

G-CLOUD 15 SERVICE DEFINITION

Web application support

Cloud Support



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Overview

Aspire Systems provides innovative software and consultancy support with specialised knowledge of cloud web applications and information systems. Based in the heart of Cardiff's tech scene we're at the forefront of innovation and technological excellence.

We believe in building lasting relationships with our clients so they come back to us time and time again and we have a fantastic team with a proven track record of delivering high quality systems. Our focus is on providing the best service we can to our clients, not just meeting expectations but consistently exceeding them. We have successfully undertaken assignments in complex technical environments and provide measurable efficiency gains to our clients' organisations.

Our strength lies with our skilled staff, who as a group have delivered multimillion pound web applications on schedule and on budget.

Aspire Systems has extensive experience in the Cloud environment and understand the business, financial and IT benefits that Cloud services deliver. Our applications development team are able to deliver solutions to Public, Private and Hybrid cloud environments and we are experienced in the use of leading Cloud delivery platforms such as Microsoft Azure, Microsoft 365, Amazon Web Services. and Rackspace Cloud.

During the analysis of client requirements, we can offer advice on the range of options available and recommend the most suitable option to meet the client's goals.

Our clients



Our approach

We believe that technology should enable business goals not drive them. That's why we offer services and support tailored to the way you work. We use best of breed processes and industry standards, combined with our own unique methodology to ensure you receive the very best in quality and value for money.

Experience

The extensive experience of our staff in real world application development means that we provide the right technology for your requirements, and our rigorous testing procedures ensure quality assurance throughout. Aspire Systems employs rigorous coding standards to facilitate the readability and maintainability of source code. All development is reviewed against these standards throughout the project lifecycle.

Methodology driven

Our agile approach to software combines commonly accepted best practices, such as an iterative, user-focused development process and use of industry standard design patterns. Aspire Systems has employed this approach successfully on many development projects.

Reuse

Our application development framework and suite of products allow us to increase productivity by spending more time on meeting the business requirements of our clients, rather than the low level nuts and bolts of the system.

The benefits

- Systems that reduce effort and increase the efficiency of processes
- More timely, accurate data from which valuable analysis and reporting can be conducted
- Cost savings by reducing the time taken to capture, validate and report on your organisations key data
- An agile collaborative approach to the design, delivery and management of your system implementation
- A highly qualified team with experience in delivering complex systems
- Lightweight, reusable components ensure cost effective rapid delivery

Our Services

- Innovative cloud solutions and cloud adoption consultancy
- Analysis, design, and development of bespoke applications
- Database development and integration
- Secure application delivery through web technology
- Multilingual applications including bilingual Welsh / English interfaces
- Business intelligence and flexible reporting solutions (Including Power BI)
- Automated data validation
- Systems integration
- Technical project management

- Secure data exchange
- Comprehensive support and maintenance
- Social media integration
- Mobile Web and Apps
- Azure App Service, Azure Functions, Azure AI Search
- Responsive web design and user experience (UX) design
- Geographical and mapping solutions (including Google and Bing maps integration)

Technologies

Web and Windows based solutions

- Microsoft .NET
- Microsoft Azure
- Web services and API (REST, SOAP, OAuth authorisation)
- XML, XSLT, JSON
- React, Angular, HTML5 , CSS, JavaScript, JQuery, AJAX
- Microsoft SQL Server

Business Intelligence

- Microsoft Power Platform (Power BI, Power Apps)
- Business Objects
- Microsoft SQL Server Analysis Services (SSAS)

- Microsoft SQL Server Reporting Services (SSRS)

Content and Collaboration Platforms

- Microsoft (Office) 365
- Umbraco
- Microsoft SharePoint Online

Government and Industry Standards

- Government Open Standards principles
- W3C Web Content Accessibility Guidelines (WCAG 2.2)

Standards and accreditations

ISO

Aspire Systems operates to the ISO 9001:2015 standard as a business and on individual projects. The project manager and team members have all worked within ISO 9001 accredited environments and have had individual projects audited as part of accreditation renewal. Aspire Systems first acquired accreditation in September 2006.

