

BGaze Clinic – Service Definition Document

This Service Definition describes BGaze Clinic, a cloud-based clinical decision-support and digital therapy service. It includes a referral / triage / diagnosis enabling module and a digital therapy module. The digital therapy module permits the clinician to prescribe and track to patients the use of an arcade of mobile games designed to improve attention skills. This service definition is by Braingaze Ltd, made for inclusion on the UK Government Digital Marketplace under the G-Cloud 15 framework, Lot 2b Software as a Service. This document provides a comprehensive overview of how the service works, how it is supported, and how it is managed throughout its lifecycle.

1. Service Overview

BGaze Clinic is a clinical system that supports healthcare professionals in the assessment and diagnosis of cognitive disorders. The service provides neurobiological biomarkers derived from eye-tracking data, combined with structured clinical inputs, to support evidence-based clinical decision-making. BGaze Clinic has been co-designed with clinicians and offers leading diagnostic accuracy and objectivity. The service is delivered securely via the cloud and accessed by authorised clinical users at the customer's site.

At the time of supply under G-Cloud 15, BGaze Clinic is validated for use in child and adult ADHD diagnostic support. The service is designed to complement, not replace, clinician judgement. To support clinicians with clinical judgement, BGaze Clinic also includes rating scale questionnaires which can be sent out to up to 6 observers/informants, and a clinical interview module which guides a clinician through a diagnostic interview for ADHD. The system also has automated scoring based on DSM-5 and ICD-10/11 criteria, and automated report generation for both the biomarker test and clinical interview outcomes.

BGaze Clinic includes a module that enables prescription and tracking of the use of eye-gaze controlled attention training gaming. This attention training has been created especially for children with common neurodevelopmental conditions such as ADHD, Autism and Dyslexia. The training uses the same neurobiological biomarker as a therapeutic vector, through games that are controlled by the patients' eye movements which are tracked via the built in selfie camera on a mobile phone or tablet. Through the BGaze Clinic system, clinicians are able to monitor patients' progress and adherence to the offered therapeutic gaming regime.

2. Service Components and Functionality

BGaze Clinic includes the following core components:

- ADHD objective neuro-marker test
- Autism probability screening test
- Dyslexia probability screening test
- Eye-tracking data capture using a Tobii eye tracker
- Various rating scale questionnaires (these can be customised at an additional cost)
- ADHD semi-structured clinical interview module
- Automated analysis and reporting
- Secure cloud-based storage of test results
- Gaze-controlled therapeutic games for improving attention

The screening / triage / diagnosis service modules guide clinicians through the assessment workflow, captures test data, processes results in the cloud, and generates clinical reports for use in patient records.

The digital therapy module enables clinicians to offer their patients access to digital games that offer structured attention-training exercises via gaze control. Usage data is made available to the clinician or organisation managing access, subject to configuration and consent.

3. Intended Users

BGaze Clinic is intended for use by:

- NHS organisations
- Private healthcare providers
- Qualified clinicians and clinical teams involved in cognitive assessment
- Patients do not access the system directly. All system access is mediated by authorised clinical staff.

The digital therapeutic module involves installing an app on a mobile device which can be patient owned. This app is intended for use by:

- Individuals (clients or patients) accessing the platform via authorised access codes
- Clinicians and organisations managing or supervising patient access

4. Onboarding and Implementation

4.1 Onboarding

Braingaze provides a structured onboarding process for the service which includes:

- On site verification of suitability of neuro-marker test sites, hardware installation support, verification of correct connections and data coms speeds and reliability
- Remote installation and configuration of local module of BGaze Clinic software
- Creation of secure client specific partitions for storage and management of data on our cloud servers
- Secure provisioning of user access credentials
- Delivery of one or more Tobii eye trackers to the customer site, correct connection and installation
- An initial clinical onboarding and training session delivered remotely or in person
- Admin account setup for the organisation
- Guided trial use of the system by client staff, optionally in specific sandbox environment, providing feedback and confirmation of correct handling and use

Onboarding is typically partially done remotely, however site visits and in-person training can be included upon request of the client. Additional costs for in person presence is charged as per the pricing document.

