

## **CareBrokerage**

### **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 (DSCR) 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 CareBrokerage cloud software solution:**

CareBrokerage cloud software, an easy to use, cloud-based software solution, streamlining care commissioning processes, improving data collection allowing commissioners/brokers/care

arrangers to take full control of the process from contracting -> compliance -> performance management. CareBrokerage stores multiple purchaser details (commissioning bodies/adult social care clients/self-funded service users). Purchasers are allocated to geographical regions/subzones.

The CareBrokerage platform addresses the following requirements:

#### Certifications:

- **Fully GDPR compliant**
- **Compliance with ISO 9001 - Quality Management and 27001 - Information Security Management, and Cyber Essentials Plus (and Cyber Essentials) certifications**

#### Features:

- **Streamlines processes and improves the collection of data** to allow commissioners, brokers and care arrangers to take full control of the process from contracting through to compliance and performance management.
- **Stores details of multiple purchasers**, these could be commissioning bodies, adult social care clients or self-funded service users. Purchasers are allocated to geographical regions and/or sub zones within those geographical regions.
- **Commissioners/brokers/care arrangers can add new care packages** to the system and record data such as:
  - Client details name (optional), age, gender, post code
  - Care required (care package type and details)
  - Required timings, anticipated start date and anticipated end date (optional)
  - Any supporting documents (in an approved format: PDF, DOC, JPG)
- **There is no limit to the number of providers** that can be added to the system. Adding new providers can be completed very quickly by a system administrator and would not incur huge additional cost. When adding providers to the system specific criteria ensure that the system remains easy for them to use and the information, they receive is relevant. These criteria include:
  - **Geographical area(s)** (or zones) they service
  - **Care specialism(s)** they provide (i.e., domiciliary, residential, LD, palliative etc)

- **Providers are only notified about (and can only see) those care packages which are relevant to them.** Details of new care packages are broadcast to those providers who operate in the relevant zone and provide the specialist care required. Notifications of new care packages are sent by email; new care packages also appear on the provider dashboards. The provider dashboard contains individual sections which show:
  - **Open care packages available** to request by the provider
  - **Requested care packages** where a decision is pending
  - **Awarded care packages** (packages successfully requested by the provider)
  - **Declined care packages** (packages unsuccessfully requested by the provider)
- **The open care packages dashboard “counts down”** so the provider knows how long they have left to respond to an available care package. Providers can respond to an open care package using the following options:
  - **Request the care package**
  - **Request clarification** about the care package
  - **Decline the care package** and provide a reason for decline.

## Benefits

- Supports rapid, efficient care package placement, replaces emailing/spreadsheets/chasing by phone.
- Allows commissioners/brokers/care arrangers to take full control of the process.
- Supports efficient contract compliance and performance management including via reporting.
- Enables hybrid working.
- Care packages can be offered efficiently based on service requirements/types/geography.
- Enables contextual reference to supporting documents.
- New providers can be added very quickly.
- Efficient method for providers to request new care packages.

- Efficient method for providers to see awarded/requested/declined care packages.
- Reasons given by commissioner help reduce need for voice communication.
- Commissioners/brokers/care arrangers can monitor all responses received from providers via the broker dashboard.
- Provider responses are recorded against each package, allowing brokers to make an informed choice on which provider to award the care package to.

### **Typical challenges faced by local authorities / care commissioners when brokering care packages**

New care packages normally need to be placed urgently. Traditional brokering systems are administration heavy, and this causes delays. Local authorities and care commissioners are reliant on care placement staff working in office-based locations, using the prolonged and protracted process of emails and phone calls to contact providers individually to handle new care packages.

Traditional systems can suffer from a lack of transparency and sometimes packages can be placed with a provider that is not the most suited to deliver the required care.

Providers often don't bid because the package offered is not suitable for them.

Service users may suffer due to delays caused by care brokerage teams dealing with package arrangements with often busy providers.

