



Proquro Contract Management & E-Procurement System

Service Definition Document

G-CLOUD 15 (RM1557.15)

LOT 2B – CLOUD SOFTWARE (SAAS)

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Company Overview

Master Software Solutions Ltd. brings a fresh, agile approach to web development, dedicated to helping public sector organisations work smarter and more efficiently. With over a decade of hands-on experience, our team understands the everyday challenges faced by procurement professionals—which is why we created Proquro, a platform built to make your job easier from start to finish.

We know that every organisation is unique, and as a micro-organisation ourselves, we ensure our services are always affordable and tailored to your needs. Our lean structure means you get great value without compromising on quality. We're passionate about forming lasting relationships and making advanced solutions accessible, so you can focus on delivering real results for your community.

Proquro Platform Overview

Introducing Proquro—the smarter, simpler way to manage procurement and contracts in the public sector. Built specifically for UK organisations, Proquro takes the stress out of procurement by supporting you at every step, from identifying what your organisation needs, right through to awarding contracts and monitoring ongoing performance. With everything designed to help you meet public sector regulations, you can be confident you're always compliant.

What sets Proquro apart? Flexibility and control. Whether you're running pre-market consultations, managing complex tenders, or gathering quotes for smaller jobs, Proquro gives you the tools to do it all—your way. It supports industry-standard evaluation methods, so your procurement process is always transparent and fair, delivering the best value for money.

Proquro keeps everything organised, too. You can plan and track projects from day one, monitor spend across every contract, and ensure documents are stored safely and are easy to find when you need them. Public sector reporting is a breeze—publish regulatory notices as required and generate clear, actionable reports with just a few clicks. Our advanced dashboards and customisable analytics mean you always have the data you need at your fingertips, helping you make better decisions and keep regulators happy.

Choosing Proquro means you get exactly what you need. Its modular design lets you pick only the features that matter most to your organisation, so you're never paying for extras you don't use. From first engagement with the market to contract closure, Proquro keeps everything seamless, simple, and fully compliant—freeing your team to focus on what really matters.

Discover how Proquro can help your organisation achieve more, for less, with a truly customised e-procurement and contract management solution. Make procurement effortless—choose Proquro today.

Compliance with Public Sector Regulations

Proquro is built with public sector compliance at its core, supporting the Procurement Act 2023, Public Contracts Regulations 2015 (PCR 2015), and Public Sector Regulations (PSR). Simply choose the relevant framework for your project and Proquro will automatically apply the correct rules, ensuring you stay compliant every step of the way.

Staying up to date is effortless—Proquro provides all required statutory and optional notices, including UK1–UK7, UK10–UK12, F01–F03 and F20, and dynamic market notices like UK13, UK14, and UK16. The platform is regularly updated as procurement legislation evolves, thanks to its status as a registered E-Sender with the Cabinet Office. This means you're always working with the latest requirements, and new features are continually added to enhance your experience.

Core Modules

Proquro's core modules are built to address the specific procurement and contract management challenges faced by public sector organisations. Select modules one by one or bundle them for a more cost-effective solution that matches your specific needs perfectly.

Quick Sourcing

Quick Sourcing streamlines below-threshold procurement for teams who need an efficient, compliant way to manage low-value direct awards, RFQs, and mini-competitions from preferred supplier lists. With intuitive workflows, you can quickly manage direct awards and mini-competitions while staying compliant with the latest Procurement Act 2023 standards. Built-in statutory notices for contracts over £30,000 ensure transparency and regulatory alignment—freeing you to focus on value for money and delivering successful outcomes.

E-Tendering (E-Sourcing)

The E-Tendering module offers a comprehensive, compliant solution for all your procurement needs—from pre-market engagement to tender management and competitive flexible procedures. Regular updates keep you ahead of legislative changes, ensuring your processes remain fully aligned with the Procurement Act 2023. Proquro manages statutory and optional notices seamlessly, giving your team complete control and visibility at every stage.

Frameworks, DPS & Dynamic Markets

Empower your organisation to create new frameworks and dynamic markets fully in accordance with the Procurement Act 2023. Maintain robust oversight of legacy dynamic purchasing systems as outlined in the Public Contracts Regulations 2015. The user-friendly interface makes it simple to set up frameworks, onboard suppliers, and manage dynamic supplier lists.

