

SUPPLY25

G-Cloud 15 Service Definition

Supply Chain Risk, Assessment & Assurance Platform

Lot 2b Software as a Service (SaaS)



1. Introduction.....	3
Company Overview.....	3
Value Proposition.....	3
What the Service Provides.....	4
Social Value.....	5
Overview of the G-Cloud Service.....	6
Associated Services.....	10
2. Data Protection.....	11
Information Assurance.....	11
Data Back-Up and Restoration.....	11
Business Continuity.....	12
Privacy by Design.....	13
3. Using the Service.....	14
Ordering and Invoicing.....	14
Availability of Trial Service.....	14
On-Boarding, Off-Boarding, Service Migration & Scope.....	15
Training.....	15
Implementation Plan.....	16
Service Management.....	16
Service Constraints.....	17
Service Levels.....	19
Outage and Maintenance Management.....	19
Financial Recompense Model for not Meeting Service Levels.....	20
4. Provision of the service.....	21
Customer Responsibilities.....	21
Technical Requirements and Client-Side Requirements.....	21
Outcomes & Deliverables.....	22
Development Life Cycle of the Solution.....	22
After-sales Account Management.....	23
Termination Process.....	23
5. Our Experience.....	25
Case Studies.....	25
Clients.....	26
Contact Details.....	27

1. Introduction

Company Overview

Supply25 is a UK-based software provider specialising in procurement assurance and supplier risk management for public sector buyers. Our cloud-based platform enables organisations to assess suppliers against multiple compliance areas within a single, standardised process, including cybersecurity, accessibility, sustainability, data protection and wider regulatory requirements. This reduces administrative effort, provides clearer oversight and helps organisations meet growing governance, assurance and audit expectations.

Supply25 was selected through CivTech, recognised internationally as the world's first successful public sector focused innovation accelerator and a leading initiative within the rapidly expanding GovTech sector. Developed in direct collaboration with the Scottish Government, Supply25 is now one of the principal digital solutions used to enhance supplier assurance across Scotland's public sector. Its success has led to further expansion across the UK, supporting wider efforts to standardise and improve procurement risk practice nationally.

The platform supports procurement, commercial and risk teams by streamlining supplier assessments, supporting repeat assurance cycles such as reassessments, and providing a structured view of risk across contracts and suppliers. Standardised assessment content, developed with specialist input in areas such as cybersecurity and accessibility, helps buyers ask the right questions consistently and avoid duplicated effort across teams. Users can compare supplier responses, understand where risk is concentrated in their supply chain, and produce audit ready reporting with minimal manual processing. The platform is delivered as a secure, scalable Software as a Service (SaaS) solution, designed to help organisations manage assurance responsibilities efficiently whilst improving resilience and transparency across their supply chains.

Value Proposition

Public sector organisations are under increasing pressure to manage supplier risk effectively while meeting demanding expectations around cyber resilience, accessibility, sustainability, data protection and responsible procurement. Traditional assurance methods often rely on manual processes, duplicated effort and inconsistent assessments, leading to:

- High administrative burden and inefficiency across procurement teams.
- Delays to tenders and contract approvals caused by fragmented supplier assessment processes.
- Limited visibility of risk exposure across suppliers and contracts.

- Lack of standardisation, leading to varying levels of assurance between departments or projects.
- Difficulty demonstrating compliance to internal audit, senior leadership, or central government.
- Barriers for SMEs due to repeated and time-intensive assessment requests.

Supply25 addresses these challenges by providing a secure, centralised platform that enables public sector buyers to:

- Build and manage supplier assessments in a consistent format, using either their own question sets or optional templates developed in collaboration with subject matter specialists (e.g. cybersecurity, accessibility).
- Collect, review and score supplier responses in a structured format, improving accuracy and comparability.
- Facilitate collaboration between procurement, risk, legal, IT security, ESG and governance teams through one platform.
- Identify areas of risk early in the procurement process and prioritise remediation before contract award.
- Produce audit-ready reports and maintain a clear record of decision-making and assurance evidence.
- Reduce duplicated work across departments, freeing up resources and accelerating procurement timelines.
- Reassess suppliers in a fraction of the time by reusing their previous responses and only updating what has changed. For multi-year contracts, the platform can automatically prompt and manage reassessments, removing the need to repeat full assurance cycles and significantly reducing workload for both buyers and suppliers.

Through this approach, Supply25 helps public sector organisations increase consistency, strengthen supply chain resilience and improve the speed and quality of procurement decision-making.

What the Service Provides

Supply25 is a cloud based Software as a Service (SaaS) platform that provides a structured, digital environment for managing supplier assurance activities. It gives public sector buyers a clear way to run assessments, organise information and oversee assurance activity across their procurement work.

The service includes tools for creating and distributing assessments, managing supplier submissions, overseeing assurance tasks and generating documentation that supports internal governance processes. Buyers can use their own assessment content or select from optional templates developed with subject matter specialists.

Supply25 is delivered as a fully managed service, including hosting, maintenance, updates, customer support and onboarding assistance. No installation or infrastructure management is required, and all improvements to the platform are made available as part of the standard service.

