

## **CareLineLive**

### **Service Definition**

#### **G-Cloud 15**

**30<sup>th</sup> January 2026**

#### **Overview of MAS Networks and this cloud software proposal**

- **MAS Networks**

MAS Networks Ltd T/A CareLineLive, of the MAS Group, an NHS England Digital Social Care Record (DSC) assured supplier, and NHS Data Security Protection (DSP) Toolkit, PRSB, About Me, GP Connect, Cyber Essentials Plus (and Cyber Essentials), ISO 9001, 27001 certified and a leading developer of domiciliary care management and care brokerage cloud software solutions for the care sector. CareLineLive's total number of home care customers is now well over 650, managing in excess of 18,000 carers in total across the UK, Ireland, Jersey and Australia.

Across the MAS Group, our customers range from the very smallest agencies to large scale enterprise customers, and include multiple local authorities and NHS Trusts, who provide a range of services including:

- Domiciliary/Homecare
- Care of the elderly
- Extracare
- Reablement
- Hospital discharge/Emergency care
- Supported living
- Outcomes based community care
- Sheltered housing
- Commissioning care



## **Overview of CareLineLive homecare management cloud software solution:**

MAS Networks is offering our CareLineLive homecare management suite addressing the requirement for reablement, homecare, domiciliary care, in-house/internal care service, scheduling and electronic monitoring care management solutions.

## **How our software enhances efficiencies in the delivery of home care:**

The more efficient a system is, the better equipped your staff are to deliver upon their person-centred care and support requirements. The CareLineLive platform addresses the following requirements:

### **Certifications:**

- **Fully GDPR compliant**
- **Compliance with ISO 9001 - Quality Management and 27001 - Information Security Management, NHS Data Security Protection (DSP) Toolkit, PRSB, PCSP, About Me, GP Connect and Cyber Essentials Plus (and Cyber Essentials) certifications**
- **NHS England Digital Social Care Records (DSCR) Assured Supplier**

### **Features:**

- **Person-centred digital care plans and medication plans** created in the homecare management system and delivered securely to care workers via their mobile app which they then use to log their visits and provide updates
- **Visit-based and shift-based scheduling** (as required) on our cloud-hosted application leading to greater efficiency and flexibility, including tools to help minimise travel time and appropriate use of staff resources adhering to client preferences, qualification requirements etc. whilst providing the huge benefit of paper-free, electronic real-time synchronisation of data between the office and the field
- **Supporting the mobile reablement and care in the community workforce** through our fully integrated Carer Companion app for remote working, workflow management, and real time updates
- **Real time data** on service delivery plus alerts for delayed visits and medication, providing safeguarding benefits for service users and staff
- **Customisable client observations** created and updated within CareLineLive and published for care workers to view via the Carer Companion mobile app
- **Customisable client assessments, and client review forms** created and updated within CareLineLive and published for care workers to view via the Carer Companion mobile app

- **Efficient handling of referrals to the care service** - supporting smoother and more efficient fulfilment of care packages through a comprehensive set of imports, exports and reports, combined with secure access to the customer's data at all times
- **Support continued compliance requirements** by structured care planning and monitoring of care delivery, with reporting on KPIs and by client care package
- **Support for the new CQC single assessment framework** by virtue of our person-centred approach to care planning, scheduling, and data capture at the point of care delivery, augmented by reporting
- **Optional Benchmarking Modules** – comprising:
  - CareLineLive CQC Compliance & Benchmarking (audit, survey, plan for continuous improvement), this is the **Core Benchmarking module**, and in addition there are optional add-ons to the Core Benchmarking module;
  - CareLineLive Feedback & Complaints
  - CareLineLive Incident Management
  - CareLineLive Risk Management
- **Optional Custom Reporting** – Custom reporting via integrated Looker

#### Integrations:

- **An integrated approach to managing care services**, supporting the NHS England DSCR initiative by integrating with GP Connect, NHS and social care systems, and empowering family members via portals
- **Financial outcomes by digital exports** - gross pay, expenses, billing
- **Integration with third party software** such as Sage, Xero, CM2000, GP Connect, NHS, HR, social care systems and ContrOCC as well as generic CSV file exchange options using our APIs and file transfer as applicable
- **Multi-factor authentication (MFA)** available with CareLineLive for an additional layer of login security, without having to use Active Directory
- **Microsoft Entra ID integration** is also available and offered.

