

QCS Care Management – G-Cloud Service Definition Document

Framework: RM1557.14 (G-Cloud 14) | Lot 2: Cloud Software (SaaS)

1. Preamble

This document provides the service definition for QCS Care Management, a cloud-based care management and compliance platform designed for domiciliary and residential care providers, local authorities and integrated care systems. It should be read alongside the Pricing Document, Terms & Conditions, and Service Level Agreement (SLA).

2. Who We Are

QCS Care Management provides digital care planning, rostering, compliance and auditing tools that help care organisations deliver safe, person-centred care and meet regulatory requirements. Our solution is delivered as multi-tenant SaaS, accessible via web and mobile.

3. Service Overview

- Functional features: digital care plans, visit scheduling & rostering, medication logs, incident & risk management, forms & assessments, KPI dashboards, document repository, secure messaging, audit trails.
- Non-functional attributes: high availability, role-based access control, encryption at rest and in transit, scalability, auditability, and interoperability via REST APIs.
- Supported platforms: modern web browsers; Android/iOS mobile apps for carers and managers.

4. In-Scope & Out-of-Scope

In scope: provision of the QCS Care Management SaaS application, configuration, standard integrations, training packages, and ongoing support. Out of scope: bespoke software development beyond agreed statements of work, non-cloud hardware supply, and non-care back-office systems.

5. User Management & Access

Role-based access (admin, manager, carer). SSO/OIDC available upon request. Granular permissions, audit logs on all record changes. Password policies enforce length, complexity and rotation. Account provisioning through admin console or bulk import.

6. Onboarding

Discovery & configuration workshops; data migration from CSV/XLSX or supported exports; environment setup; user training (train-the-trainer and e-learning); go-live readiness checklist. Typical onboarding: 2–6 weeks depending on size and data complexity.

7. Offboarding / Exit

Customers may export all data in open formats (CSV/JSON) and PDF reports. API access can be used for bulk extraction. We provide 30 days of read-only access after termination and optional paid support for migration. All customer data is securely deleted following our retention and destruction policy.

8. Service Levels

- Availability: target 99.9% monthly uptime.
- Incident response: Response within 24 hours from initial support query
- Maintenance: scheduled outside UK business hours with prior notice.

9. Support

Support channels: web portal, email and phone. Hours: 08:00–18:00 UK time, Monday–Friday (excluding UK public holidays). Enhanced 24/7 incident cover available under a premium support plan. Knowledge base and release notes provided.

10. Security & Information Assurance

- Compliance: GDPR, UK Data Protection Act 2018; ISO 27001 certification (or alignment where certification is in progress); Cyber Essentials Plus.
- Data protection: encryption in transit (TLS 1.2+) and at rest (AES-256).
- Access controls: MFA available; least-privilege roles.
- Logging & monitoring: security event monitoring, audit trails, anomaly alerts.
- Data residency: UK/EU data centres.
- Subprocessors: disclosed in the Terms & Conditions and kept under review.

11. Data Management

Backups retained on rolling schedules with daily snapshots; secure key management; retention aligned to customer policy and regulatory guidance; data subject rights workflows (access, rectification, deletion).

12. Integrations & Interoperability

RESTful APIs (JSON) for inbound/outbound data. HL7/FHIR mapping available for relevant fields. Standard connectors for payroll and finance systems available on request. Webhooks for event-driven updates.

13. Accessibility

User interfaces designed to meet WCAG 2.1 AA. Screen-reader support, high-contrast modes, and keyboard navigation. Accessibility improvements are included in the product roadmap and tested as part of release cycles.

14. Disaster Recovery & Business Continuity

Geo-redundant hosting, automated failover for critical services, tested DR playbooks, annual BC/DR exercises with post-mortems and corrective actions.

15. Pricing

Transparent per-user, per-month SaaS pricing with tiers for small, medium and large providers. Optional add-ons: advanced analytics, premium support, SSO. Volume and multi-year discounts available. A separate Pricing Document provides full detail and SFIA rate card for professional services.

16. Training & Knowledge Transfer

Initial training included in onboarding; refresher sessions and webinars available quarterly; admin certification pathway available; comprehensive documentation and e-learning modules provided.

17. Roadmap & Change Management

Quarterly releases with published notes; customer advisory group for prioritisation; change requests handled via ticketing with impact assessment and scheduling.

18. Roles & Responsibilities

Supplier responsibilities: operate, secure, and support the SaaS; provide updates and compliance attestations. Customer responsibilities: designate administrators, manage end-user access, maintain data quality, and follow acceptable use policies.

19. Terms & Policies

Acceptable Use Policy, Data Processing Agreement, Privacy Notice and Subprocessor List are available upon request and form part of the contractual documentation under the G-Cloud call-off contract.

20. Contact Details

Support: support@carebeans.example | Phone: +44 (0)1925 386800 | Address: QCS Care Management, Stockley Park, United Kingdom. Account management contacts provided upon onboarding.

Appendix A – Definitions

Key terms used in this Service Definition including RTO, RPO, SLA, P1/P2/P3 incidents, Personal Data, Special Category Data, and Subprocessor.

Appendix B – References

CCS G-Cloud templates and legal documents: <https://www.gov.uk/guidance/g-cloud-templates-and-legal-documents>

CCS guidance on service definitions: <https://www.gov.uk/government/publications/g-cloud-service-definitions>

G-Cloud 14 overview: <https://www.crowncommercial.gov.uk/agreements/RM1557.14>