Social Value

Supply25 is committed to supporting wider social value outcomes across the public sector, with a focus on strengthening supply chain resilience, improving access to public procurement and enabling fairer competition for suppliers. Our approach aligns with the Social Value Model (PPN 002) and is proportionate to the size and nature of our service.

Kickstart economic growth

- Supply25 reduces administrative overhead across procurement teams, allowing public resources to be focused on higher value activity.
- By enabling suppliers to reuse assessment responses, the platform reduces unnecessary duplication and supports more efficient participation in public procurement.
- We will monitor supplier participation rates, reuse of responses and platform adoption to demonstrate how efficiency gains translate into economic value.

Break down barriers to opportunity

- The platform supports SMEs by simplifying how they respond to assurance requirements, making it easier and less time consuming to bid for public sector work.
- Standardised assessment formats help level the playing field for smaller suppliers who may lack dedicated compliance teams.
- We will track supplier sign ups, including voluntary data on organisation size, and report on trends in SME engagement.

Build an NHS fit for the future

- Supply25 improves consistency and confidence in supplier assurance processes that underpin critical public services, including health and social care.
- By providing clear, structured assurance evidence, the platform supports safer supply chains and more reliable service delivery.
- We will gather feedback from participating organisations to understand how assurance improvements contribute to risk reduction and operational resilience.

Social value activity is overseen by the senior leadership team, with progress reviewed internally every six months. Insights and metrics gathered through the platform will be shared with public sector customers on request to support their own social value reporting requirements.

Overview of the G-Cloud Service

Supply25 is a secure, cloud based Software as a Service (SaaS) platform developed in close collaboration with the Scottish Government to solve a challenge shared by public bodies across the UK: delivering consistent, transparent and efficient supplier assurance without the burden of disconnected spreadsheets, email chains and manual review processes. Built with the public sector and shaped by real procurement, cyber, risk and governance teams, Supply25 provides a single, structured environment for managing supplier assessments and procurement risk at scale.

The platform also streamlines the experience for suppliers by allowing them to reuse previous responses, reducing the administrative effort often associated with bidding for public sector work. This is particularly valuable for SMEs, who frequently face disproportionate assurance burdens that limit participation. By lowering these barriers, Supply25 helps encourage wider competition, supports innovation and improves value for money across procurement activities.

Now used widely across Scotland by central government, councils, national agencies and health bodies, the platform has proven its value in complex, high volume procurement environments. Its success is helping to inform a more modern and standardised approach to supplier assurance across the wider UK public sector, offering organisations a ready-made solution designed specifically for their assurance, compliance and audit needs, delivered through a browser, with no installation required.

The Challenge for Public Sector Organisations

Across the UK public sector, supplier assurance has become increasingly difficult to manage. Councils, NHS bodies, national agencies, departments and universities often rely on spreadsheets, email chains and locally developed templates that vary widely between organisations, teams and departments. This leads to inconsistent assessments, duplicated effort and uncertainty about whether suppliers have been reviewed to a sufficient standard.

Procurement teams lose valuable time chasing suppliers for information, checking for completeness and manually comparing responses. Cyber, information governance and risk specialists are often asked to review assessments in formats that lack structure or clarity, making it harder to provide informed advice. Without a central place to store and reuse supplier responses, the same checks are repeatedly carried out for new tenders and contract renewals, amplifying the workload for both buyers and suppliers.

These challenges disproportionately affect SMEs, who struggle with repeated assurance requests and inconsistent expectations across public sector buyers. Senior leaders also expect greater transparency, stronger governance and clear evidence for audit, which is

difficult to achieve when assurance activity is fragmented across tools, spreadsheets and systems.

For multi-year contracts, maintaining ongoing assurance becomes even more challenging. Public sector teams are often responsible for dozens, and in some cases hundreds of live contracts, each requiring periodic reviews of cybersecurity, data protection, accessibility, sustainability and other compliance areas. With stretched resources and no automated way to track or trigger reassessments, organisations are left to maintain manual spreadsheets or reminders that can be easily missed.

Teams must remember when checks are due, manually confirm what has changed since the last assessment, and coordinate updates across procurement, cyber, information governance, risk and contract management functions. In reality, most teams simply do not have the capacity to keep pace with this workload, making it almost impossible to maintain consistent, ongoing assurance across their supply base.

The risks created by this gap are significant: out of date assurance evidence, suppliers operating with unknown issues, missed governance requirements, and increased exposure during audits or incident reviews. With no centralised or automated process, ongoing assurance becomes difficult to scale and unmanageable in practice, especially as public bodies face rising workloads and limited capacity.

How Supply25 Solves These Challenges

Supply25 provides a single, structured system for managing supplier assurance across all stages of procurement and contract management. Buyers can create Assessment Packages (a collection of assessments grouped together by a Buying Organisation within the Platform for the purpose of evaluating suppliers in relation to a specific procurement, contract, or assurance activity) within minutes, using their own question sets or optional templates developed with subject matter specialists in areas such as cybersecurity, accessibility, sustainability and data protection. This ensures assessments are consistent, proportionate and aligned to public sector expectations, regardless of which team is running the procurement.