#### Hosting and Support:

- **UK-based secure hosting with high availability**
- **UK help desk**



We would be very happy to provide a full demonstration of our solutions to the customer, which would also provide the opportunity for Q&A by the customer stakeholders.

### **Service levels (including business continuity and disaster recovery provisions)**

#### **Support hours and after sales support:**

Our CareLineLive support service operates 24 x 7 x 365 days p.a. for Critical (cloud software service down, not due to customer specific localised issues affecting a customer such as failure of customer devices, mobile coverage, or local internet access etc.) issues (by default issues raised by email and acknowledgement response by email), and during office hours (9:00 a.m. – 5:30 p.m., Monday to Friday excluding English public holidays) for all issues.

The support service is the first point of contact for all customer enquiries and service-related issues and receives support requests via email to our support portal 24 x 7 x 365 or by phone or web chat during office hours. Support calls/emails/messages are logged, processed, and followed up by our support service staff.

CareLineLive support service also provides general advice and guidance on service use, incident knowledge, workarounds, and next release information.

#### **Client management:**

During implementation, our CareLineLive project manager is responsible with escalation to the designated CareLineLive account manager for the customer, and then MAS Networks Operations Director or Managing Director if/when applicable.

Post implementation, CareLineLive designated account manager and contract manager for the customer are responsible for BAU liaison and contract and performance reviews respectively, with escalation to MAS Networks Operations Director or Managing Director if/when applicable.

Contract management conducted quarterly via online meetings is included at no extra charge for the contract term from go live reflecting the typical need for periodic contract performance reviews versus any agreed SLA.

Account management conducted remotely/online is also included at no extra charge for the contract term from go live.

#### **Guaranteed availability, and recompense for customers for extended breach:**

CareLineLive cloud software solution is offered as a 24 x 7 x 365 service.

We propose a Service Level Agreement, which includes the Target Service Availability of 99.85% uptime in any given 12-calendar month period, 24 hours per day, 7 days a week, 365 days per annum, planned maintenance periods excepted, with a 4-hour SLA rebuild response for critical issues, i.e. from start of downtime users will be able to access data again in less than 4 hours, and a service credit regime whereby for the failure to meet this target in any given 12-calendar month



period, service credits would accrue in accordance with our MAS Group Service Level Agreement (reference the Terms and Conditions for this cloud software service). Service credits to accumulate and be claimed by the customer against subsequent fees.

**Approach to resilience:**

CareLineLive cloud software solution is hosted in resilient infrastructure (AWS, London, UK) with no single point of failure, so recovery from a localised system or hardware failure would typically take minutes/seconds as a result of the auto-failover architecture that is in place.

**Technical infrastructure and viability:**

CareLineLive:

CareLineLive is an integrated solution, updating in real time, with all components developed by CareLineLive, hosted in the UK on AWS a Tier 4 professional datacentre, and we have 'automated' 24x7 monitoring.

As a consequence we have very high up-time records, and indeed, we are classified as a Silver service by the NHS guidelines, details on request.

Consequently, we are pleased to confirm that we will provide our CareLineLive solution with target availability of 99.85% (i.e. in the absence of P1 Critical system down, target availability is 99.85%), planned maintenance periods excepted.

Please refer to our Terms and Conditions and the Service Level Agreement document for this Cloud service for further details.

Furthermore, the MAS Group also operate our own business continuity plan, to maintain support to customers in the event of a threat to normal operations. Details on request.

**Onboarding and offboarding support****Onboarding:**

We provide business process guidance to aid customers define the most appropriate changes to their business process to obtain maximum benefit from our cloud software.

