance Management

We use an agile approach to developing and releasing CPOMS, which allows us to deliver improvements regularly and respond quickly to feedback from schools and trusts.

Rather than large, infrequent updates, we release smaller changes more often. This means new features, enhancements, and fixes can be delivered as soon as they are ready, while reducing disruption to day-to-day use of the system.

- All changes are thoroughly tested before release, and where updates may affect how you use CPOMS, we provide clear communication and guidance in advance. This approach helps us continuously improve the platform while maintaining the reliability and stability you expect
- Zero downtime deployments
- 24/7 system monitoring and out of hours cover of our infrastructure including bank holidays
- Downtime is measured through synthetic monitoring
- Maintenance windows are planned and communicated in advance, where possible

Financial Recompense Model for not Meeting Service Levels

We do not have a financial recompense model.

4. Provision of the service

Customer Responsibilities

Please refer to the “Provision of Services” section with the CPOMS T&Cs.

Technical Requirements and Client-Side Requirements

CPOMS is a web-based service that requires a connection to the internet, via a web browser. We recommend Google Chrome, Microsoft Edge, Safari, and Firefox as the web browser, and only to the last two major versions.

CPOMS has implemented 2-Factor Authentication to provide additional security for the systems and your data. 2FA is mandatory for users with higher access permissions and you

can choose to mandate it for all users. Full access to our software requires email, password, and TOTP code from an authentication device or a Yubikey.

Development life cycle of the solution

We follow Agile methodology working in 2-week sprints over three sprint teams:

- Frequent releases with low risk
- Automated and manual testing in all environments
- Automated vulnerability and code quality scanning
- Standard development lifecycle:
 - Plan
 - Design
 - Build
 - Test
 - Deploy
 - Monitor

After-sales Account Management

CPOMS has a dedicated Customer Success team who take over after the customer is implemented. Our Customer Success team will work with the setting to determine the best training and ongoing support process, this is included in the price. Customers are contacted at checkpoints (agreed within the implementation process) throughout their licence period to determine any training gaps and the team can work with the setting to ensure that they feel fully supported and confident in their use of the product.

Termination Process

CPOMS adhere to the standard termination agreement set out by CCS.

On termination of this Agreement, the Services will immediately terminate and the setting's right to use software and content licensed by this Agreement immediately ceases. Any Charges paid by the School shall be retained by CPOMS Systems and termination for any reason will not give rise to a right of refund.

5. Our experience

Case Studies

Customer Testimonials: Testimonial 1

1. *"Would absolutely recommend the product"*
2. *"Excellent, secure system with so much potential"*
3. *"Comms between CPOMS and 'us' excellent throughout and currently"*
4. *"Support equally highly rated"*
5. *"HQ training materials"*
6. *"Ease of use once familiar with system processes"*

7. "User interface effective"
8. "Secure access easy to set up and maintain (incl. 2FA)"
9. "Initial setup working with LA data team (IMT) worked well"
10. "Thank you too for the ad-hoc support offered via direct contact between myself and Sam, Hilary and Sophie; including response time!"

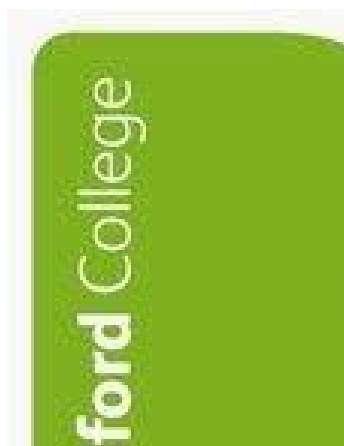
Provided by Robin Woods, Education Safeguarding Service Manager (Interim), Education & Learning - Education Safeguarding Team, Bradford LA.

Testimonial 2

"CPOMS Engage has been an absolute game changer for us and has strengthened our CP & Safeguarding processes with the mainstream schools who refer to us. CPOMS Engage could not be more straight forward and is so simple to set up allowing instant sharing of information between key staff in both education provisions. It allows us to have an instant overview of a student who is joining our provision and means that we have a live chronology that better supports the students and means key staff have a better understanding of the needs and history. All schools who refer into Southway are now using CPOMS Engage; many of our students have been in different provisions across the city, CPOMS Engage has brought those provisions together as students move educational setting ensuring that record keeping is effective and moves seamlessly with the student. This has to be one of the most significant developments in CP/ Safeguarding record keeping that I have seen and I cannot recommend it enough."

- By Andy Percival, Southway School, Leeds

Clients



Bradford Council



Isle of Man



Flintshire Council



Sefton Council

Lancashire County Council

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