B-SAFE

Service Definition Document

May 2022

Service Name
B-SAFE Grants and Awards Management System

Service Description
B-SAFE Grants and Awards Management is a web-based system for scheme design, marketing, receiving, evaluating, tracking, processing and approving grant applications, setting up funding and monitoring funds, performance and outcomes. It makes online applications easy, supports real-time evaluation, scoring, monitoring and management of multiple grant streams from submission to close.
To provide a user-friendly grant management system compliant with current Government (e.g. PSN, GDPR, 14 cloud security principles, etc.) and industry standards of accessibility, privacy, security and resilience (e.g. ISO27001, ISO9001, Cyber Essentials PLUS, etc.)

Basic modules

- Applications
- Grants and Awards
- Applicants portal
- Projects and Programs
- Strategies and Objectives
- Resources
- Scheme planning
- Marketing
- Risk assessments (with causes, consequences, controls, appetite levels, etc.)
- Mitigating Actions
- Quantitative analysis
- Matrices and Appetite levels (for multiple matrices support)
- Risk indicators
- Payments
- Documents management
- Communications
- Users (staff and pupils, external contractors)

- Calendar/Diary
- Statistics and reports
- Databases (Risk types, etc.)

Features

- Online applications via web site or portal
- Configurable evaluation and approval process
- Multiple funding programs
- Robust project & programme management
- Project Specification & Selection
- Management & Governance
- Effective issue / risk management
- Effective evaluation with qualitative and quantitative methods.
- Proficient tried and tested solutions
- Excellent customer service and support
- Efficient on-boarding
- Integration with financials, HR, Risk and Performance Management
- Sophisticated, easy to collate reports
- Executive-level performance snapshots with drill-down
- Uploading files, photos, videos, documents, policies, plans, etc.
- Templates of correspondence, system messages, etc.
- Automated correspondence, letters, emails, reports, text messages.
- Works on desktop, laptop, tablet, mobile phone devices
- An appropriate security structure to prevent data breaches
- Delivers alerts via SMS, App, Email, onscreen messaging
- Support a high number of concurrent licence holders / users
- Functionality to copy risks/issues to eliminate retyping of repetitive information
- Receiving information from different locations

- Works on desktop, laptop, tablet, mobile phone devices with and without software installation
- mobile and desktop applications are available (iOS, Android, Windows, Linux/Unix)
- Secure workflows and approval processes
- Flexible permissions and privilege settings
- Full Disaster Recovery, backups to restores
- Compliant with industry standards of accessibility, privacy, security and resilience
- Full audit trail: when, who, what and how changed
- Editable organisational structure without losing connections to previous organisational structures.
- Capabilities for secure and effective use by lots of participants.
- Closing and re-opening, locking and unlocking, archiving and extraction features
- Attachment of documents, photos and video and communication between users
- Secure, consistent, accurate and timely bulk data feeds
- Single, reliable source of data
- Fully documented, extensible, standards-based architecture
- Documented records of data feeds to help with Data Protection and Freedom of Information compliance
- Effective summary analysis and reporting capability, effective export, import, print and search capability.
- Allows to transfer of cases to managers/identified users to undertake relevant actions;
- Enables the recording of completion of follow-up tasks and tracks the completion;
- Involves workflow incorporating email alerts, push notifications, sms, voice, etc. to specified users with appropriate levels of access/admin roles.

Benefits:

The system is hosted and managed by **Bondap** solution (SaaS). The system is browser-based, browser and operating system independent and does not require software installation on local machines.

The system has flexible permissions and privilege settings

The system has Full Disaster Recovery, Recovery Point Objective (RPO) **1 hour**, Recovery Time Objective (RTO) **4 hours**. Minimum support hours **8.00am – 17.00pm,** maximum - **24/7.**

The system is compliant with current Government (PSN) and industry standards of accessibility, privacy, security and resilience

The solution is hosted in a tier 3 or equivalent data centre, Compliant with the 14 Cloud Security Principles (https://www.ncsc.gov.uk/guidance/implementing-cloud-security-principles) and has a robust approach to ensuring a smooth service through the effective management of network traffic.

The system has lots of additional modules and extensions

Users

- Customers maintain full control over the administration and provisioning of user accounts within the service.
- Role-based access control can be utilised to define roles and permissions to evidence data and features of the service.
- The separation and access control within management interfaces is subjected to independent penetration testing.
- Customers can increase and decrease the number of users as required. There are no limitations on the number of users or concurrent users in the system.

Service Hours

Consultation, advice and guidance: basic support - 08:00-17:00, Monday to Friday, excluding public holidays or 24 hours a day, seven days a week.
Access to the system: 24 hours a day, seven days a week.
No planned downtime - seamless maintenance, including updates without a disruption to the service.

Level of Service

Uptime: standard SLA 99.9%; HA subscription SLA 99.99% . We regularly achieve 100% uptime evidenced by 3rd party service availability monitoring.
Service has no planned downtime: upgrades and updates are seamless.
We use load balancer (for HA subscription - high availability multi-cloud).
We provide component redundancy Full N+1 or Fault tolerant (2N or 2N+1) dependent on subscription level.