Framework providers can create member accounts, enabling members to independently manage their own call-offs under the framework—ideal for frameworks serving multiple contracting authorities. This direct involvement enhances visibility and oversight, driving openness and effective management of overall framework usage.

Contract Management

Take full control of your contracts with Proquro's Contract Management module. Track spend against budgets, manage extensions, and oversee the entire contract lifecycle with centralised document storage and integrated task management. Effortlessly publish transparency notices and maintain a complete public contracts register, keeping you audit ready. Supplier onboarding and consolidation are seamless, so you can manage all your agreements in one place. No matter which E-Tendering tool you use, Proquro enables centralised contract management and compliance—offering flexibility and peace of mind.

E-Procurement Bundle (Source to Contract)

Oversee procurement from pipeline to contract management in one streamlined module. Every stage is tracked and fully compliant, ensuring operational efficiency, clarity, and maximum value. Integrated sourcing and contract management create a seamless process and a complete audit trail, so you can always demonstrate best practice.

Multi-Authority E-Procurement Bundle (Source to Contract)

Suitable for managed service providers, this module simplifies procurement and contract management across multiple client organisations. Launch and manage procurements, consolidate supplier records, and maintain compliance with current legislation—all within a single, centralised platform. Publish CDP and CFS notices on behalf of clients and provide complete visibility and accountability every step of the way.

Choose the Proquro modules that best fit your needs—individually or as a discounted bundle—and build a procurement solution that delivers efficiency, compliance, and value. Our customer-focused approach ensures you only pay for what you need, with the flexibility to adapt as your requirements evolve.

Optional Add-ons

Supercharge your procurement and contract management with Proquro's optional add-ons. These enhancements extend your platform's capabilities, driving greater efficiency and supporting your organisation as it grows. Select the add-ons that fit your needs and stay agile, future-ready, and fully equipped for evolving demands.

Pipeline Management

Record and monitor your procurement pipeline to forecast spend and proactively plan activities. Proquro gives you a dynamic overview of all upcoming projects, so you can allocate resources efficiently and anticipate deadlines well in advance. Publish a public pipeline register with ease—keeping stakeholders informed and supporting open, accountable processes.

Supplier Performance Management

Enhance your Contract Management experience by directly defining key performance indicators (KPIs) on contracts. Suppliers can be prompted to provide supporting evidence of KPI achievement, allowing you to monitor compliance in real time. Assess supplier performance directly within the system, with results published on the UK9 contract performance notice—ensuring clear accountability throughout the contract lifecycle.

Framework MI Reporting

Proquro's Framework MI Reporting feature enables framework providers to efficiently collect management information (MI) about sales made by suppliers from their frameworks. Framework suppliers are automatically reminded to enter their sales MI data in accordance with the framework rules for each reporting period. Suppliers can record their sales or submit a NIL return to indicate no sales activity. Framework providers can then review all submitted information through the platform, ensuring accurate calculation of supplier framework fees and maintaining compliance with reporting requirements. This process streamlines fee management, improves oversight, and delivers full visibility for all parties involved.

Online E-Evaluation

Transform your supplier assessment process with the Online E-Evaluation module. Create reusable question templates for tenders, including pass/fail, weighted, or information-only question types to suit your needs. Suppliers securely submit responses online, with configurable word limits and automated scoring for pass/fail questions—ensuring consistent, efficient evaluation.

Empower your evaluation panel to review and score responses directly within the platform, recording scores and comments privately. Built-in moderation tools enable consensus-based final scoring, with Proquro automatically calculating totals based on your criteria. Every evaluation is fully audited, supporting accountability, and compliance at every stage—giving you confidence in every decision.

Analytics & Reporting

Proquro Reporting offers accessible tools for analysing, visualising, and sharing data, empowering informed decision-making. Pre-configured dashboards provide instant insights into your contracts, financials, and procurement activities, while a custom dashboard is created to fit your organisation's additional needs. With a wide range of visualisation options and a secure, scalable architecture, your team can monitor key metrics and trends—adapting quickly to new business needs.