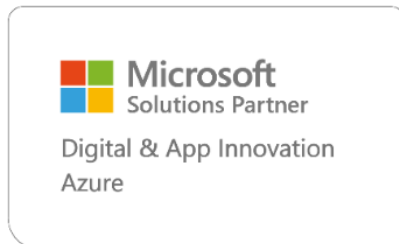
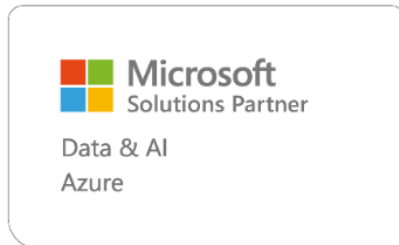
Aspire Systems operate in accordance with the ISO 27001:2022 standard and first acquired accreditation in March 2015. A number of our systems process sensitive data and frequently undergo penetration testing by external security experts. We have a solid understanding of security in web applications and develop all of our systems according to the recommendations of OWASP (open web application security project) and other industry best practise.

Cyber Essentials Plus

Cyber Essentials is a Government-backed and industry supported scheme to guide businesses in protecting themselves against cyber threats. Aspire Systems is fully accredited against the Cyber Essentials and Cyber Essentials Plus schemes.

Technical Accreditation

The following Microsoft accreditations are held by Aspire Systems and its staff:



The following Umbraco accreditations are held by Aspire Systems and its staff:



Umbraco Partner



The following Scrum accreditations are held by Aspire Systems and its staff:



Experience

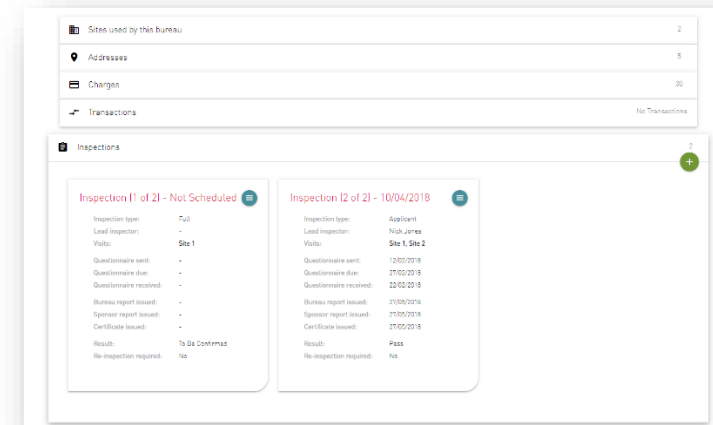
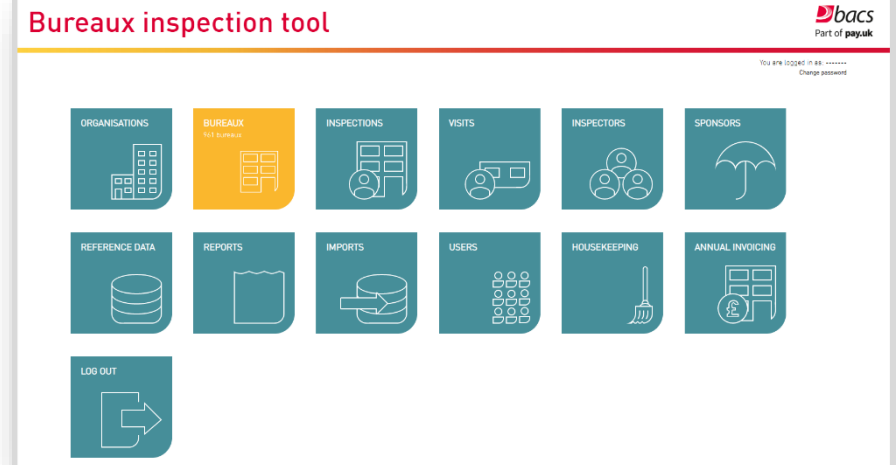
The following is a small selection of Aspire Systems' comprehensive experience in offering this service. For more of our work please take a look at our website <https://www.aspiresys.com/uk/insights>

Bureaux inspection system, Bacs

The system consists of two pieces of software:

Bureaux Inspection Tool - The bureaux inspection tool is a web based tool for managing inspections of bureaux. It is capable of working in "offline mode" where there is no connection to the Internet and works by synchronising data from the Bureaux Inspection Database to inspectors' browsers using HTML5.