Supplier responses are collected in a structured format, making it easy to compare submissions, identify risks and highlight areas requiring clarification or improvement. Buyers can request improvement plans directly through the platform, enabling fairer and more transparent decision making, particularly for SMEs who may have credible remediation steps but struggle with generic pass/fail templates.

By replacing disconnected files and email chains with a single system of record, Supply25 creates a clear evidence base for audit and governance. All changes, reviews and outcomes are captured in one place, removing ambiguity and strengthening organisational assurance practices. The platform also supports shared working across

procurement, cyber, information governance (IG), legal, commercial and risk teams, ensuring everyone is working from the same information and contributing to a consistent, joined up assessment process.

With Supply25, public bodies gain a repeatable, scalable and auditable approach to supplier assurance that meaningfully reduces workload, improves transparency and strengthens decision making.

Automated Reassessments for Ongoing Contract Assurance

Supply25 includes dedicated functionality for automated reassessments, enabling public bodies to maintain ongoing assurance across multi year contracts without the manual tracking and administration typically required. Buyers can set reassessment intervals, for example annually or at key contract milestones and the platform automatically prompts suppliers to review and update their previous responses.

Suppliers only need to update what has changed since the last assessment, reducing unnecessary effort and ensuring that assurance remains proportionate. For organisations managing dozens or even hundreds of contracts, this removes the need to monitor deadlines manually, chase suppliers for updates or re-run entire assessments from scratch.

Automated reassessments provide a predictable, transparent process for both buyers and suppliers, ensuring that risk is monitored throughout the contract lifecycle rather than only at the point of award. The platform highlights what needs attention, surfaces risks earlier and supports timely mitigation actions.

By transforming ongoing assurance from an administrative burden into a proactive, data driven process, Supply25 helps public sector teams manage contract risk more effectively despite limited resources, while strengthening compliance and governance across the supply chain.

Accessibility, Governance and Technical Foundations

Supply25 is designed to meet the accessibility, security and governance standards required across the UK public sector. The platform aligns with WCAG 2.2 AA principles and has been tested with Scottish Government accessibility specialists using screen readers, keyboard-only navigation and other assistive technologies to ensure an inclusive experience for both buyers and suppliers.

Supply25 is Cyber Essentials Plus certified and undergoes independent penetration testing to validate the security of the platform. Data is stored within the EU, using secure cloud infrastructure with high levels of resilience and availability. All hosting,

maintenance and updates are handled by Supply25, with enhancements released seamlessly and without requiring any installation or configuration by the buyer.

The platform includes enterprise-level permission controls, ensuring users can only access information relevant to their role, supporting strong information governance and data separation across departments and shared services. Supply25 is engineered for stability, with a structured release process and reliable performance that supports high-quality, audit-ready documentation for procurement, assurance and governance activities.

Proven Impact Across the Public Sector

Supply25 is now used across a wide range of Scottish public sector organisations and procurement categories, from digital and technology services to complex multi-disciplinary procurements. The platform has supported procurements of varying scale and complexity, including high-value national programmes, and has received consistently positive feedback from procurement officers, cyber teams, information governance specialists and commercial leads.

As Transport Scotland described:

“Supply25 is simple, easy to use and intuitive. The clean layout and visuals make it straightforward, and the functionality is genuinely useful. It’s been a huge time saver for us – taking work that used to take days down to minutes. Having everything in one place and being able to collaborate easily has made a real difference.”

This reflects the wider experience of public bodies using Supply25: clearer decision making, reduced administrative effort, improved transparency and a more consistent approach to supplier assurance across teams and contracts.

A Consistent, Transparent and Scalable Approach to Supplier Assurance

By unifying supplier assurance into a single, structured platform, Supply25 enables public bodies to deliver far greater consistency, speed and clarity across both procurement and contract management. The platform reduces the administrative workload that often slows procurement, strengthens risk management and brings fairness and transparency to the assessment process. Suppliers, particularly SMEs, benefit from clear expectations, predictable processes and the ability to reuse responses, lowering barriers to participation and supporting wider competition and innovation.

Supply25 also enhances organisational governance by maintaining a complete and auditable record of assessments, reviews, decisions and improvement plans. This provides procurement, commercial, cyber and risk teams with the transparency they

need to evidence good practice and meet rising expectations from senior leaders, auditors and national oversight bodies.

Developed with the public sector and proven at national scale in Scotland, Supply25 offers a modern, scalable and shared approach to supplier assurance that is increasingly relevant to public bodies across the UK. It supports stronger procurement outcomes, more resilient supply chains and a more efficient use of limited public resources. In doing so, Supply25 serves as a trusted partner for organisations seeking to modernise their assurance practices and strengthen the way they engage and evaluate their suppliers.

Associated Services

The following services are included within the Supply25 subscription at no additional cost:

- Access to all standard platform updates and enhancements.
- Secure hosting, monitoring and maintenance of the platform.
- Access to support, including issue resolution and service enquiries in line with the SLA.
- Remote onboarding support for new Buying Organisations, including platform walkthroughs and guidance for initial use.
- Online training materials, guidance and release information for buyers and suppliers.
- Storage of assessment data in accordance with agreed retention periods.
- Free and unlimited supplier access, allowing all suppliers to submit assessment responses at no cost.