Upon implementation CareLineLive cloud software solution will then reflect the new business process requirements and workflow. We then provide contextual, online training, and user documentation, plus support via a designated project management, and our CareLineLive support service.

Data imports for onboarding is via CSV format flat file.

**Offboarding:**

Our quoted cloud software SaaS charge normally includes sufficient time in each contract for our designated project manager (exit) to prepare and agree the exit plan with the customer, then manage the exit (supplier side) and for our technical services team to offboard the customer's data, preparing the CSV file exports, prior to deleting the customer's data in accordance with the following quite straightforward process which is our standard approach in this regard:

1. The Buyer provides written contract termination notice to: [accounts@mas-group.co.uk](mailto:accounts@mas-group.co.uk)
2. The Buyer will receive a written notification reply letting you know we have received the request. The Supplier reply will include the end date.
3. CareLineLive will confirm at the same time what data we will be able to extract and deliver to you – see below details of what the Supplier is able to provide currently.
4. The Buyer will be provided instruction on how to receive their data. The data comes in the form of CSV exports for CareLineLive.
5. CareLineLive will delete all data, including any back-ups, within 3 months of the termination date, as stipulated in the Call-off Contract.

**Details of Data Extraction and Provision post termination:**

The data extracts will be delivered as CSV formatted files (which can be opened up as spreadsheets). The data will include the following:

**Carer profile details, including:**

- Address
- Contracts
- Documents
- Profile photo
- Journal entries (+ attachments)
- Carer important contacts

**Client profile details, including:**

- Address
- Contracts
- Documents
- Profile photo

- Journal entries (+ attachments)
- Client important contacts
- Notes recorded in bookings
- + uploaded photos

Please note that most transactional data - for example schedules/rotas, tasks including medication (i.e. MAR sheets), payroll, invoices - will not be included in the data extracts. For this type of data, the Buyer will need to download the relevant reports and save them before your environment is deleted.

Any modifications to our standard offboarding process will be subject to the Variation process and may incur professional service charges in accordance with our G-Cloud 15 Pricing Definition.

### **Implementation plan**

At bid stage we would normally provide an illustrative draft implementation plan, usually in .CSV or .PNG format. Post award, we add detail and update as agreed with each customer, taking into account the specific requirements of each project in terms of e.g., deliverables, key milestone target dates, risk mitigation etc.

### **Service constraints**

#### **Maintenance windows:**

As noted above we propose a Service Level Agreement, which includes the Target Service Availability of 99.85% uptime in any given 12-calendar month period, 24 hours per day, 7 days a week, 365 days per annum, planned maintenance periods excepted. MAS Group also reserves the right to undertake emergency maintenance (e.g., security patch or similar) should this be expedient or necessary, and in the case of planned or emergency maintenance that could affect service to the customer, MAS Group will use best endeavours to provide advance notice to the customer.

### **Customisation / Configuration**

Whilst CareLineLive cloud software is not a customisable service, it is offered as an off-the-shelf solution, it is configurable as follows:

Multiple elements of the CareLineLive platform are configurable which is achieved through the 'Settings' module within the platform. This module is a permissions based module so only trusted users have access. Based on the individual item, these can either be configured on a platform-wide basis or on an individual Team basis:

- Teams and teams names
- Service user types
- Staff types and grades
- Booking types, tasks, and qualifications required

- Reviews and assessments can all be configured by the customer
- Service users and staff can be assigned to their respective teams (staff can be assigned to multiple teams, service users usually to one team relevant to their service type and geographical location)
- CareLineLive includes the ability to colour customise areas of the system such as the rota so that colour indications can be set for various visit types and statuses allowing users to easily identify certain events/triggers or occurrences as per their own logic and schema. And;
- CareLineLive includes the 'Permissions Matrix', which enables customer System Administrators to assign each of their user types to the appropriate roles and thus invoke the relevant permissions
- Furthermore, CareLineLive includes User Defined Fields so any additional fields required by the Council can be added too

### **System technical requirements**

CareLineLive homecare management suite cloud software:

CareLineLive is a web-hosted SaaS application. Access to the CareLineLive Management Platform (scheduling system) UI, and to the Care Circle (family portal) UI, is via secure internet browser login using a supported Chromium-based web browser, i.e. Google Chrome or Microsoft Edge required. The two latest versions of Chrome/Edge are supported, the latest version recommended.