Bureaux Portal – The bureaux portal is a web based tool which is accessed by individuals from bureaux. The portal provides a means for bureaux to complete inspection questionnaires online and securely send inspection related documentation to Bacs.



MySenedd Services, Senedd Cymru, Welsh Parliament

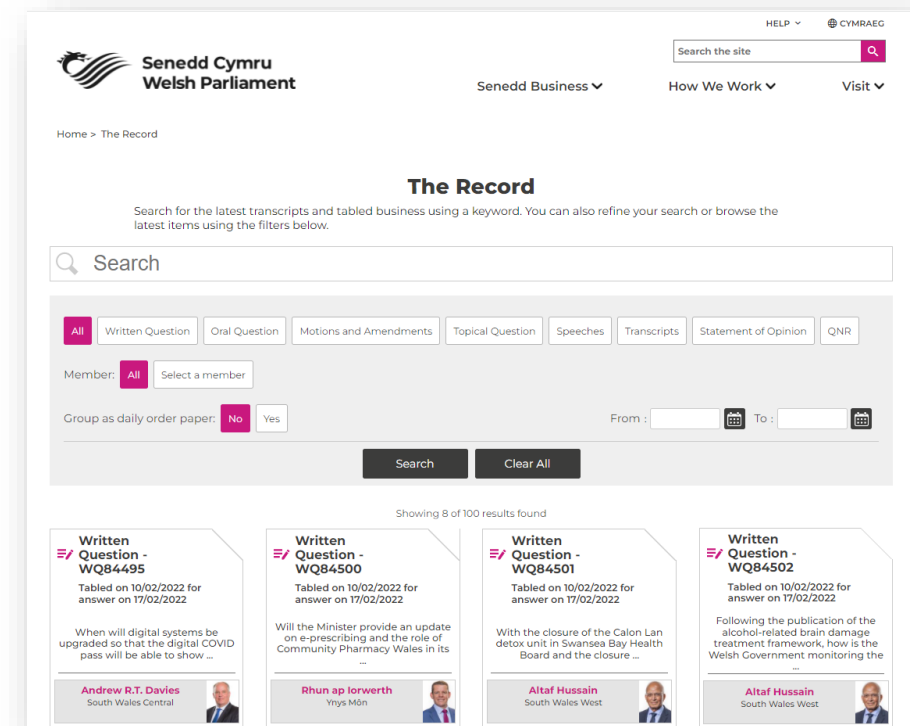
The MySenedd Programme aims to help Senedd Cymru / Welsh Parliament become a world class digital parliament, making Senedd business information more accessible and providing a more engaging experience for users.

The Table Office digital service enables Member of the Senedd and support staff to submit and monitor items of business bilingually, such as questions to Ministers, statements and motions, using a simple interface on any device such as mobile, tablet or desktop, providing complete flexibility.

Another new cloud system called TRO enables the Senedd's 47 strong transcription team to collaboratively transcribe chamber and committee debates, providing integrated translation between English and Welsh and allowing them to publish the Record of Proceedings to the online Record instantly.

The Record brings all Senedd business together online allowing the public to search by keyword, date or Member.

The services are completely cloud based, utilising Azure Web Apps, Azure SQL database and integrated with Microsoft Entra ID (Azure Active Directory) for single sign on.