We utilise multiple resilience arrangements, including availability zones, which allow us to provide redundancy across physically separated locations, and regularly practice disaster recovery scenarios.

We have a robust Business Continuity (BC) & resilience framework, including a full disaster recovery plan, that addresses the full recovery process, from backups to restores with the following objectives:

Name	Target
Recovery point objective	1 hour
Recovery time objective	4 hours

Support SLA

On historical data (1 year) the average response time is less than 30 minutes, including investigation of the issue, defining nature and level (crucial, medium, low), not simple contact with the customer.

SLA proposed:

Priority	Response Target	Fix Target	Resolution Target

1	< 30 minutes	< 3 hours	75% Within target
2	< 60 minutes	< 6 hours	80% Within target
3	< 4 hours	< 17 hours	85% Within target
4	< 8.5 hours	< By agreement	95% Within target

Post-training and post-implementation support for service users for any queries relating to the system is an integral part of our service.

We provide 4 types of support subscriptions:

1. **Basic support:**

- Standard maintenance (including bug-fixing, system upgrades, software updates, secure updates, etc.)
- Access to video-tutorials for users
- Access to all relevant documentation and User Manual in an electronic format.
- User support using ticket system or email support weekdays between 8am and 6pm.

2. **Advanced support:**

- All the Basic support +
- User support using phone weekdays between 8am and 6pm
- 2 online training session (3 hours each) for system users (up to 10 users) with “train the trainer scheme”, including but not limited to:

-system configuration and settings;
-user roles and rights;
-system general functionality;
-specific modules functionality;
-user control (change log);
-reporting capabilities, interactive charts;
-template capabilities (messages and letters template change, etc.);
-ticket system usage.

- *Optionally chat support can be added to the subscription (payable option).*

3. **Around the clock ticket system and/or email support:**
❖ All the Advanced support +
❖ 24/7 User support using ticket system or email support

4. **Around the clock phone and chat support:**
❖ All the Around the clock ticket system or email support +
❖ 24/7 User Support by phone and chat

Optionally to any support subscription can be added:

- **Onsite support**

It can be a training session or any other onsite support customer requires

- **Additional online training sessions**

After sales support/Software upgrades and patch management (including OS, DB and application):

- 1 major release a year;
- weekly updates;
- Critical updates not later than in one working day.

Onboarding

All clients receive direct support in on-boarding specific to their requirements. We provide onsite training, online training, user documentation and video tutorials. Training can be arranged as required, however our system is designed with intuitiveness and user-friendliness in mind, and formal training is rarely required. We also provide migration services and integration with other customer systems.

Ticket system access will be provided to the buyer within 1 day.
To discuss requirements or make initial enquiries contact contact@bondap.com

Request Process
1. Make initial contact to discuss requirements, via contact@bondap.com
2. Discussions could involve a meeting with a representative from the BONDAP.

Offboarding

Users can use built-in export features to extract data any time during the contract.
At the contract end/exit we place the encrypted archive with full Customer's data extraction on our secure private cloud. The data is transferred/exchanged via secure communication channels which are protected by best practice encryption.
Then the customer can download it using given credentials.
Once the customer confirms successful receiving of its data, we securely destruct all customer's data on all our servers.
Services included in the price at the end of the contract:
- Customers data export in sql and/or csv format as an encrypted archive and data fields and dependencies description.
- Placing archived data on our own private secure cloud.
- Sending credentials to the customer to download and extract the archive.
- Date of customer data destruction agreement.
- Customer data destruction.

Additional services can be provided by customer's request at the additional cost.
Additional requirements for delivery of the data in non-standard file formats or with transformations applied will be chargeable per the standard rate card.

Technical requirements

- Internet connection
- Modern Web browser: IE 11/Edge/Chrome/ Firefox/Safary/Opera/Chromium-based browsers

Hosting options:

- Standard hosting
- Hosting with Private network / Public key authentication (including by TLS client certificate)
- High Availability hosting
- High Availability hosting with Private network / Public key authentication (including by TLS client certificate)

Hosting locations:

- United Kingdom
- European Economic Area (EEA)

Users can control hosting locations.

Security

Our Datacentres security standards comply with recognised standards, such as CSA CCM v3.0 or ISO27001.
We also hold a number of industry recognised certifications, such as ISO/IEC 27001, ISO/IEC 20001, CSA CCM v3.0, Cyber essentials plus, that cover our policies and processes in:

- Penetration testing
- Protection of data at rest
- Data sanitisation process
- Equipment disposal approach
- Information security policies and processes

- Configuration and change management
- Vulnerability management
- Protective monitoring
- Incident management
- Secure software development

We also imply 3-rd party penetration testing at least once a year with a CREST-approved service provider.

Service Manager
Pavel Novikov, CTO