

G-Cloud 15 Service Definition

AIMS Grant Management System (AIMS GMS)

1. Service overview

Service name: AIMS Grant Management System (AIMS GMS)

AIMS GMS is a configurable, cloud-hosted grant management system designed for public sector and third-sector organisations administering grants, funding programmes, and case-based funding processes. The service supports the full end-to-end lifecycle of grantmaking, from programme and application management through assessment, award, payments, monitoring, and reporting.

The service is delivered as Software-as-a-Service (SaaS) and accessed securely via a web browser. It is designed to support compliant public-sector procurement, governance, and audit requirements.

2. What the service does

AIMS GMS enables organisations to:

- Design and manage multiple grant programmes and schemes
- Publish online application forms and guidance
- Manage eligibility checks, assessments, approvals, and decisions
- Issue grant awards and manage payments
- Track monitoring, reporting, milestones, and outcomes
- Maintain a full audit trail of decisions and actions
- Produce operational and management reports

The system is highly configurable to support differing policy, governance, and operational models without requiring bespoke code development.

2a. Who the service is for (and who it is not)

AIMS GMS is designed for public sector bodies, arm's-length organisations, research funders, charities, and other organisations that operate structured grant or funding programmes and require strong governance, auditability, and configurable workflows.

The service is particularly suited to organisations managing multiple programmes, complex assessment processes, and ongoing grant monitoring obligations.

AIMS GMS is not intended for informal micro-grant schemes, one-off payments with minimal assessment, or organisations seeking a lightweight, self-service grant tool without configuration or governance controls.

3. Key service features

Core features include:

- Configurable programme and scheme setup
- Online application and document submission
- Role-based workflows and approvals
- Assessment, scoring, and moderation tools
- Grant award and payment scheduling
- Monitoring, reporting, and compliance tracking
- Configurable user roles and permissions
- Audit logging and reporting
- Management information and dashboards

Optional integrations and extensions can be provided as part of a call-off agreement.

3a. Configuration versus bespoke development

AIMS GMS is primarily delivered through configuration rather than bespoke code development. Configuration options allow buyers to tailor programmes, workflows, forms, roles, and reporting to their specific operational and policy requirements.

Where requirements fall outside standard configuration, bespoke development or integrations can be provided as optional professional services, subject to agreement at call-off. This approach enables buyers to balance flexibility with cost control and long-term maintainability.

4. Service scope and delivery model

AIMS GMS is provided as a multi-tenant SaaS solution hosted on enterprise-grade cloud infrastructure. The service is accessed via modern web browsers and does not require users to install client software.

The service includes:

- Secure hosting and infrastructure
- Application software and updates
- Monitoring and operational management

Implementation, configuration, data migration, integrations, and training services are available as optional professional services.

5. Security and compliance

AIMS Software Limited operates an information security management framework aligned to ISO/IEC 27001. Security controls cover access management, secure development, incident management, supplier management, and data protection.

Key security measures include:

- Authenticated access with role-based permissions
- Encryption of data in transit and at rest
- Regular vulnerability assessment and penetration testing
- Audit logging and monitoring
- Controlled access to management and support systems

The underlying cloud infrastructure is provided by a third-party cloud service provider operating resilient, secure datacentres.

6. Availability and resilience

The service is designed for high availability and resilience. AIMS GMS targets 99.95% availability, measured monthly and excluding planned maintenance.

Planned maintenance is communicated in advance and scheduled outside core business hours where possible. The service is monitored continuously, and incidents are managed in line with defined incident response procedures.

7. Support and onboarding

Support is provided through email, an online ticketing system, and phone support during UK business hours. Incidents and service requests are logged, prioritised, and tracked through to resolution.

Onboarding services include:

- Configuration workshops
- Administrator and user training
- User documentation and guidance

Support levels and response arrangements are agreed at call-off.

8. Data handling and offboarding

Customers retain ownership of all data entered into the service. Data can be exported in agreed formats to support reporting, assurance, or service exit.

At contract end, an offboarding process is agreed with the customer, covering:

- Final system use and cut-off dates
- Data extraction requirements
- Secure deletion of data and backups following confirmation

Additional data extraction or transformation services may be provided at extra cost.

9. Commercial model

AIMS GMS is provided on a subscription basis. Pricing is based on agreed service scope and usage. Implementation, configuration, integrations, and support beyond standard service levels are priced separately.

The service does not offer a free trial.

10. Service management and governance

Service delivery is governed through defined operational, security, and incident management processes. Senior management retains responsibility for service security and governance.

Buyers can obtain audit and assurance information through agreed reporting mechanisms or via the support team.

11. Contact details

General enquiries

For general enquiries about the service or the G-Cloud framework:

Telephone: +353 1 6799933

Email: info@aimssoftware.ie

This document forms the service definition for AIMS Grant Management System under the G-Cloud 15 framework.