Trailblazer Portal, Skills England

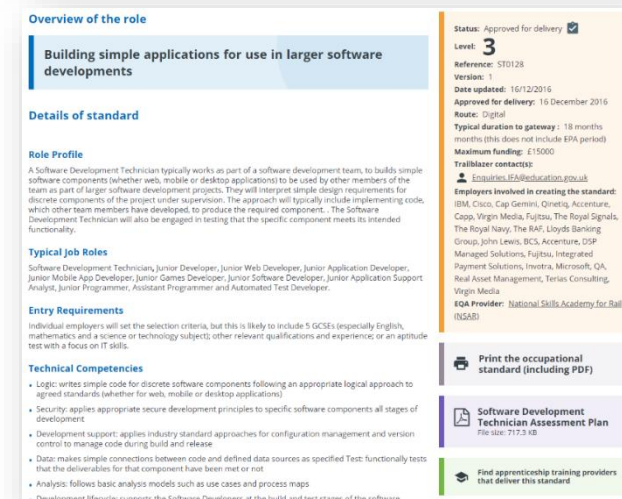
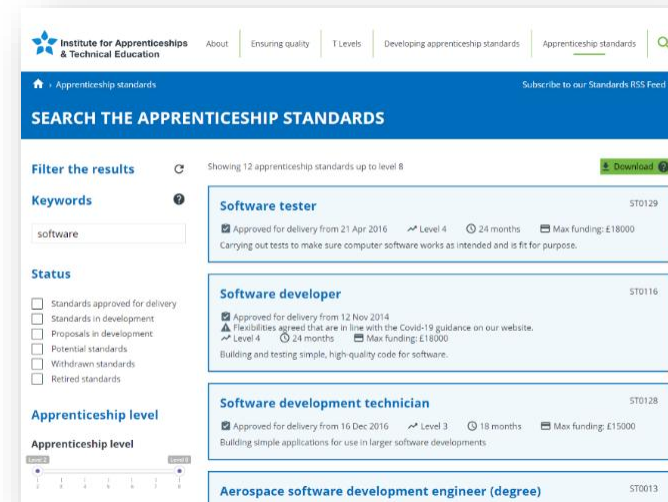
Apprenticeships allow learners to develop the knowledge and skills they need to become competent in an occupation and provide industry with the skilled workforce it needs. The Institute ensures apprenticeships are a consistent high quality as well as providing a process for developing new apprenticeships. Trailblazers are groups of employers wanting to collaborate on the development an apprenticeship for their industry.

Working closely with the Institute, Aspire Systems built a high-quality portal which includes the apprenticeship builder to manage the process of developing new apprenticeships. Apprenticeship standards, in various stages of their development are published to the public facing website, which contains a comprehensive search facility.

The solution was built as a bespoke web application using Microsoft .NET MVC using agile SCRUM based development sprints. It is cloud hosted in Microsoft Azure and employs continuous integration pipelines through Azure DevOps.

The following outcomes and benefits were achieved for the client:

- Tight collaboration on the development of apprenticeship standards
- Consistent workflow for building apprenticeships standards
- Improved visibility of apprenticeship standards in various stages of development
- Efficient and scalable system allowing for future growth in data and processing



Forecaster Web Service, Natural Resources Wales

Natural Resources Wales (NRW) asked Aspire Systems to develop a bespoke replacement to a statically presented online weather forecast service used round the clock by NRW's duty officers.

We employed .NET technology to create a system that receives and collates large amounts of raw data from over 200 locations in Wales. This is collected, checked for accuracy and analysed through the world's first cloud-hosted Deltares Delft-FEWS platform. It is then imported into the Forecast Web Service, giving duty officers a complete overview of the forecast, highlighting potential weather issues, and helping them to focus on any necessary decisions. Combined with a regular import of documents from third party agencies including the Met Office, the system is able to provide a complete picture of the flood risk across Wales through a single interface.

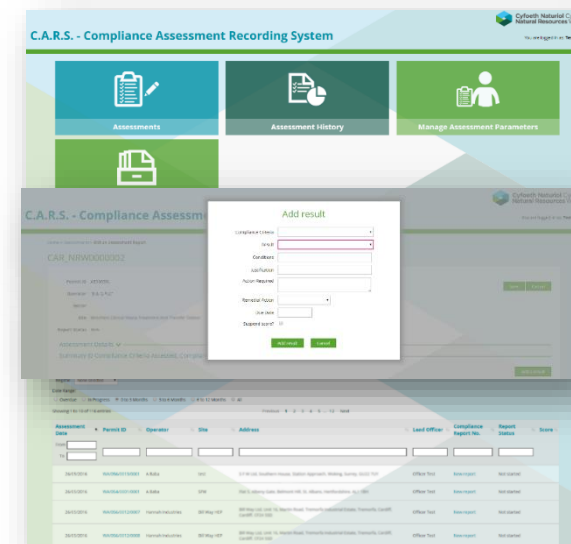
The solution is hosted within a resilient cloud-based, Microsoft Azure environment, combines server-side processing with complex modular Javascript and integrates the ArcGIS mapping platform.