We recommend only desktop and laptops to administer the desktop website interface to CareLineLive Management Platform (scheduling system) UI, and to the Care Circle (family portal) UI cloud software.

CareLineLive mobile devices and communications:

The CareLineLive Carer Companion mobile app uses native device capabilities made available via the mobile platforms we support, i.e. current supported versions of Android and of iOS.

The Android app requires Android 5 (Lollipop)/above, GPS, rear-facing camera.

[Please note that the Android version needs to be Google Play certified. Some mobile devices run on operating systems that are based on Android but are not Google Play certified e.g. Amazon Fire OS ones and EMUI ones (Huawei).]

The iOS app requires iOS 13.0/above and use Google maps.

The CareLineLive Carer Companion mobile app is distributed only via Play store for Android and the Appstore for Apple phones. Our apps are not distributed in any other method.

Evidenced visit times with the CareLineLive Carer Companion are date & time stamped at each checkin and checkout and use QR codes and GPS to prove location.



Google maps must be installed on phone. I.e. to be able to use the app effectively for client addresses, the Google maps app must be installed on your phone. This is because it is more consistently accurate with locations given.

## **Pricing**

Pricing for our CareLineLive cloud software solution with the Carer Companion integrated app and professional services is unit priced in nature, charged on an as required basis and as stated in the corresponding G Cloud 15 Pricing Definition CareLineLive cloud software document.

## **Minimum contract period**

The minimum contract is from commencement and full go live to enable 12-months charges at the applicable Minimum Contracted Volume for the relevant volume and/or Time-limited discount to apply (with the exception of trials which could be much shorter). Contracts may be terminated in accordance with the G Cloud 15 Call Off contract, hence e.g., upon suitable notice to end upon completion of the minimum term or later, or by notice following unremedied default, following the procedure set down by said contract.

## **Trial periods**

Chargeable trial schemes available including access to a full version of CareLineLive cloud software , Care Circle family portal and CareLineLive Carer Companion mobile app (automatically ongoing if proven). Not included: professional services, customisations, integrations, bespoke development, and provision of mobile devices, and mobile voice and data tariffs are excluded under G-Cloud 15.

## **Education or research establishment pricing**

MAS Group do not offer education or research establishments specific market sector discounts on our pricing for the CareLineLive cloud software portfolio.

## **Sector specific pricing**

MAS Group do not offer specific market sector pricing for the CareLineLive cloud software portfolio.

## **Volume discounts**

MAS Group is pleased to offer volume discount rates, and these are as stated in the corresponding G Cloud 15 Pricing Definition CareLineLive cloud software document.

## **Order and payment options**

MAS Group is pleased to accept payment via any of the following methods:

- Purchase order consistent with G Cloud 15 Call Off Contract and subsequent invoice(s)
- BACS transfer

- Automated payment methods

### **Future proofing and quotation process**

In the event of any conflict this Service Definition updates and takes precedence over our listing on the G-Cloud 15 portal, including by adding additional details as and when applicable. In view of the evolving nature of the care marketplace, cloud software, the IT market in general, and our portfolio as we develop and enhance our solutions, the content of this Service Definition is subject to change pre-contract. We therefore ask customers to contact us for a quote against their specific requirements, prior to ordering.

### **Questions**

In the event of any questions or the need for additional information on services, please contact the author of this document, details below.

Pete Briggs, Public Sector Sales Manager, MAS Networks Ltd T/A CareLineLive (part of the MAS Group)

Telephone: 0330 088 5767

Email: [sales@carelinelive.com](mailto:sales@carelinelive.com)