Third-Party Integrations

Proquro seamlessly integrates with the tools your organisation already relies on, making your procurement and contract management processes smoother from day one. Effortlessly connect with trusted solutions like DocuSign for eSignatures, SharePoint for document management, and Experian for supplier checks. Single sign-on with Microsoft Entra means your team can access everything securely and easily, without the hassle.

If you need to connect with other systems—whether it's finance platforms or internal business solutions—Proquro offers bespoke integration options designed to fit your unique requirements, ensuring you always get the most out of your investment. Every bespoke integration is customised to your needs, with expert support every step of the way, so you can focus on what matters most: delivering results for your organisation.

Key Benefits

- Proquro supports clear project planning and tracking from the start. All contracts and documents are securely stored and easily retrieved, reducing search time and improving productivity.
- Publishing transparency notices and generating reports is straightforward, supporting compliance and reducing administration.
- Dashboards and analytics provide instant access to insights, equipping teams for informed decision-making and regulatory compliance.
- The modular design allows you to select only the features your organisation needs, ensuring maximum value without unnecessary extras.

- Every procurement step, from market engagement to contract closure, is transparent and compliant, letting staff focus on priorities.
- Onboarding is efficient, with focused training and ongoing support to build user confidence.
- Automated processes and spend optimisation enable your organisation to achieve more with less, streamlining procurement and contract management.

Implementation (Onboarding)

The Proquro implementation is designed to make your onboarding experience as smooth and straightforward as possible. We configure your chosen modules and adapt the platform to your organisation's specific requirements, ensuring everything aligns perfectly from day one. User accounts are established with appropriate role-based access, and focused training sessions equip every team member to get up and running confidently. Seamless integrations with Find a Tender (the Central Digital Platform) and Contracts Finder ensure you remain fully compliant and that reporting is effortless.

Our implementation package covers every essential aspect of onboarding, guiding you through each typical stage: from initial discovery and requirements gathering, through system configuration to fit your organisation, user acceptance testing (UAT) to validate functionality, focused training sessions for your team, and finally, a smooth go-live transition. Throughout the process, responsibilities are clearly defined—our team manages all technical delivery, configuration, and data migration, while you provide timely access to necessary data and facilitate engagement with your stakeholders. Please note, onboarding costs are quoted separately based on your chosen features and requirements.

Project Management

You'll have a dedicated project manager as your main point of contact, coordinating delivery, hosting regular progress meetings, and ensuring open communication at every step. Timelines for onboarding are based on your chosen modules and specific requirements, with clear milestones agreed in advance so expectations are managed at every stage.

What's Included in the Implementation

Your implementation package covers everything you need for a smooth transition to Proquro:

- Complete configuration of selected modules
- Migration of data from legacy systems and initial data setup where required

- Integration with the Central Digital Platform and Contracts Finder for publishing notices
- Onboarding of users with tailored access
- Focused user training sessions and supporting documentation
- Ongoing project management and regular progress reviews
- Technical support available throughout the implementation journey
- Post-launch review, warranty support, and a smooth transition to ongoing support services

Training

Proquro's training programme is designed to empower every user group—from procurement teams and contract managers to system administrators—with confidence in the platform's features. Expect role-focused workshops, interactive demonstrations, and comprehensive user guides, all fitted to the practical needs of your organisation. Support doesn't stop after launch; our dedicated helpdesk, technical assistance, and regular system updates mean you're always covered. Continuous enablement is assured through refresher sessions and an online knowledge base, helping your teams stay up to speed as Proquro evolves.

Customer Support

Standard customer support is included within your annual licence fees and is aimed at resolving application faults, login difficulties, and access issues swiftly. For organisations seeking enhanced engagement, our premium support and advisory services go further, delivering proactive, hands-on guidance to help your teams maximise system performance. This includes management of users and roles, supplementary training sessions, updates to reports and dashboards, modifications to custom fields, bulk data updates, and scheduled quarterly review meetings to guarantee your solution continues to meet evolving organisational needs. Our team is always ready to assist with any queries or requests for system enhancements. Please note, support hours operate on a "use it or lose it" basis, with unused hours not transferrable to future periods.

