

Feb 2026

CoreStream Third Party Risk Manager

Services Definition Document



Introducing CoreStream

CoreStream is a UK based provider of Governance, Risk and Compliance (GRC) technology solutions focused on helping organisations manage risk, satisfy compliance obligations and ultimately operate more effectively.

Our aim is simple; to make technology intuitive.

Our leadership team has decades of combined experience in big 4 consultancies and has experience in procuring and implementing technology solutions as clients ourselves. We recognise the common frustrations of working with technology partners and use this understanding to ensure we structure projects to deliver quality output, on time and within budget.

CoreStream has experience operating in a wide range of industries, including a wealth of experience in the public sector and some of the largest organisations in the world. We have strong and long-running relationships with a number of blue-chip clients which sees us renowned for delivering line-of-business applications that yield immediate results.

CoreStream is not only a technology provider. Our industry experts help you to shape the optimal solution, with the benefit of a deep understanding of your business challenges, and experience of what works in the real world.

What is GRC?

With a single fully in-house built solution, CoreStream spans the full scope of GRC as defined by the OCEG capability model

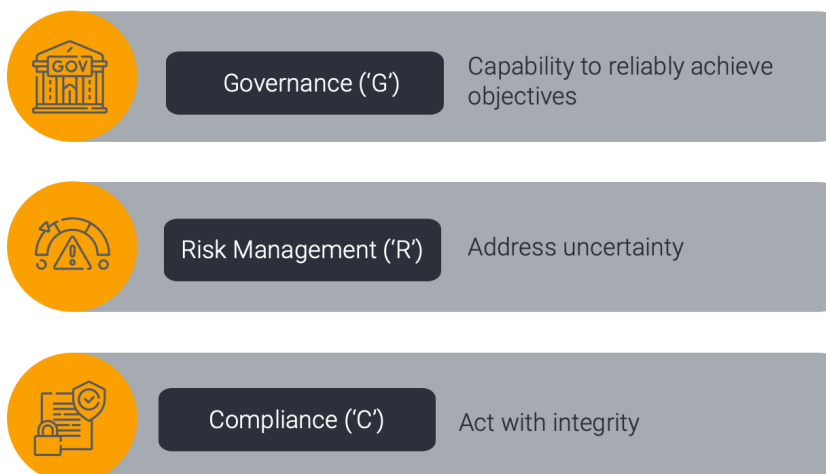


Table of Contents

1. Overview	4
1.1 Third Party Risk Manager Sample Screenshots	6
1.2 Further Configuration and Development	8
2. Service Management	8
3.1 Monitoring	8
3.2 Data Backup and Recovery	8
3. On-boarding and Off-boarding	8
4. Pricing Overview	9
5. Service Constraints	10
6. Support Arrangements	10
7. Hosting and Security	10
8. Accessibility	11
9. Training	12
8.1 User Training	12
8.2 Super User Training	12
10. Ordering and Invoicing Process	12
11. Government ICT Blueprint Principles	13
10.1 Information Strategy	13
10.2 Environmental Policy	13

1. Overview

CoreStream Third Party Risk Manager is a flexible environment for managing third party risk across your organisation.

CoreStream are a market leader in such solutions, having implemented TPRM for some of the biggest organisations in the world.

Whilst the out of the box features are very comprehensive, it is often the case that each client has a different approach to Third Party Risk Management, and CoreStream remains flexible to your specific needs.

Key features:

- Configurable workflows to match your organisation's TPRM operating model.
- Risk segmentation aligned to your risk model
- Dashboards and drill down reporting
- Dynamic workflows based on risk
- Interfaces with ERP and other systems
- Inherent risk and third-party questionnaires
- Third-party document uploads and evidence locker
- Sanctions and adverse media screening
- Deep dive due diligence using data providers you choose

Third party risk can be measured over a wide variety of risk domains. CoreStream has experience of working on TPRM solutions covering:

- Sanctions
- Anti-Bribery and Corruption
- Environment and Sustainability
- Money Laundering
- Competition and Unfair Practices
- Modern Slavery, Child Labour and Worker Welfare
- Health and Safety
- Fraud and conflicts of interest
- Cyber

- Data Privacy

CoreStream is unlike other TPRM solutions in that our clients can choose their own data providers, who we will integrate with. With the benefit of working with a wide range of data suppliers we can also advise on the best profile of data providers to meet your risk-profiling and budgetary requirements.

