



Compassly Service Definition

G-Cloud 15

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Introduction

We're happy to answer any queries on G-Cloud scoping and specifications; please contact us at info@compassly.com in the first instance.

What is Compassly?

Compassly is an app for defining, assessing and reporting on the clinical competencies of healthcare professionals, quickly and easily in a smartphone app, to help ensure the highest levels of skill for patient care.

It allows passporting of individuals' competencies and collaborative competency libraries working between different healthcare providers.

Whilst Compassly has been developed with healthcare providers in-mind, there is nothing inherently in the design that excludes uses in other industries and workforces, and we welcome approaches from those outside of healthcare.

Service features

- Compassly is available as a mobile and web application, with a consistent experience across iOS, Android, and web applications
- The system has highly configurable competency libraries, which can be developed and shared across organisations, with controlled access to both incoming and outgoing libraries
- The system is built with re-usable components, to ensure consistency and clarity for users and ease of use for administrators
- A sophisticated rule-based engine that maps job description competency requirements to locations, roles and services
- Evidence of existing competencies can be supported with uploaded documents and photo evidence, including the ability for managers to review and accept or reject evidence
- The app is fully secure, including biometric login on mobile devices for ease of secure use
- The system includes a document reference library so learning and policy material can be included alongside competencies, with a consistent version maintained across competencies
- Powerful reporting capabilities are enabled through the AWS QuickSight embedded analytics solution – through use of our standard reports or optional bespoke reporting
- Competencies can be actively monitored through app and email notifications, configurable for users themselves and the teams of supervisees they manage
- Users can work across multiple organisations with a single login, and develop competencies in parallel in multiple care settings
- Administrators have access to a comprehensive but simple to use self-service management portal, backed by Tefogo support

Service benefits

- Vital staff time and effort can be saved by eliminating paperwork and having the digital assessment tools available on mobile devices, for live competency assessments
- Organisations can motivate and help retain staff with a focus on professional development, through consistent use of the right competency portfolios
- By ensuring full workforce competence across the whole range of clinical environments, organisations can help promote patient safety and experience

- With real-time reporting and detailed evidence, leaders can be provided with assurance of competency compliance across the whole organisation
- Managers are empowered to look after their teams, with simple team oversight and local administrative controls, with no need to raise tasks to system administrators
- The range of configuration options means that competency assessments can be customised to match each different workforce's needs
- Compassly allows organisations to collect secure, consistent, and reliable evidence of competencies for regulators and commissioners
- Because the mobile application has been carefully designed to be incredibly simple to use, organisations can deploy the solution easily and quickly
- As competencies are portable, in an individual competency passport, organisations can help eliminate the time wasted repeating competency assessments when staff move
- The system has been designed for modern group and care system working, meaning teams can develop and share skills across different, collaborating organisations

Security & information governance standards

We take the security of our solution seriously.

All Compassly data is hosted on UK-based servers, and we hold a Cyber Essentials Plus certification.

Data is encrypted using industry-standard AES-256 encryption, with protection in-transit and at-rest. We have taken further steps to help protect the mobile application, including biometric login (where supported by the device) and jailbroken / rooted device protection for iOS and Android respectively.

Tefogo are registered with the Information Commissioner's Office (registration number ZB012625) and with NHS Digital (ODS code: B5X5J).

The latest version of our privacy policy can be found online at <https://compassly.com/privacy/>.

System requirements

Compassly is available as a mobile application and web application.

There are minor differences between the mobile and desktop service. In general we recommend the mobile app for the best user experience, and some features are limited to mobile-only – for example iOS/Android biometric login is not available on desktop services. However, there are also some specific situations where we recommend using the web application – for example, the Business Intelligence dashboard functionality is limited on mobile applications.

Mobile application

The mobile application is available on:

- iOS App Store, for iPhones and iPads:
<https://apps.apple.com/gb/app/compassly-competency-passport/id1558081181>
- Google Play Store, for Android devices:
<https://play.google.com/store/apps/details?id=com.tefogo.compassly>

Support is offered for the two most recent iOS versions and four most recent Android versions – we will attempt to support older versions, but this is on a best-efforts basis and may not be possible for factors outside of our control (including security or platform requirements imposed by Apple, Google and others).

We do not recommend alternative installations of the Android App and do not supply APKs for this purpose, but please contact us if you need to discuss further.

The app can be distributed through most Mobile Device Management (MDM) platforms, and we are happy to support IT departments in doing so. Please note that some app functionality (for example use of the camera) will require that users are able to allow those permissions.