Where additional assistance is required beyond the standard service, this may fall outside the software licence fee and could be chargeable. This may include work such as custom feature development, integration support with third-party systems (for example APIs or SSO platforms), manual data transformation outside approved templates, or specialised training beyond standard onboarding. Further details can be found in our pricing documentation.

2. Data Protection

Information Assurance

Supply25 operates a security-first approach to protecting public sector data. The platform and supporting services are delivered in line with recognised government and industry standards.

Supply25 is Cyber Essentials Plus certified, demonstrating that our systems, processes and controls have been independently tested and meet the UK Government's baseline for technical security. The Platform is hosted within a reputable public cloud infrastructure provider, using data centres located in the European Economic Area (EEA), for example Amazon Web Services (AWS). All processing remains within the EEA and is supported by built-in high availability, encryption, and secure access controls.

All data processed within Supply25 is encrypted in transit and at rest. Access to the platform is managed through role-based permissions, multi-factor authentication for administrative accounts and continuous monitoring of authentication activity. Supply25 maintains documented security policies covering areas such as access control, incident management, change management, vulnerability handling and secure development practices.

Regular security reviews, dependency updates and vulnerability scanning are performed as part of our software development lifecycle. Backup and restoration processes are in place to protect against data loss, with point-in-time recovery enabled for core data stores. Business continuity and disaster recovery arrangements are maintained and tested, supporting the resilience requirements of public sector organisations.

Supply25 complies with the principles of the UK GDPR and the Data Protection Act 2018, and processes data in accordance with the contractual role defined with each buyer. Further security and technical documentation can be provided to buyers on request.

Data Back-Up and Restoration

Supply25 maintains robust data back-up and restoration processes to protect against data loss and support service continuity. All data stored within the platform is held in UK data centres as the primary region with additional resilience available within the wider EEA. Backups and restoration processes follow best practice and are reviewed as part of Supply25's ongoing business continuity arrangements.

Core application data is stored in managed cloud database services with continuous backup and point-in-time recovery enabled, allowing data to be restored to a recent historical state. Files are stored in managed cloud object storage with high durability,

versioning, and multi-availability-zone replication. All data is encrypted at rest and in transit.

Back-up and restoration processes are exercised and tested in line with Supply25's Business Continuity and Disaster Recovery Plan. Testing includes validation of restoration procedures, environment rebuilds, integrity checks, and cross-region recovery scenarios. These processes are reviewed periodically to ensure they remain effective and aligned with industry best practice and organisational requirements.

Backups are managed centrally by Supply25 and cannot be configured or initiated by individual users. However, any specific buyer requirements relating to retention periods, export formats, or additional data handling needs can be discussed prior to contract commencement and, where agreed, documented as part of the contractual arrangements.

Business Continuity

Supply25 maintains a Business Continuity and Disaster Recovery (BCDR) programme that covers incident response, IT disaster recovery and continuity of operations. The programme is reviewed regularly and tested through planned exercises to ensure the organisation can continue delivering services during unexpected disruption.

The BCDR plan identifies the critical functions required to operate the Supply25 platform, including authentication, assessment management and the availability of core frontend applications. Each function has defined recovery priorities and acceptable downtime, informed by the impact on public sector procurement activity. The plan also sets out the dependencies between services and the order in which components will be restored.

Supply25 is currently hosted on Amazon Web Services (AWS), which provides significant built-in resilience across its UK and EEA regions. AWS maintains its own comprehensive Business Continuity and Disaster Recovery arrangements, which underpin the resilience of the platform. Supply25 uses this infrastructure to provide redundancy and support service restoration if an incident occurs.

While AWS is the current hosting provider, Supply25 reserves the right to change or migrate its underlying infrastructure to alternative providers or configurations, provided that such changes do not materially reduce the platform's functionality or resilience.

Manual continuity processes are also maintained to allow public sector buyers to continue receiving supplier assurance during an outage. These processes include issuing pre-prepared templates and enabling suppliers to submit information through an agreed alternative method. Once the platform is restored, normal operation resumes and, where required, supplier responses can be transferred into the system.

Supply25 operates as a remote-enabled organisation, allowing staff to continue working during local or regional disruption. The BCDR plan includes procedures for managing major incidents, maintaining internal communications and ensuring that technical and customer-facing teams can continue operating.

Planned tests of the BCDR plan are carried out to validate recovery steps, data restoration procedures and the effectiveness of manual continuity processes. Lessons learned from testing or real incidents are used to update the plan and strengthen resilience over time.

A more detailed plan can be provided to the buyer on request.

Privacy by Design

Supply25 applies privacy by design principles throughout the development and operation of the platform. The service has been designed to minimise the amount of personal data processed, with the platform limited to business contact information required for user access and audit purposes. No special category data is collected or processed.

The platform is developed and maintained using secure engineering practices that include threat assessment, role based access control, encryption in transit and at rest, and continuous monitoring of authentication activity. All data is hosted within cloud infrastructure located in the European Economic Area (EEA), with resilience built into the regional infrastructure. Personal data remains within the EEA at all times.