CoreStream has a wide library of connectors to common third party risk data providers (and aggregators), including:

- D&B
- RDC
- BVD
- Lexis Nexus
- Exiger
- Neotas
- Dow Jones
- Security Scorecard
- Bitsight

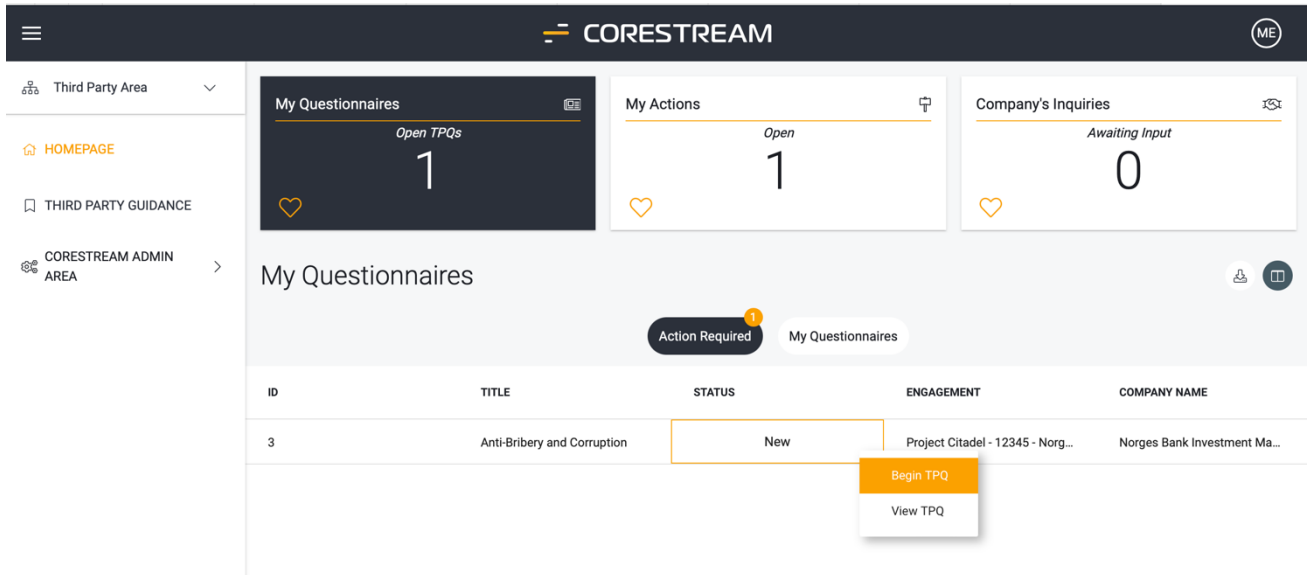
Our end-user configurable reporting dashboards provide real-time information on both the status of cases and the performance of the TPRM process itself. We have a novel set of features for highlighting risk trends and flexible reporting writing capabilities/

The Risk Manager Service forms part of our integrated Governance, Risk and Compliance (GRC) SaaS suite but is also available as a standalone module.

Our SaaS offerings can also be deployed on our private cloud in the UK, public cloud, or on-premise behind your firewall. Further details including video demonstrations can be found on our website:

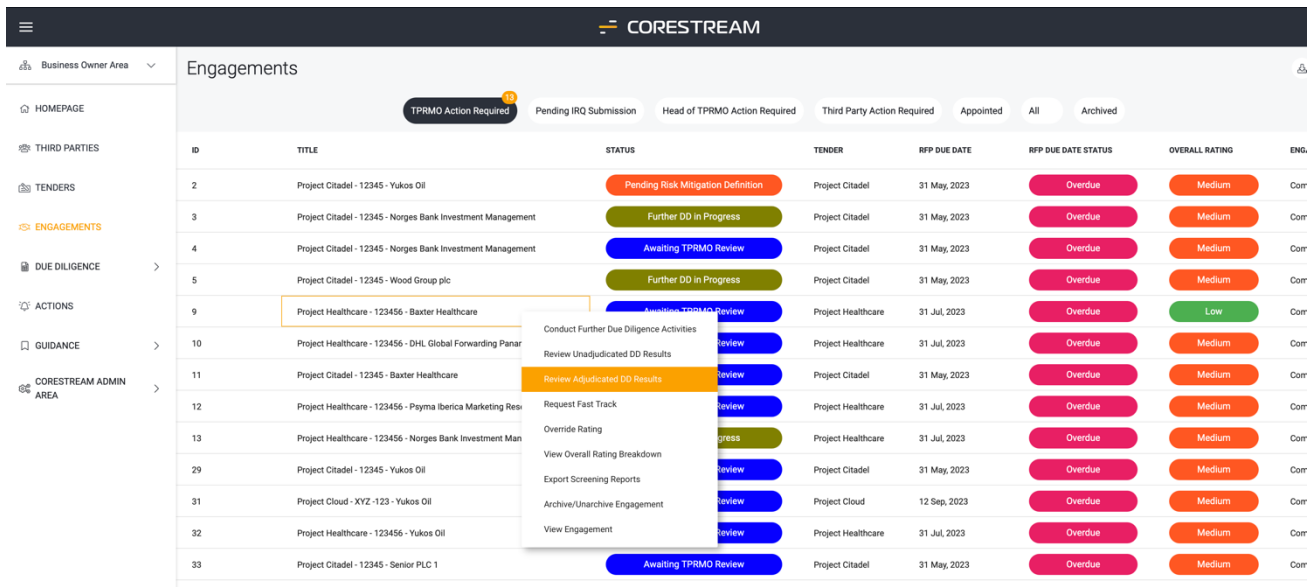
www.corestream.co.uk

1.1 Third Party Risk Manager Sample Screenshots



The screenshot shows the 'My Questionnaires' dashboard in the CORESTREAM Third Party Risk Manager. The dashboard has a dark header with the CORESTREAM logo and a user profile icon (ME). The left sidebar contains navigation links: 'Third Party Area', 'HOMEPAGE', 'THIRD PARTY GUIDANCE', and 'CORESTREAM ADMIN AREA'. The main content area is titled 'My Questionnaires' and features three summary cards at the top: 'My Questionnaires' (Open TPQs: 1), 'My Actions' (Open: 1), and 'Company's Inquiries' (Awaiting Input: 0). Below these cards is a table with columns: ID, TITLE, STATUS, ENGAGEMENT, and COMPANY NAME. The table contains one row with ID 3, TITLE 'Anti-Bribery and Corruption', STATUS 'New', ENGAGEMENT 'Project Citadel - 12345 - Norg...', and COMPANY NAME 'Norges Bank Investment Ma...'. A context menu is open over the 'New' status, showing options 'Begin TPQ' and 'View TPQ'. A notification badge 'Action Required' is visible above the table.

Figure 1: Third Party Questionnaire dashboard



The screenshot shows the 'Engagements' dashboard in the CORESTREAM Third Party Risk Manager. The dashboard has a dark header with the CORESTREAM logo and a user profile icon. The left sidebar contains navigation links: 'Business Owner Area', 'HOMEPAGE', 'THIRD PARTIES', 'TENDERS', 'ENGAGEMENTS', 'DUE DILIGENCE', 'ACTIONS', 'GUIDANCE', and 'CORESTREAM ADMIN AREA'. The main content area is titled 'Engagements' and features a filter bar with tabs: 'TPRMO Action Required' (12), 'Pending IRQ Submission', 'Head of TPRMO Action Required', 'Third Party Action Required', 'Appointed', 'All', and 'Archived'. Below the filter bar is a table with columns: ID, TITLE, STATUS, TENDER, RFP DUE DATE, RFP DUE DATE STATUS, OVERALL RATING, and ENG. The table contains 13 rows of engagement data. A context menu is open over the 'Awaiting TPRMO Review' status of row 9, showing options: 'Conduct Further Due Diligence Activities', 'Review Unadjudicated DD Results', 'Review Adjudicated DD Results', 'Request Fast Track', 'Override Rating', 'View Overall Rating Breakdown', 'Export Screening Reports', 'Archive/Unarchive Engagement', and 'View Engagement'.