4.2 Training

- Initial training is included as part of the BGaze Clinic onboarding which involves navigating the platform, administration of the biomarker test, and interpretation of the results and reports
- Annual refresher training is provided for BGaze Clinic remotely
- Guidance on therapeutic gaming usage is provided during onboarding
- Additional or bespoke training can be provided by agreement

5. Service Constraints and Dependencies

The service has the following constraints:

- BGaze Clinic currently supports Windows 10 and Windows 11 only
- macOS is not supported due to hardware compatibility limitations
- Customers must provide a compatible PC or laptop (minimum 15-inch screen, Intel i5/i7 processor)
- Reliable internet connectivity is required as the platform is browser based
- Service functionality depends on correct environmental conditions (lighting, room setup)

- The digital therapy app is compatible with Android and iOS but not with other mobile device operating systems. Actual performance of the games on a specific device depend on the technical specifications of that device.

6. Hosting and Architecture

BGaze Clinic is delivered as a cloud-hosted SaaS solution.

- The application and data processing components are hosted in secure cloud environments
- No customer infrastructure is required beyond the client device and internet access
- Customers do not need to manage servers, storage, or application updates

Hosting environments are designed to support availability, scalability, and data protection requirements.

The BGaze Focus patient-installed mobile app that is involved in the digital therapy module can be downloaded via the App Store or Play Store on iOS and Android mobile phones and tablets.

7. Data Management

7.1 Data Types

The service processes:

- Anonymised patient test data
- Clinical assessment inputs
- System usage and operational data

7.2 Data Backup and Restore

- System data is backed up regularly using automated processes
- Backups are encrypted and stored securely
- Data restoration procedures are in place to support service continuity

7.3 Data Retention

- Data is retained for the duration of the contract
- Upon service termination, buyers may request bulk extraction of all their data from the system in CSV format. They will also be able to extract their data manually as all data will remain visible when the contract ends.
- Add the end of the contract data access becomes restricted and frozen. Data is not deleted due to regulation laws regarding patient data.

8. Disaster Recovery and Business Continuity

Braingaze maintains disaster recovery and business continuity measures designed to minimise service disruption, including:

- Redundant cloud infrastructure
- Regular backup verification
- Defined recovery procedures

In the event of a major incident, Braingaze will prioritise restoration of core service functionality and communicate status updates to customers as appropriate.

9. Security and Compliance

BGaze Clinic is designed with security by default and supports compliance with UK GDPR and applicable data protection legislation.

Security measures include:

- Role-based access controls
- Secure authentication mechanisms
- Encryption of data in transit and at rest
- Logical separation of customer data
- Monitoring and logging of system activity
- Restricted access to anonymised datasets

Braingaze acts as a data processor, while customers act as data controllers.

10. Service Levels and Availability

- The service is designed to achieve a minimum of 99% availability
- Planned maintenance is scheduled outside of core business hours where possible
- Customers are notified in advance of planned outages

Availability excludes scheduled maintenance and events outside Braingaze's reasonable control.

11. Maintenance and Updates

- Software updates and improvements are deployed automatically
- Updates are designed to be non-disruptive where possible
- Customers are not required to install or manage updates

12. Incident, Outage, and Maintenance Management

- Support is available on UK business days (09:00–17:00)
- Incidents can be reported via email or messaging support channels
- Braingaze investigates and responds to reported incidents in line with their severity

Critical issues affecting service availability are prioritised for resolution.

13. Support and After-Sales Service

Braingaze provides ongoing support covering:

- Technical issues with the software or supplied hardware
- User guidance and operational questions
- Interpretation support related to test outputs

Support excludes issues caused by unauthorised modifications or non-supported equipment.

14. Offboarding and Exit Management

14.1 Contract Termination

Upon termination or expiry of the service:

- Customer access to the service is withdrawn
- Supplied hardware (Tobii eye tracker) must be returned
- Active therapy use subscriptions run until their paid end date unless otherwise agreed

14.2 Access to Data on Exit

- Customers may request access to their test results prior to termination and can request bulk extraction following contract termination
- Data is provided in a standard, readable format
- Deletion of retained test results can be requested in writing

15. Intellectual Property

All intellectual property rights in BGaze Clinic, its software, and anonymised datasets remain the property of Braingaze Ltd.

16. Order of Precedence

In the event of any conflict between this Service Definition and the G-Cloud 15 Framework Agreement, the G-Cloud 15 Framework Agreement shall take precedence.