Supply25 is Cyber Essentials Plus certified, and maintains documented policies covering access management, incident response, vulnerability management, change control and data protection. The company follows a secure development lifecycle, including regular dependency updates, vulnerability scanning and code reviews.

Data protection requirements are considered at the outset of new features and service changes, with privacy impact assessments carried out where appropriate. Access to personal data is restricted to authorised personnel only, and all staff handling data receive training in data protection and security practices.

Supply25 complies with the UK GDPR and the Data Protection Act 2018, and processes personal data strictly in accordance with the roles and responsibilities agreed with each buyer. Further details on data protection practices can be provided to buyers on request.

3. Using the Service

Ordering and Invoicing

To order Supply25 through the G-Cloud framework, buyers should email sales@supply25.com confirming that they intend to award a Call-Off Contract or requesting any clarifications about the service.

Upon receiving an enquiry, Supply25 will arrange a free introductory call to understand the organisation's needs, challenges and intended use of the platform. We are happy to provide a product demonstration, answer questions and ensure the buyer has all the information required to complete the Call-Off Order Form.

To help us prepare, buyers are encouraged to share any brief, high-level details such as the expected number of users, which internal teams are likely to use the platform (for example Procurement, Cyber Security, ICT, Risk or Governance), and any preferred timescales for onboarding. This information is entirely optional and simply helps us tailor the discussion.

Once the buyer finalises and issues the Call-Off Contract in line with Crown Commercial Service guidance, Supply25 will begin onboarding and configure access for the buyer's authorised users.

Invoicing is issued electronically in accordance with the terms set out in the Call-Off Contract, and payments follow standard public sector payment timelines.

Availability of Trial Service

Supply25 may offer prospective buyers an introductory demonstration or limited trial access to help them understand how the platform works and confirm suitability before entering into a Call-Off Contract. Any trial access is provided at the discretion of Supply25 and is offered for evaluation purposes only.

Where a trial is made available, access will be time limited and may include a reduced version of the service to allow buyers to explore core features and user workflows. Trial access is not intended for production use or for carrying out live procurement activity. Full access to the service is provided once a Call-Off Contract has been agreed.

Any trial arrangements or introductory access will be confirmed in writing and may be subject to conditions set by Supply25. For information on pricing once the trial period has ended, please refer to the relevant pricing documentation or rate card.

On-Boarding, Off-Boarding, Service Migration & Scope

Supply25 provides a straightforward onboarding process designed to help public sector teams begin using the platform quickly and confidently. Once a buyer has completed the Call-Off Contract, Supply25 will schedule an onboarding call to introduce the platform, confirm user access requirements and outline the steps for getting started. This session includes a full walkthrough of the system, best practice guidance and an opportunity for questions. Training sessions can be recorded on request to support wider or future internal training.

During onboarding, Supply25 will set up accounts for authorised users based on the information provided by the buyer and identify nominated organisation administrators who can manage users and settings within their organisation. Organisation administrators have access to tools that allow them to oversee user permissions, invite colleagues and coordinate their organisation's assurance activity. Supply25 also provides online guidance, including user instructions and help materials, and remains available throughout onboarding to support users.

If a buyer chooses to leave the service, Supply25 will support an orderly off-boarding process in accordance with the contract. Upon termination or expiry of the agreement, the buyer's access to the platform will cease.

Where a buyer wishes to receive a data export, a written request must be made within thirty (30) days following termination or expiry of the contract. Upon receipt of a valid request, Supply25 will extract the relevant Customer Data and provide it in a standard export format within an agreed timeframe. The data export process does not require continued access to the platform.

Following termination, data will be deleted or anonymised in line with the retention periods set out in the contract and data protection documentation. Identifiable data is retained only where required for legal, audit, or financial purposes. Anonymised data may be retained to support service improvement and research in accordance with applicable data protection law.

Where an organisation requires support beyond the standard off-boarding process, such as tailored export formats or additional assistance preparing historical records, this may be provided on request and may be subject to additional charges.

Training

Supply25 provides comprehensive training and support to help public sector teams adopt the platform with confidence. As part of onboarding, we deliver remote training sessions that include a full platform walkthrough, best practice recommendations, Q&A

and clear next steps for users. Sessions can be recorded on request so that teams can revisit the material or share it with new staff members.

To support ongoing learning, Supply25 provides online resources including user guides, help articles and release information, all designed to help buyers and suppliers make effective use of the platform. These materials are updated as new features are introduced, ensuring users always have access to the latest guidance.

Our team is available to support users throughout their use of the service, and we encourage organisations to contact us whenever they need assistance or clarification. If organisations ever need additional training tailored to a specific use case or require more advanced support than the standard onboarding, Supply25 can provide this on request. In these situations, any associated charges would be discussed and agreed in advance.

Details are available in our pricing documentation.

Implementation Plan

Supply25 is a cloud based SaaS platform and can be adopted quickly once the Call-Off Contract is completed. During onboarding, Supply25 will hold a short introductory session to demonstrate the platform, confirm user access requirements and identify nominated organisation administrators. Buyers may also wish to identify internal champions who will help support adoption within their teams.