Figure 2: TPRM cases with automated Risk scoring based on external data feeds.

Business Owner Area

HOMEPAGE

THIRD PARTIES

TENDERS

ENGAGEMENTS

DUE DILIGENCE

ACTIONS

GUIDANCE

CORESTREAM ADMIN AREA

Request Fast Track

Fast track, if approved by the Head of TPRMO, will set this Engagement's status to 'DD Review Complete by TPRMO' and bypass any due diligence activities

Core Information (Read-Only)

Title *

Project Healthcare - 123456 - Baxter Healthcare

47/255

RFP Due Date

31 Jul, 2023

Description

Procurement Buyer / Project Owner

Paul Cadwallader (Paul.Cadwallader@corestream.co.uk)

Business Proponent(s)

0/255

Third Party Representatives

Third Party Users are needed when answering questions from the SME. If field is blank or contains incorrect users, please go to the linked Third Party and update them. Changes will be synced overnight.

Inherent Risk Questionnaire (Read-Only)

Due Diligence Requested (Read-Only)

Which due diligence activities do you wish to perform?

Paul Cadwallader

override

05 Jun, 2023 22:18:11

Paul Cadwallader

Done

29 Jul, 2023 16:40:17

Comments

ACTIONS

CANCEL

Figure 3: Fast Track Process.

TPRM Business Owner Area

MY DASHBOARD

MY ENGAGEMENTS

BUSINESS JUSTIFICATIONS

MY THIRD PARTIES

MY IQS

MY SURVEYS (TPQS)

MY SCREENING REPORTS

MY MONITORING ALERTS

MY ACTIONS

GUIDANCE

CORESTREAM ADMIN AREA

Review Report

Alert Date

05 Oct, 2023 16:46:00

Tracking ID

933776ce-7037-4308-a011-1a6789021634

34/255

Reporting ID

76c516bc-1209-4667-8d93-b417d8a86936

36/255

Alerted Entities (Read Only)

Alerted Entities

ACME Markets Inc.

ACME CORPORATION, S.A.

ACME S.A.

ACME HOLDING COMPANY, INC.

ACME GmbH

Acme Group

ACME Furniture Industry Inc.

Acme Picked Inc.

Acme

Events

No events have been returned

ACTIONS

CANCEL

Third Party Form

Status

Third Party Status

Review in Progress

Core Information

Third party legal name:

Please use the entity's full legal name

Acme Co #2

Third party legal name (local script - if applicable):

Does the third party have a unique ID reference number that is used within your organisation?

No

Supplier DUNS:

The Supplier DUNS is required when requesting UBO.

Company Registration Number:

Tax number:

Company website:

Third party type:

Associated Users

CLOSE

Figure 4: Split screen mode reviewing a screening report and TP form side by side.

© 2026 CORESTREAM. All rights reserved

7

1.2 Further Configuration and Development

Whilst containing a rich out-of-the-box feature set, the CoreStream platform can be easily adapted to satisfy more bespoke requirements. Additional configuration can be performed either on a time and materials or fixed-price basis.

2. Service Management

3.1 Monitoring

CoreStream hosting provides 24 hours a day and seven days a week monitoring of the computing, operating and networking infrastructure to detect and correct abnormalities. This includes environmental monitoring, network monitoring, load-balancing monitoring, web server and database monitoring, firewall monitoring, and intrusion detection.

3.2 Data Backup and Recovery

The backup schedule can be varied according to specific requirements. Our default offering provides for daily incremental backups and weekly full system backups. Backups are stored offsite in encrypted format as part of our standard offering.