For security purposes we run jailbreak (iOS) and rooting (Android) detection upon launch of the application. This should not cause an issue for normal iOS devices and the majority of UK-sold Android devices, but we recommend testing the application first – no account is required to see if this protection is triggered upon launching on a device.

Web application

The web app supports all modern web browsers running recent versions. At the time of submission, this includes the following desktop browsers:

- Current versions of Chrome (v144)
- Current versions of Firefox (v147)
- Current versions of Safari (v26.2)
- Current versions of Microsoft Edge (v144)

However, over the duration of the G-Cloud framework term these will inevitably change, and Compassly will require customer organisations to maintain up-to-date versions of web browsers to continue using Compassly securely and effectively.

For the avoidance of doubt, like most modern web applications, Compassly is not compatible with Internet Explorer.

Whilst the application is built to support all the above browsers, we recommend the use of Chrome for maximum compatibility with Compassly.

Network access

Compassly is a web-based Software as a Service platform, and whilst some limited offline functionality may be possible (for example, viewing previously-loaded content), this is not a supported mode of operation and use of the application requires access to the internet through either Wi-Fi or cellular connectivity.

If organisation access to the internet is restricted through firewall policies, please contact us to discuss port requirements. Compassly broadly requires three types of ports opened:

- Direct access to Compassly.com
- Supporting access, e.g. the reporting portal requires access to aws.com
- System access, e.g. access to universal time servers

We can support with testing access on your network environment.

Compassly has been designed to run as data-efficiently as possible, but if data or bandwidth are a concern, we recommend use of the mobile applications.

APIs (Application Programming Interfaces)

While Compassly does not include standardised public APIs as part of the core service, the system architecture supports API-based integrations. We welcome discussions about specific integration requirements and can provide bespoke API solutions where needed.

Please contact us to discuss your specific requirements.

Choosing Compassly

We understand that choosing any new software platform is a major decision for any organisation, and we offer comprehensive support, with no obligation, throughout the procurement process.

We also understand that procuring software through the Government Digital Marketplace (G-Cloud) can be a complicated process. As a team we have experience in using the framework over many years, and we are happy to support throughout.

This is of course secondary to the core support available to Government Digital Marketplace buyers, and we recommend starting with the guidance at <https://www.gov.uk/guidance/g-cloud-buyers-guide>.

Pricing, scoping and quotations

The full details of pricing for Compassly are laid out in the pricing documentation.

We are happy to provide fully transparent quotations and we recommend contacting us to discuss your needs so we can ensure you have accurate pricing for your organisation and needs.

We can also support with scoping discussions, to help you understand the best ways to scope and implement Compassly.

Piloting

We offer two ways for you to pilot Compassly:

Access to a generic demo setup.

This is the quickest and easiest way to test out Compassly, with a pre-populated dummy organisation, users, job descriptions and competencies. It requires no setup from you, and we can set you up in a few hours.

However, the scope of the pilot will be more limited, it will not reflect your actual organisation, and some functionality will be restricted by the nature of the dummy setup (for example, there will be no real-life data to demonstrate reporting features).

Access to the generic demo setup would typically be for one month or less.

Setting up a specific pilot,

We are able to run pilots in your organisation using your own locations, users and competencies. We would recommend limiting this to a small cohort of each for practical purposes, and this sort of setup will require your commitment and involvement in setup – but it is the most realistic test of Compassly.

Specific pilots are time limited and available to a specific group of users; pilots would typically last 1-3 months but this will be agreed with you up-front.

Other ways to try out Compassly

In addition to you piloting Compassly yourself, we are happy to offer access to pre-recorded product demonstrations and live web demonstrations.

Extended pilots may be available upon request; these are likely to incur a charge but we will aim to provide this at cost, and the charge for the pilot will be refunded from any subscription fees in the event you choose to procure Compassly.

Reference sites

We are happy to put you in contact with existing users of Compassly, to learn directly from their experience of the system. We only ask that you respect their confidentiality and time; to avoid any bias we do not pay for recommendations, so all reference sites give up their time for free.

Orders

Once a quotation has been accepted, orders should be placed through the Government Digital Marketplace.

Using Compassly

Implementation

Our implementation approach is built around the needs of the customer and their users, and this will be scoped and agreed pre-contract as an implementation package.

An implementation package can consist of any combination of on-site training, remote live training, access to pre-recorded training videos and published materials. Support information is also available within the Compassly application itself.

Each customer will have their own approaches and support for implementation, and we're happy to work alongside in-house implementation and support teams. We typically recommend a phased implementation approaches, but can also support rolling-out across the entire organisation at once.