Authorised users will be granted access immediately after onboarding, allowing organisations to begin creating assessment packages and sharing them with suppliers within minutes. Online guidance and support materials are provided to help users get started quickly.

If a buyer prefers a phased rollout or has specific onboarding preferences, these can be discussed and agreed before go-live.

A detailed implementation plan can be provided to the buyer on request.

Service Management

Supply25 is delivered as a fully managed SaaS platform. Hosting, monitoring, updates and maintenance are handled by Supply25, with the service operated using established software engineering and incident management practices. The platform is hosted within resilient cloud infrastructure across the UK and European Economic Area (EEA).

Routine updates and improvements are released regularly. Where changes may impact users, Supply25 will provide advance notice where reasonably practicable. Major updates or deprecations that materially affect functionality or usage will be

communicated to Customers in advance using appropriate channels. Customisation is limited to configuration options within the platform, such as user administration and assessment content.

Incidents are handled through structured internal processes, including priority-based triage, monitoring and escalation. Priority 1 incidents are monitored 24/7 and receive immediate triage. All other support is available during Business Hours (Monday to Friday, 09:00–17:30 UK local time, excluding UK public holidays) through the online support channel.

Service Constraints

Platform Access and Technical Requirements

Supply25 is accessed through a modern, up to date web browser and is optimised for desktop use on current versions of Google Chrome and Microsoft Edge. Administrative, buyer and reviewer features require a desktop environment for full functionality.

Supplier-facing assessment pages may be accessible on mobile devices, but mobile access is not supported for internal buyer workflows.

Performance and access may be affected by factors outside Supply25's control, including local devices, networks, VPNs, firewall configurations, conditional access policies or outdated software. Buyers may need to update their environment or adjust internal settings if these restrictions interfere with authentication or access.

Use of unsupported browsers or outdated operating systems may result in reduced functionality or degraded performance.

Planned and Emergency Maintenance

Planned maintenance is scheduled outside Business Hours wherever possible and buyers will be notified in advance.

Emergency maintenance may be undertaken without notice where required for security, stability or operational reasons. Supply25 aims to minimise disruption and will issue follow up communication where appropriate.

Service Availability and Performance Dependencies

Service performance and availability depend on third party cloud infrastructure and wider internet connectivity. While Supply25 monitors the platform continuously, incidents affecting upstream hosting providers or internet services may temporarily impact availability and are outside Supply25's control.

Browser vendors occasionally release updates that may affect platform behaviour. Where this occurs, Supply25 will provide guidance while working to restore full compatibility.

High volumes of unusually large data uploads or atypical activity may require scheduling or throttling to maintain service stability.

Support Hours and Incident Handling Constraints

Support is available during Business Hours for all standard requests. Priority 1 incidents relating to total loss of service or severe business impact are triaged at all times. All other issues are handled using a priority based approach aligned with industry practice.

Supply25 may require buyers to provide timely information, screenshots, diagnostic detail or replication steps to progress resolution. Where essential information is not provided, response and resolution timelines may be paused until adequate details are available.

Limits on Customisation and Feature Changes

The platform's core functionality is standard across all customers and cannot be customised for individual organisations beyond the configuration options available within the service. Custom development, bespoke alterations or modifications to core workflows are not included.

Supply25 releases updates and improvements on a rolling basis. Features may be enhanced, updated or retired. Where significant changes are planned, Supply25 will notify buyers in advance and provide guidance to support transition.

Data Processing and Storage Boundaries

All data processed by Supply25 is stored within the EU. Access to the platform requires buyers to ensure that internal IT policies, firewalls and security controls permit outbound access to the cloud hosted service.

Restoration from backups follows Supply25's business continuity and disaster recovery processes and may require coordination with the buyer where relevant.

Client Responsibilities Affecting Service Operation

To support reliable operation of the service, buyers are responsible for:

- ensuring users access the platform using supported browsers
- maintaining accurate user accounts and avoiding shared credentials
- configuring internal networks and security settings to permit platform access

- providing sufficient information when raising support requests
- nominating an internal contact for coordination during onboarding and escalations

Failure to meet these responsibilities may affect Supply25's ability to provide timely support or maintain expected service levels.

Further Information

More detailed operational guidance and support information can be provided to buyers on request.

Service Levels

Supply25 aims to provide a stable and highly available service and has a target uptime of 99.9 percent, measured on a rolling quarterly basis. Availability excludes planned maintenance, emergency maintenance and other standard exclusions.

Support is available during Business Hours via the online support channel. Response times, priority definitions and escalation routes are based on Supply25's internal processes, with Priority 1 incidents receiving immediate triage through automated 24/7 monitoring.

If a buyer has specific service level requirements, these can be discussed prior to entering into a Call-Off Contract and, where appropriate, reflected in the Order Form.

Outage and Maintenance Management

Supply25 is designed and operated to minimise the risk of outages and service disruption. The platform is hosted on resilient, cloud-based infrastructure with built-in redundancy. Continuous monitoring is in place to identify issues early and support rapid response.