3. On-boarding and Off-boarding

Each implementation of the CoreStream platform follows a standard process which our team of delivery managers will support you through:

- Requirements meeting and demonstration (FOC)
- Confirm order
- Design Workshops
- Consultancy and configuration (2 days included)
- Platform deployment and security hardening (included)
- User acceptance testing
- Training and Communications
- Launch

Data migration into the service can be supported using standard file formats (XLS, Raw Text, XML). Migration activities will be charged in accordance with our rate card unless accommodated within configuration days included with the license purchase.

Upon termination of this service, the relevant framework and call-off contract terms apply. Data repatriation will be provided free of charge (in raw text and PDF formats) unless additional requirements are specified for delivery of the data in non-standard file formats or with transformations applied. In these cases time and materials will be chargeable per the standard rate card. Following repatriation, all customer data will be purged and destroyed.

4. Pricing Overview

We only offer 'enterprise licenses', with no variable fees. The license fees are based on the complexity of the solution, with no per-user charges.

- Fixed Annual platform license fee.
- Full support included (see support section)
- Please refer to our pricing document for details.

Managed Service License Fees (excl VAT)					
Module	Platform License Fee*	Implementation Fee	Discount	Per User Charges	Includes
Third Party Risk Manager Automating the management of your supply chain	Bronze: £18,000	£5,000	N/A as all licenses are for unlimited users.	None*	6 days implementation effort*
	Silver: £25,000	£20,000			As above, with 20 days
	Gold: £35,000	£35,000			As above, with 30 days
	Platinum: £60,000	£50,000			As above, with 50 days

Additional configuration can be performed either on a time and materials (please refer to the CoreStream pricing document for details) or on a fixed-price basis.

A minimum 1-year contract tenure applies. Pilot implementations can be arranged for a minimum 6-month period, with associated consultancy and configuration will be charged per our rate card.

We can also offer access to trial environments for limited periods, free of charge

5. Service Constraints

Deployments of new functionality will result in short outages to the service. CoreStream will provide 48 hours' notice and (unless unavoidable) ensures that deployments are managed out of normal business hours.

There is a standard weekly maintenance window from between midday Saturday to midday Sunday to allow for server maintenance, though this can be varied by negotiation.

6. Support Arrangements

Standard user-support over an online support ticketing system and email is available during UK working hours (Monday to Friday, 9am to 5pm). Out of hours support is available upon request.

7. Hosting and Security

CoreStream is hosted exclusively in the UK in a Tier 3 data centre with multiple resilience and security arrangements. We guarantee in excess of 99.9% availability and service credits are payable in the event that this is not achieved.

We also offer (costed) options for hosting in the public cloud, or on-premise if required.

CoreStream is ISO27001 certified via the British Assessment Bureau (fully UKAS certified) and holds the Cyber Essentials Plus and SOC2, Type2 (Security) accreditation.

Security features:

- All client environments reside on dedicated web applications and database instances. Higher levels of environment isolation are available on request
- Hosting is established in a highly resilient 'always on' configuration, meaning individual physical component failure cannot lead to a service outage.
- All data is encrypted in transit and at rest using strong protocols / cyphers
- Full daily backups held off-site in encrypted format.
- Options for real-time failover (Disaster Recovery as a Service)

- 24x7 Security Operations Centre (via Sophos MDR) means that the platform is continually being monitored for signs of breach, with trained security specialists available to contain any such incidents should they occur.
- CoreStream staff all background checked, and we can establish entire teams with UK Government 'SC' clearance where required.
- Penetration testing of the CoreStream platform is completed at least annually, by a CREST / CHECK accredited third party.
- Full time vulnerability scanning is in place for all our internet points of presence.
- We utilise the latest generation of firewalls which include deep packet inspection and intrusion detection protection.