The implementation package will also cover configuration of Compassly ahead of implementation with users, and different levels of support for this phase are available too.

Our implementation efforts do not end with "go-live", and your account manager will continue to monitor and support the implementation through the initial settling-in period following the system going live.

Configuration

Compassly allows for extensive customisation including:

- Job descriptions, optional and core competency requirements and rules for mapping job descriptions to different roles
- Organisation units, including clinical areas (e.g. specific wards, clinics and theatres), staff roles (e.g. sister, matron, registered nurse) and clinical services
- Highly configurable competency libraries, with customisation of assessment questions, answer types, pass-fail rules (at question and competency levels)
- Mapping of reference material to competencies
- Some specific corporate terms can be customised to match the organisation's preferred language

Much of this customisation can be done by local administrators, although some is reserved for support by system administrators. We are happy to support local administrators through this process.

We provide a template set of dashboard reports as standard, but these can be further customised through the business intelligence platform (some customisation work may incur additional costs).

Users are also able to customise elements of Compassly, either directly through the app (e.g. dark mode) or through its response to OS customisation (e.g. text size).

White labelling

Compassly is designed for consistent use across all healthcare providers, therefore we do not offer a white-labelled version of the app.

However, while the app itself maintains a consistent Compassly identity, customers can upload their own branded materials and content. There are many opportunities to customise the experience for your organisation, including incorporating your organisation's branding within competency libraries, reference materials, and reports.

Service performance

We offer 99.5% service levels, monitored on a monthly basis, excluding scheduled maintenance periods.

We aim to keep planned maintenance to a minimum and deliver maintenance windows outside of UK business hours – although in the case of security patches, this may not be possible.

Details of our Service Level Agreement are included in the detailed Terms & Conditions.

We host our server application on AWS cloud, one of the most robust hosting platforms available. AWS supports auto-scaling functionality depending on the load of the system, to ensure users aren't affected by demands from other users. We can also run multiple same-type applications in parallel to process all the incoming requests and satisfy the demand.

Support

Support is offered Monday-Friday, 9am – 5pm UK time. Support outside of these hours is provided on a best-efforts basis. Premium support, such as on-site visits, may be provided but this is subject to contractual agreement and additional charges.

Please see our full terms and conditions for details of response times.

Releases and updates

All new releases and updates are included, without charge, in the licence subscription.

As new features are introduced, it may be necessary for us to no longer allow access on older versions of Compassly. We recommend that users regularly update the mobile application through the App Store / Google Play – or system administrators do so automatically through Mobile Device Management.

In the event that a version of Compassly on a user's device is no longer supported, we will issue one of two warning messages on launching the app:

- **Warning:** the app version will shortly no longer be supported. The user is able to continue to use Compassly, but we recommend they update soon.
- **Blocked:** the app version is no longer supported. The user will need to upgrade now to continue.

For our customers' security, we may also immediately block specific versions of the mobile application if we identify any security issues specific to that version.

The web application will always be running the latest full version.

Working in partnership with our customers

We work closely in partnership with our customers throughout their experience with Compassly. Below are some of the ways we are able to support organisations more widely.

Please speak to your account manager for further details on any of the below.

Developing new features

Compassly has been developed from the start alongside clinical teams, with input, testing and feedback of all features done by clinical teams. We see this as critical to the success of Compassly, and we welcome participation from all our customers in feature development.

Piloting new versions

In addition to providing input to new features, we welcome a small set of users for customer organisations to be involved in piloting new versions of Compassly. This helps us ensure that new features have had real-life testing and feedback from customers, and also helps customers get early sight of new features that are planned for Compassly.

This testing is managed through the TestFlight (iOS) and Beta (Google Play) application testing services. Further details on these services can be found at:

- TestFlight for iOS
<https://testflight.apple.com>
- Beta for Google Play
<https://support.google.com/googleplay/answer/7003180?hl=en>

Please note that these test versions of app are for early customer testing and feedback and are not designed for business-as-usual scenarios. We will of course use our best endeavours to ensure these versions are stable before release, but Tefogo accepts no responsibility for any losses incurred whilst using these test versions. Any features being tested this way are not guaranteed to be implemented in the full, production versions of the application.

Prioritising specific features

We regularly review our pipeline of new features being scoped, designed and developed in Compassly, informed by feedback from customers and our own research.

Whilst the feedback from all our customers is important in prioritising our forthcoming features, in general we will not be able to prioritise specific features in response to individual customer requests. However please contact us to discuss any specific needs; in certain circumstances we may be able to commit additional resources for key customer requests. This service is likely to incur an additional charge, but please note we will not implement features that we do not think are in the wider interest of all Compassly customers. All features developed remain the intellectual property of Tefogo Ltd, regardless of fees incurred.