Performance is monitored to ensure the platform can handle expected demand, and capacity is reviewed and adjusted as needed. Priority 1 issues benefit from automated 24/7 monitoring and immediate triage, while all other issues are handled during Business Hours through structured incident management processes.

Planned maintenance is scheduled outside Business Hours where possible and advance notice is provided. Emergency maintenance may be applied without notice where required to address urgent security or stability risks.

Downtime and service availability are measured against Supply25's internal targets, and post-incident reviews are carried out to identify improvements and reduce the risk of

recurrence. Supply25 also maintains manual continuity processes that allow buyers to continue receiving supplier information if the platform is temporarily unavailable.

Financial Recompense Model for not Meeting Service Levels

Supply25 does not offer automatic service credits. However, service credits may be offered at Supply25's discretion as a goodwill gesture where service performance falls below expected thresholds and this has a material impact on the buyer's use of the platform.

Service credits may be considered in the following circumstances:

Trigger Event	Threshold	Indicative Credit
P1 Response Time Exceeded	More than 3 P1 incidents where the 2-hour (24/7) response target is not met, within a rolling quarter.	Up to 2.5% of annual licence fee.
Platform Availability Below Target	Platform availability falls below 99.9% in a rolling quarterly period, as defined in Section 7, excluding Scheduled Maintenance, Emergency Maintenance and events outside Supply25's reasonable control.	0.5% per 0.1% below target, capped at 2.5%.
Repeated Critical Disruptions	More than 2 P1 incidents in a 30-day period, even if resolved within SLA.	Case-by-case assessment to determine impact. Intended to address repeated loss of service or stability concerns.

Service credits are discretionary and do not constitute liquidated damages or acceptance of liability. Credits are capped, non-refundable, non-transferable and applied to future renewal invoices unless otherwise agreed. Requests must be made within a reasonable timeframe.

Service credits are not available during free, trial or no-cost usage periods, and will not be issued where issues arise from scheduled maintenance, emergency maintenance, third-party failures, client-side issues or events outside Supply25's reasonable control.

4. Provision of the service

Customer Responsibilities

Customer responsibilities will be set out in the buyer's Call-Off Contract. In general, Buying Organisations are asked to:

- manage any procurement, commercial or supplier-related questions, with Supply25 focusing on platform support and technical queries
- follow the guidance, support procedures and user documentation provided to help ensure smooth use of the service
- provide clear information when raising support requests, including screenshots or steps to reproduce an issue where helpful
- work with Supply25 to diagnose or resolve issues by sharing timely and relevant information
- nominate one or more internal contacts to coordinate onboarding, user management and support, and let Supply25 know if these contacts change
- keep user accounts accurate, ensure only authorised users access the platform and maintain the confidentiality of login details
- ensure their internal environment, such as networks, devices and browsers, is able to access cloud-hosted services without restrictions
- review release notes and updates shared by Supply25 to stay informed about changes to the service

If these responsibilities are not met and this prevents Supply25 from providing effective support, response or resolution timelines may be paused until the required information or cooperation is received.

Technical Requirements and Client-Side Requirements

Supply25 is a cloud based service accessed through a modern web browser and a stable internet connection. No installation or specialist hardware is required.

For the best experience, users should access the platform using an up-to-date desktop browser, such as the latest stable version of Google Chrome or Microsoft Edge on Windows or macOS. The supplier-facing assessment interface works on mobile devices, but administrative and buyer-facing features are designed for desktop use.

Organisations should ensure that their internal networks, devices and security configurations allow access to cloud-hosted services. Use of outdated browsers or unsupported environments may affect performance. Supply25 may provide updated guidance if future browser or operating system changes impact the service.

Any specific technical considerations can be discussed before entering into a Call-Off Contract and, where appropriate, included in the Order Form.

Outcomes & Deliverables

The service provides access to the Supply25 platform, enabling Buying Organisations to:

- create assessment packages.
- invite suppliers to respond.
- review and analyse supplier submissions, identify areas of concern and request improvement plans from suppliers to support remediation and strengthen future assurance where needed.
- manage assurance activity across procurement processes.
- generate reports and documentation to support governance and decision-making.

Deliverables include authorised user access, onboarding support, online training resources, and the tools suppliers need to submit responses at no cost to them.

Development Life Cycle of the Solution

Supply25 follows an agile development approach, enabling the platform to evolve continuously in response to user feedback, security considerations and changing public sector needs. Work is organised into short, iterative cycles that allow new features, improvements and fixes to be delivered frequently while maintaining system stability.

The typical development process includes:

1. **Discovery and Prioritisation**
Identifying new requirements, enhancements and issues from user feedback, platform monitoring and emerging regulatory or security needs, followed by prioritisation within the product backlog.
2. **Analysis and Design**
Refining requirements, exploring solution options and conducting UX, privacy and security reviews to ensure changes meet user and compliance expectations.
3. **Development, Quality Assurance and Testing**
New functionality is developed and tested in a dedicated environment, using a mix of automated and manual testing. This includes regression testing to ensure existing features continue to perform as expected.
4. **Final Review and Deployment**
Features are deployed and tested in a staging environment before controlled

release to production, following Supply25's release management process.