The outcome is a flexible layout engine, accommodating a vast array of data types and dynamic display of data which was impossible in the old system. It provides a rolling archive of each and every forecast, allowing search and analysis of historical data patterns. Ultimately, the product plays a key role in keeping communities in Wales safe from flooding.

This project was a finalist in the Wales Technology Awards 2017 in the Best Tech Adopter category, and we continue to provide NRW with support and enhancements to the service.

Compliance monitoring system, Natural Resources Wales

Aspire Systems developed the Compliance Monitoring System for Natural Resources Wales (NRW) to provide the ability for NRW to carry out their regulatory duties. Compliance officers are able to login, view their scheduled inspections and complete extensive inspection details, including the ability to upload images and generate inspection reports in PDF format. The system is completely cloud based, utilising Azure Web Apps, Azure SQL database, Azure storage and integrated with Microsoft Entra ID (Azure Active Directory) for single sign on. The system provides a high level of integration with other NRW cloud based systems, including a Microsoft 365 Dynamics CRM and SharePoint online document management.



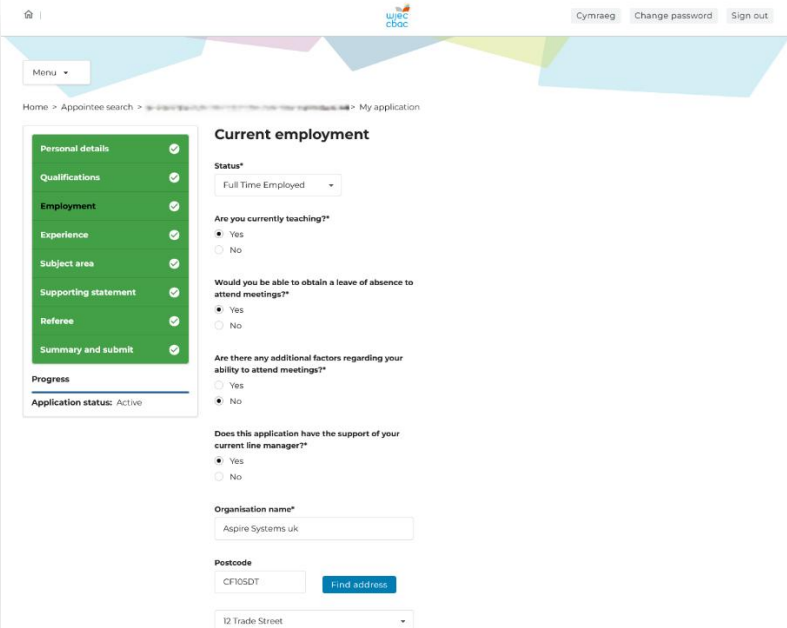
Appointees system, WJEC

The examinations board WJEC contracts thousands of external examiners and moderators, known as appointees. This system was developed to record and manage appointee data and their work with WJEC.

The system provides the following features:

- Allows applicants to apply online to become an appointee for WJEC
- Automates the process of collecting references
- Provides a central database of appointees working for WJEC
- Allows WJEC subject officers to manage the workload of appointees
- Communication to appointees about meetings and events they are expected to attend

It is secure online system built with React, .NET, hosted on Azure, and using Azure SQL. The system is fully bilingual in Welsh and English.