All customer support is accessible via email, ensuring every request is promptly logged in our support system. Incoming support tickets are triaged and assigned a severity level in line with our impact matrix, and progress updates or resolutions are delivered according to the service level matrix outlined in our standard terms and conditions.

Table 1: Service Level Matrix

Severity	Acknowledgement	Resolution
Urgent	1 business hour	4 business hours
High	4 business hours	12 business hours
Medium	2 business days	4 business days
Low	5 business days	10 business days

Table 2: Impact Matrix

Severity	Description
Urgent	The application is inoperable or a core function of the application is unavailable
High	A core function of the application is significantly impaired
Medium	A core function of the application is impaired, where the impairment does not constitute a serious issue; or a non-core function of the application is significantly impaired
Low	Any impairment of the application not falling into the above categories; and any cosmetic issue affecting the application

Hours of Operation

Support is available Monday to Friday, 9:00 AM–5:00 PM UK time, excluding UK Bank Holidays.

Location of Support

Support team is based in Reading, UK

System Updates and Upgrades

Routine system maintenance and upgrades are included in your annual licence fees, ensuring your solution remains up-to-date, reliable, and aligned with your organisation's needs.

All system updates and planned upgrades will be carried out outside of business hours, with the aim to provide at least two weeks' notice for any scheduled maintenance. In the event of emergency updates, these will also be performed outside of business hours, albeit with a shorter notice period where necessary.

Scalability

Scalability is at the heart of Proquro's design. As your organisation's requirements change and your ambitions grow, Proquro grows with you—no fuss, no disruption. Whether you need to add new users, adjust permissions, or request changes to your account setup, you can do so quickly and efficiently via intuitive admin controls or simple account management requests. These combined capabilities ensure your team always has the right tools on hand, keeping your procurement processes running efficiently no matter how your needs evolve.

Change Management

A dedicated account manager will be assigned to you, providing regular meetings and acting as your main point of contact. Any configuration changes are managed through formal change requests, with a clear quote provided for approval. Once approved, our team will prioritise and deliver the changes, keeping you updated on progress throughout.

Data Protection and Compliance

Data Security Measures

Proquro places the highest priority on safeguarding all personal and sensitive data, implementing rigorous security measures throughout. These include routine security assessments, comprehensive encryption of data both while in transit and at rest, and robust access controls designed to prevent unauthorised access or data breaches.

Data is hosted securely on the Microsoft Azure platform, with the UK South Region as the primary storage location and the UK West Region designated for backup. We employ TLS encryption to protect data during transmission and storage, ensuring your information remains secure at every stage. Regular backups within Azure further support business continuity and the ongoing protection of your data.

Buyer-enabled services (e.g., DocuSign for eSignatures, Experian for supplier checks) are treated as sub-processors when activated. We maintain a living sub-processor list and provide prior notice of changes.

To uphold our security standards, annual vulnerability assessments (penetration testing) are performed by independent third-party specialists, with reports available upon request. Data remains securely stored within Proquro for the duration of your contract. At contract completion, information is returned to the client in line with established exit procedures, and all residual data is promptly and securely erased from our systems, guaranteeing confidentiality and full compliance with data protection requirements.

GDPR and Data Protection

Master Software Solutions Ltd. is officially registered with the Information Commissioner's Office (ICO) as a data processor and holds Cyber Essentials Plus certification. The company has appointed a dedicated Data Protection Officer (DPO) to oversee all aspects of GDPR compliance. Additionally, every employee receives thorough training in data protection, ensuring a robust commitment to privacy is embedded throughout the organisation.

Exit Procedures

When concluding your service or offboarding from Proquro, a well-defined exit procedure is observed to facilitate a seamless transition and uphold the security of your data. All user accounts linked to your organisation will be promptly disabled, with platform access withdrawn as outlined in your contract. Clients are offered secure data export facilities, enabling safe retrieval of all information prior to the closure of accounts. Any remaining data will be thoroughly and securely erased from our systems in compliance with relevant data protection standards, and confirmation of deletion can be provided upon request. We recommend coordinating closely with our support team to agree timelines and ensure all offboarding requirements are comprehensively addressed.