### **CareBrokerage offers a low-cost efficient alternative**

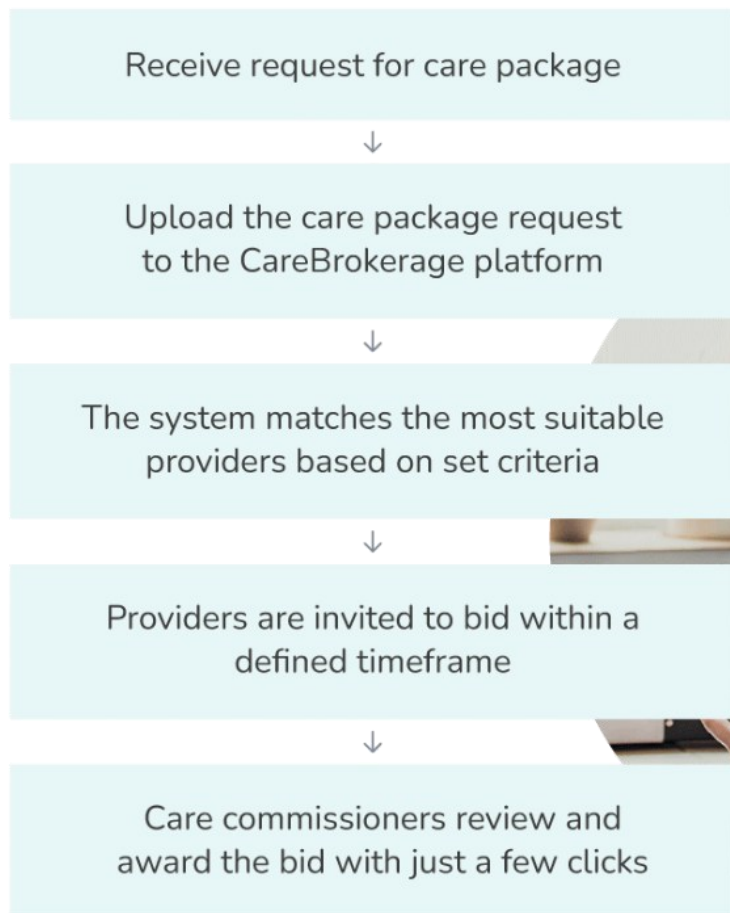
CareLineLive's CareBrokerage provides a digital solution to this time consuming manual process. Local authorities using our CareBrokerage typically cut multiple hours each week from their fulfilment process, and expect to handle 90+% of care package placements via the CareBrokerage platform.

The system is easy-to-use - both for care commissioners and care providers. We can get you up and running with the system within two weeks and training typically takes just two hours.

CareBrokerage is easier, fairer, more transparent and saves everyone valuable time.

What's more, it's priced affordably, potentially reducing the need for a lengthy procurement process.

## How does CareBrokerage work?



When the care commissioner receives a request for a care package, rather than emailing their list of preferred suppliers (with the inevitable chase up by phone), the package details are quickly uploaded to the CareBrokerage system which matches the most suitable care providers from the approved list. Those providers are then invited to bid for the package within a set time frame.

Once the deadline is reached the care broker reviews the bids and awards care packages within a few clicks.

The process is quick and efficient and ensures that the most suitable provider with care capacity is procured.

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 CareBrokerage 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 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. Support calls/emails/messages are logged, processed, and followed up by our support service staff.

CareBrokerage 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:**

CareBrokerage 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 a 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:**

CareBrokerage 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:**

CareBrokerage:

CareBrokerage 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 CareBrokerage 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 CareBrokerage cloud software will then reflect the new business process requirements and workflow as configured. We then provide contextual online training, and user documentation (collectively onboarding), plus support via a designated project manager, and our Support Service.

Training and documentation:

Comprehensive training is part of our onboarding process.

**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. Our 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, please see the Service Definition for details.
4. The Buyer will be provided instruction on how to receive your data. The data comes in the form of CSV exports for CareBrokerage.
5. CareLineLive will delete the Buyer data in our hosting including any back-ups, within 3 months of the termination date, typically as stipulated in the Call-off Contract.

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 CareBrokerage 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 CareBrokerage platform are configurable, including the following:

- Framework provider tier lists are configurable, providing a priority-based package distribution.
- Tier timing is configurable as well as pauses between tiers if applicable.
- Zone/region management allowing packages to be broadcast to only users configured for the zone/region.
- Working hours are configurable so that the tiered timing only runs during the working hours specified.
- Access control so user privileges can be set by role (Role Based Access Control).
- Email notifications can be configured.
- Care Options such as Domiciliary, Supported Living and Care Home can be adapted with subcategories by the support team.
- SysAdmin can configure broker access level and zone administration

## System technical requirements

CareBrokerage:

CareBrokerage is a web-hosted SaaS application. Access to CareBrokerage 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 CareBrokerage cloud software.

## Pricing

Pricing for our CareBrokerage cloud software solution 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 CareBrokerage 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 chargeable 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 CareBrokerage cloud software (automatically ongoing if proven). Not included: professional services, customisations, integrations, bespoke development.

### **Education or research establishment pricing**

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

### **Sector specific pricing**

MAS Group do not offer specific market sector pricing for the CareBrokerage 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 CareBrokerage 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.

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