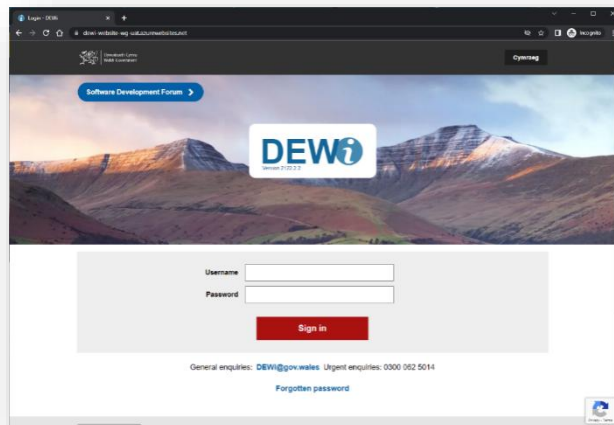
The screenshot shows the 'Current employment' section of an application form. On the left, a green sidebar lists sections: Personal details, Qualifications, Employment, Experience, Subject area, Supporting statement, Referee, and Summary and submit, each with a checkmark. Below this is a 'Progress' bar and 'Application status: Active'. The main form area has a 'Menu' dropdown and a breadcrumb trail: Home > Appointee search > My application. The 'Current employment' section includes: 'Status*' with a dropdown set to 'Full Time Employed'; 'Are you currently teaching?*' with radio buttons for 'Yes' (selected) and 'No'; 'Would you be able to obtain a leave of absence to attend meetings?*' with radio buttons for 'Yes' (selected) and 'No'; 'Are there any additional factors regarding your ability to attend meetings?*' with radio buttons for 'Yes' (selected) and 'No'; 'Does this application have the support of your current line manager?*' with radio buttons for 'Yes' (selected) and 'No'; 'Organisation name*' with a text box containing 'Aspire Systems uk'; 'Postcode' with a text box containing 'CF10SDT' and a 'Find address' button; and a dropdown menu showing '12 Trade Street'.

Data exchange Wales initiative (DEWi), Welsh Government

In 2005 Aspire Systems was appointed by the Welsh Assembly Government to develop a new data transfer facility for schools in Wales. The bilingual system known as DEWi (Data Exchange Wales Initiative), allows Schools, Local Authorities and the Welsh Government to share and exchange statutory data files securely over the Internet, helping to meet e-Government requirements.

The system was built to include an underlying framework that provides the core functionality in terms of data exchange and validation. This allows the framework to be reused in other systems and for multiple data collections to be built onto the framework.

The system has since been expanded to import PLASC, NDC and attendance data, provided in XML or Excel format, into a central database and validate it, ready for submission.



Online personalised assessment, Welsh Government

The Welsh Government launched an initiative to transform learning and teaching in Wales. As part of this transformation, online personalised assessments would replace paper-based reading and numeracy tests in all schools in Wales for learners in years 2 to 9.

Aspire Systems, along with a consortium of companies, delivered the new online personalised assessments platform. The bilingual, online assessments are adaptive, with question difficulty changing based on a learner's previous answer, therefore challenging all learners regardless of ability. After completing an assessment, formative feedback is provided to both learners and teachers, enabling focused support from schools.

Our team developed an intuitive system for teachers to schedule assessments, and learners to initiate them. It also allows the viewing of feedback for learners and summary reports for schools. The system integrates with Hwb, Wales' digital learning and teaching platform, and Surpass, an online testing platform. It is a cloud based system hosted on Microsoft Azure.

Online Personal Assessments won the "Best Use of Formative Assessment" category at the 2020 e-Assessment Awards and was a runner-up in the "Best Transformational Project" category.

G-Cloud details

Information Assurance

Since we offer specialist consultancy, development and support services we are able to comply with any Impact Level accreditation required when developing the solution.

Backup / Restore / Disaster Recovery

A robust backup and maintenance plan will be supplied where required. Should a failure occur the plan will set out the series of steps that must be taken to restore the service in accordance with the agreed SLAs.

Our approach to project management allows us to evaluate and identify suitable responses to risks, set tolerances for risks and ultimately select risk responses that will ensure project delivery is achieved. We have experience of creating many varied and tailored plans for our existing SharePoint customers.

On-boarding and Off-boarding processes/scope

On-boarding and Off-boarding process will be discussed and confirmed with a Aspire Systems Account Director during initial engagement. Typically there would be no cost associated with entry to the service.

Pricing

Please see pricing document.

Service management details

For Support projects or projects that contain a support element the following service management procedures will be followed.

Enquiries will be received via email or telephone.

All communication and associated actions will be logged in the Issue Log, which will be accessible 24/7 via the project Extranet (SharePoint).

Enquiries that result in changes to the system will be communicated to the client prior to work commencing. Changes to systems will be transferred to the live and/or staging environment by Aspire Systems (as applicable) directly upon acceptance and all relevant documentation will be updated. Aspire Systems will advise the client of completed changes to the live environment.