Scope and Formats

Exports are supplied in JSON by default, with CSV available on request, to meet open, vendor-neutral handover needs and ensure compliance with data ownership and exportability requirements.

Document Export and Structure

All associated documents are exported in their native formats and organised in a deterministic folder hierarchy using Contract Reference and Procurement Reference (e.g., /Contracts/<ContractReference>/Documents/..., /Procurements/<ProcurementReference>/Documents/...). A cross-reference file links each document to its metadata (version, type, effective dates) to preserve provenance and enable rapid ingestion by the successor solution.

Technical Architecture

Proquro operates as a multi-tenant, cloud-native SaaS platform hosted on Microsoft Azure in UK regions. The platform is accessed via a modern web browser over TLS, with identity handled through a segregated identity tenant and multi-factor authentication. The core services are stateless and scale horizontally; documents are stored in durable object storage; transactional data is stored in a managed relational database;

integrations are isolated in a secure integration tier; and reporting is delivered through read-optimised data access that does not impact production workloads.

Standards compliance and client environment

- HTML5 browser UI with responsive design for desktop/tablet/mobile; no plugins required.
- Supported browsers: Microsoft Edge (current) and Google Chrome (current). Other modern browsers may function on a best-efforts basis but are outside formal support scope.
- Strict TLS 1.2+ everywhere; authenticated SMTP relay with SPF/DKIM/DMARC for mail integrity.
- Designed to meet WCAG 2.1 AA; accessibility statement is available at <https://help.proquro.co.uk/accessibility-statement/>

Resilience and redundancy

- **High availability:** The web tier is stateless and runs across multiple instances; ingress layers (Front Door, WAF) are redundant; storage and database services are platform-managed for SLA-backed availability.
- **Regional resilience:** Primary hosting is in **UK South** with disaster-recovery protections in **UK West**. Databases and object storage are configured with geo-redundant protection (geo-replicated backups for SQL; GRS for Blob).
- **Operational safeguards:** Health probes, auto-scale, and synthetic transactions detect and remediate service degradation. Release deployments include smoke tests and back-out checkpoints to avoid unnecessary downtime.
- **Availability target: 99.9%** service availability, with planned maintenance performed outside core working hours and change windows coordinated to avoid critical deadlines.
- **Disaster Recovery (RPO/RTO):** Hot-Cold DR strategy. Target RPO 30 minutes and RTO 24 hours under a declared disaster situation, supported by Azure backups and DR procedures.

Data backup, retention and archiving procedures

Backups

- **Azure SQL:** automated backups with point-in-time restore; daily full, differential and frequent log backups retained to meet contractual retention.
- **Azure Blob Storage:** versioning and soft-delete enabled; geo-redundant storage (GRS) protects against regional incidents.

- **Frequency & scope:** Daily backups with additional snapshots around major releases; integrity checks are verified and restoration is periodically tested.

Security, access control and information governance

- **Segregation & tenancy:** Each contracting authority's data is logically segregated with strict scoping at every access layer; supplier accounts are deduplicated and can participate across authorities without data leakage.
- **Access control:** Role-based permissions (e.g. - Key User/Administrator, Procurement Manager, Evaluator, Read-only) with configurable scopes at project/module level; MFA enforced.
- **Encryption:** Data in transit via TLS 1.2+; data at rest encrypted by platform keys; customer-managed keys can be supported if required.
- **Patching & hardening:** Platform and dependencies are kept in support; security updates follow a controlled, out-of-hours pipeline.
- **Logging & audit:** Every material action (publish, invitation, opt-in, score, moderation, award, notice) is written to an immutable audit timeline and exportable (CSV/PDF).
- **Email integrity:** Authenticated SMTP relay with SPF/DKIM/DMARC aligned to reduce spoofing.
- **Compliance:** UK GDPR aligned processing; ability to respond to data subject requests; test/sandbox environment provided for training; helpdesk SLAs and escalation procedures in place.

Contact Information

To schedule a demo, please contact info@mastersoftware.co.uk