5. Communication and Iteration

Sharing release notes for significant updates and continuing to gather feedback to inform future development cycles.

This agile, iterative approach allows Supply25 to deliver improvements regularly while ensuring reliability, performance and security across the platform.

After-sales Account Management

Supply25 aims to be a long-term, trusted partner for Buying Organisations, providing ongoing support and guidance throughout the lifetime of the service. After onboarding, buyers can access support during Business Hours and request help whenever they need it. Supply25 also maintains regular communication to ensure organisations continue to gain value from the platform.

To support effective adoption, continuous improvement and shared learning across the public sector, Supply25 may provide:

- Regular check-ins to share updates, discuss current activity and ensure the platform is supporting organisational goals.
- Community channels for public sector users to connect with each other, exchange ideas, raise questions and help shape future improvements.
- Product update communications, keeping users informed about new features, improvements and changes that can help streamline internal processes.
- Practical learning materials, including help articles, walkthroughs, guidance notes and occasional webinars to support confident day-to-day use.
- Opportunities to provide structured feedback, allowing users to influence product direction and contribute to improving assessment practices across the sector.
- Optional sessions for nominated administrators or champions, helping them support colleagues, embed the platform internally and encourage consistent use.

Supply25 is committed to helping organisations get sustained value from the service by offering clear communication, an open feedback culture and a collaborative approach to improving procurement assurance. Buyers can expect a supportive relationship built around transparency, responsiveness and ongoing engagement.

Termination Process

The service may be terminated by the Buying Organisation in accordance with the notice requirements set out in the Supply25 Terms and Conditions and any applicable Call-Off Contract.

Unless access is suspended earlier in accordance with the contract, the Buying Organisation will continue to have access to the Services during the applicable notice period, allowing for orderly completion of in-flight activity and preparation for off-boarding.

Following termination or expiry of the service, Supply25 will, on written request and within the timeframe specified in the contract, make available a data export of Customer Data in a commonly used electronic format. The export will be limited to data ordinarily accessible to users through the Services.

User access will be removed once the service has ended. Customer Data will then be retained, deleted, or anonymised in line with the contract, the Data Processing Schedule, and Supply25's published data protection documentation.

Where required, Supply25 will provide reasonable cooperation to support an orderly exit, subject to the scope and limitations set out in the Supply25 Terms and Conditions.

5. Our Experience

Case Studies

Scottish Government – Scottish Procurement and Property Directorate (SPPD)

The Scottish Government's Scottish Procurement and Property Directorate (SPPD) plays a central role in shaping national procurement policy and supporting hundreds of public bodies across Scotland. Its work includes delivering high-value, strategically important procurements and setting consistent expectations for supplier assurance across government.

As part of its leadership role, SPPD seeks to modernise procurement processes, strengthen transparency and reduce administrative burdens for both buyers and suppliers. Supply25 was selected as a key digital partner in advancing this work.

The Challenge

Across government, assurance requirements in areas like cybersecurity, data protection, accessibility and sustainability continue to grow. SPPD recognised the need for a more structured, repeatable and scalable approach that would:

- bring consistency to supplier assessments across multiple procurement teams
- support collaboration between commercial, cyber, IG, legal and technical reviewers
- reduce duplicated effort across national procurements
- provide clearer expectations and a better experience for suppliers
- maintain strong governance and auditability

The challenge was to move beyond traditional manual methods and introduce a modern, shared digital approach to supplier assurance that could support consistent practice across government.

How Supply25 Helped

Supply25 worked closely with SPPD to introduce a consistent, repeatable way of managing supplier assurance across different procurement exercises. Using the platform, SPPD was able to:

- standardise assurance workflows through structured Assessment Packages
- deploy ready-made assessment templates aligned with recognised specialist guidance
- collect structured, comparable supplier submissions in a single digital system

- coordinate commercial, cyber, risk, information governance and legal reviewers without relying on email chains
- request and track improvement plans to support supplier development and remediation
- maintain a complete and auditable record of decisions, evidence and supplier engagement
- reduce manual work and accelerate procurement timelines by removing repeated admin and chasing

Supply25 also helped SPPD share consistent assurance practices across other public bodies in Scotland, supporting a more joined up national approach to managing supplier and procurement risk.

Outcome

The introduction of Supply25 has helped SPPD deliver complex procurements with:

- stronger visibility of supplier risk across multiple categories and contract types
- improved collaboration between commercial, cyber, IG, legal and technical specialists
- reduced administrative workload, allowing teams to focus on higher value strategic activity
- clearer, more predictable processes for suppliers, improving transparency and engagement
- enhanced audit readiness, with structured evidence and decision-making records
- a consistent, scalable assurance model that supports national procurement activity

These improvements have contributed to a more modern and unified approach to supplier assurance across Scotland's public sector.

Clients



Contact Details

If you would like to explore how Supply25 can support your organisation, you can reach us at:

Contact: Alexis Lui, Founder and CEO

Email: sales@supply25.com

Website: www.supply25.com

General enquiries: alexis@supply25.com

SUPPLY25

Thank you