Service Levels

All calls will be categorised by Aspire Systems as follows:

- Category 1

These are problems with the system for which there are no workarounds and have a serious impact on the processes of the system and the ability of the users to perform essential tasks. The problems may relate to data or the software itself.

- Category 2

These are problems which affect part of the system but do not prevent continued use but do limit the effectiveness of the system. Processes can continue and workarounds are available.

- Category 3

User generated queries requiring no modifications to the system or data, but will require guidance to arrive at a satisfactory conclusion.

The SLAs offered would depend on the type of support being provided and would be agreed at the start of the support period. The following response times would typically be offered:

Category	Response time	Investigation time
1	30 minutes	3 hours
2	1 hour	7 hours
3	7 hours	15 hours

Under our existing frameworks, 100% of calls have been actioned within the agreed SLA.

Change control

Issues that result in changes to the system will be subject to formal change control and communicated to the client for agreement prior to work commencing. Changes to the system will be transferred to the live environment directly upon acceptance and all relevant documentation

will be updated. We will advise the client of completed changes to the live environment.

System monitoring

During a busy support period, system performance and activity would be monitored to identify any potential problems before they occur. This typically includes:

- Monitoring event logs
- Checking that backups have completed successfully
- Monitoring storage space

We recognise that at critical times such as the day new functionality goes live, additional system monitoring should take place. This will ensure that unexpected issues can be identified and resolved with minimum impact to users.

Resources

The support service team will partly be provided by the same consultants who undertake project work. All consultancy staff will be trained in the implementation of the helpdesk service to ensure a uniform service is provided.

We will establish and maintain a test environment to allow support requests to be identified and resolved in an efficient manner.

Financial recompense model for not meeting service levels

The details of any financial recompense model would be determined based upon the size and scope of the project and the level of technical or

organisational uncertainty on the side of the client. This will be decided during final contract negotiations.

Training

Our approach is one of flexibility and we seek to work in an integrated collaborative manner with the client, fostering an environment that promotes knowledge transfer throughout the project.

In order for the client staff to support software applications it is important for us to pass on knowledge of the systems and technologies used. We always aim to develop software that can be administered as far as possible by the client.

Both formal and informal tailored training and mentoring can be provided maximising the benefits of training time.

Examples of training could include:

- Training in the use of service management features
- SharePoint training
- Umbraco training
- Configuration of bespoke system functionality
- Training on how to undertake user acceptance testing
- Mentoring

Ordering and invoicing process

Ordering

The ordering process generally constitutes the client accepting a written proposal for the work, which details the project deliverables, costs and timescales.

Invoicing

Aspire Systems payment terms are 30 calendar days from the date of invoice. Invoicing will be based on the type of the project. For development projects this is typically 10% on specification signoff, 70% on delivery for User Acceptance and 20% on final signoff.

Termination terms

By consumers (i.e. consumption)

- Time and Materials projects

Termination terms will vary depending on the service offered, and will be agreed at the time of service commencement. Our termination notice for consulting, development and deployment activities is 2 calendar weeks (Termination Period). Any actual days worked, (according to timesheets) up to the end of the Termination Period will become immediately payable by the client. Any finalisation of deliverables will need to be performed at that time.

- Fixed Price projects

For fixed price/fixed scope projects the client will be liable for the full cost of the fixed price projects if it is terminated early. Aspire Systems will be prepared to examine whether / how clients' costs can be minimized if larger / longer term projects are terminated early.

- Resale of 3rd party Cloud services

Where Aspire Systems is reselling 3rd party services to the client as part of our cloud services, clients will be required to comply with the standard terms of service offered by 3rd party suppliers. These will be clearly communicated prior to service commencement. Should early termination by the Consumer attract contract penalties from any 3rd party, Aspire Systems will pass these penalties to the Consumer. Any such penalties will be payable in accordance with any terms expressed by the 3rd party.

By the Supplier (removal of the G-Cloud Service)

The G-Cloud termination terms are agreed within the framework agreement. In general, all services purchased under this framework can continue to be supplied to consumers should the framework be withdrawn by the Supplier.

Consumer responsibilities

The proposal from Aspire Systems to the client will make clear the contribution required from the client. Generally this will include providing business knowledge during workshops, reviewing outputs and involvement in user acceptance testing.