Partnering for promotion and publicity

We are proud of working alongside our customers and clinical users, and we are happy to support with promotion and publicity. This may include:

- Helping with internal communications
- Co-authoring press-releases and other external communication
- Supporting posters, research, and other sharing efforts
- Assisting with organisation awards submissions

Compassly media packs are available upon request.

Research and evidence

We are happy to partner with organisations in carrying out research using Compassly, including supporting with specific data capture and analysis through to co-publishing of findings.

This can be for external research publication, or internal quality improvement initiatives.

Leaving Compassly

Whilst we hope you remain fully satisfied customers of Compassly for a very long time, we will always support any customers who are looking to leave Compassly.

At the end of the contract, our standard extraction provision is through flat file CSV extracts – in fact, as organisations can access this through the BI dashboard they are able to download this data whenever they choose. Any other end-of-contract data extraction approaches can be agreed at the start of the contract upon request – any bespoke data migration activities would be subject to additional costs.

It is worth noting that individuals will be able to retain access to their competency passports and underlying competencies through their own personal login beyond the end of the contract – although for security and assurance these will be in read-only mode unless they are used with another Compassly-recognised organisation. As users will retain their personal competency passports, the records that relate to them as individuals will be retained by them.

At the end of the contract, we will carry out a full de-provisioning of active users, job descriptions and competencies, and provide confirmation of service close.

Appendix 1: Who are Tefogo?

Tefogo Ltd is a UK-based company, registered with Companies House (company number 12843582)

Tefogo stands for “Technology For Good”. We know we’re not the first people who want to use technology for good (or indeed who don’t want to use it for evil). But we believe that it’s unusual enough that we wanted to put it at the heart of our company.

Working on problems with a wider societal benefit means that the team working each day knowing the products they are building and servicing can help people and make the world a better place. This motivates us to build the very best products we can, knowing that our users will use them to help other people.

We are a mobile-first software company, designing brilliant mobile applications for professional users in industries with wider societal benefits.

We build, sell and support our products ourselves – we’re not a design agency, we don’t do custom development for other people and we’re not a consultancy.

Our core values

Teamwork: No great companies are built alone; the best products and the best times come from working together as a high-performing team. We are together in celebrating our success, taking collective responsibility, and moving forwards.

Elegance: Great products and processes should look and feel elegant. We apply this to the products we make, our own internal processes and interaction with others. Our products elegantly solve our customers problems.

Friendship: No man is an island, and no product stands alone. We build communities around our products and see our users and customers as integral to those communities. Ultimately, if those communities start to feel like a group of friends, we’re doing it right.

Openness: We know the value that candour can bring to creative endeavours, and we know it isn’t always easy. We help to share feedback with our users, customers and colleagues and treat them with respect. We treat everyone as an equal, and do not tolerate prejudice.

Growth: We believe that satisfying work comes from challenging yourself and being challenged by others. We value people who are always eager to learn and grow with the company, who seek out new opportunities. We love it when our customers challenge us to grow. And we make sure we never become too busy sawing to take time to sharpen the saw.

Objective: People should be treated fairly and based on merit. To do this we set clear objectives and key results for the company, teams and individuals. Objectives should be objective, and whilst not everything that can be counted counts (and not everything that counts can be counted), using data and evidence-based decisions helps us navigate a true path.

Our approach

We work hard to understand our customers’ industries and to speak their language, but we know that we will never know their world as well as they do.

We work closely in partnership with the people who know those industries best. This creates a winning combination of our love for technology with their deep industry insight, and that perfect fit can be seen in the work we do. We think the best ideas often come from the people who know the problems first-hand, who are closest to the action. We are always listening for where there are pain points, and looking to see if technology could help. If you work in the front line in healthcare or education and think you have an idea where a great mobile application could be a game-changer for the way you and your colleagues work then please contact us – we’d love to talk further.

There is only so far you can take things from the comfort of your computer. So we get working prototypes into the hands of front-line staff as quickly as possible, and then polish and refine ruthlessly based on their feedback.

We're geeks at heart, we love technology and everything it can do. But we don't expect our users to be. We see our job as understanding everything that technology can do through the eyes of the user who just wants the technology to get out the way and help them do their job. This often involves being pragmatic and choosing the most sensible technology for the job – we're fine with skipping the bleeding edge and choosing something that is proven to work if that gets the best results for our users. But it can also involve making the latest technology simple and accessible for everyone too.