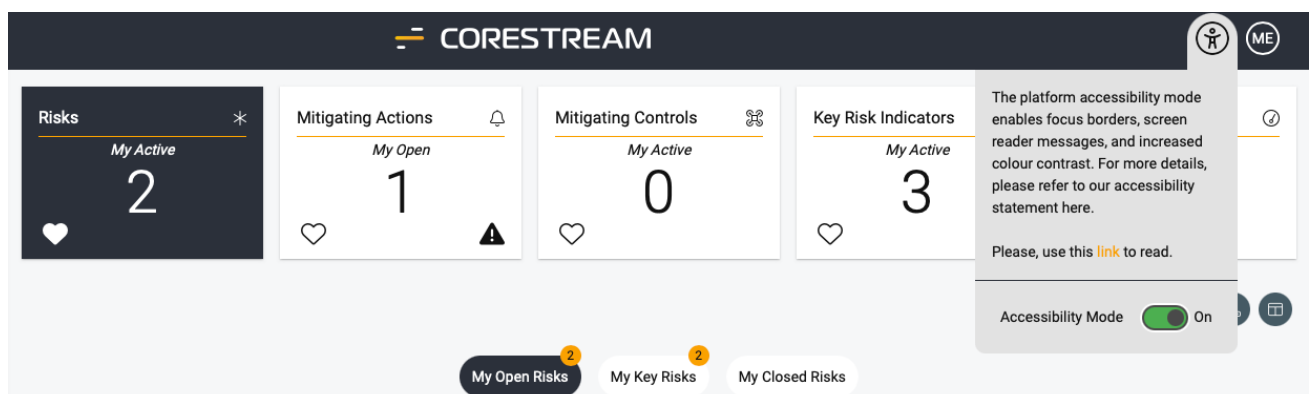
Disaster Recover and Business Continuity

- CoreStream regularly practices its disaster recovery processes and shares results with its clients.
- Business Continuity plans are typically shared as part of the client onboarding process, including incident management processes.

8. Accessibility

For users with additional accessibility needs, we largely comply with the relevant WCAG (2.2 AA) requirements, and subject our platform to an annual accessibility audit, completed by an independent accessibility specialist firm.

A dedicated 'accessibility mode' is available from all parts of the system, as is an accessibility statement describing our accessibility credentials in detail, including any known issues.



9. Training

8.1 User Training

User training will depend on the complexity of any platform modifications specified by the customer, and the number of users to be trained. Due to the in-built contextual help prompts and configurable guidance pages, training roll-out can almost always be accomplished on a “train the trainer” basis. In the unlikely event that additional training is charged on a time and materials in accordance with our standard rate card.

Large scale, multi-channel training programme design and delivery including video guides, and webinar broadcasts can be devised as required. Please refer to the CoreStream training service offering on Digital Marketplace for details.

8.2 Super User Training

Super users can be trained to be able to configure aspects of the GRC platform themselves, reducing the need for additional configuration expenditure. This training typically takes 3-5 days, depending on the skills profile of the recipients of the training.

10. Ordering and Invoicing Process

- Upon receipt of a purchase order, CoreStream will provision the environment.
- All license fees are to be paid 12 months in advance, from the point of UAT commencement.
- 50% of the first 12 months fee is due upon ordering the environment.
- The remaining 50% is due at the point of go-live.
- If additional services, or blocks of users are purchased mid-contract, the relevant fee is payable up the end of the current 12-month period, after which fees revert to 12 months in advance.
- Time and materials (Consultancy, Training etc) are invoiced monthly in arrears. Invoices are due for payment within 30 days of the invoice date.
- Please refer to our full terms and conditions for details.

11. Government ICT Blueprint Principles

10.1 Information Strategy

- CoreStream SaaS services are designed and built to align with government Information and Communications Technology (ICT) information strategy principles, ensuring information is effectively managed, protected and made accessible through the use of open standards technology. Our focus on information governance is underpinned by our ISO27001 certification.

10.2 Environmental Policy

- CoreStream takes its environmental responsibilities seriously, aligning its operations to the published ICT government greening principles. In support of these principles, CoreStream guarantees:
- All hosting services are powered from renewable sources.
- Non-essential travel will be minimised using technology, such as video conferencing.
- To continue to donate monthly to the World Land Trust, helping plant trees in deforested areas.
- To remain paper-free wherever possible.
- To reduce waste or to recycle wherever possible.
- Hot-desking in its office locations to reduce its overall office footprint.

Further details of our Environmental Strategy are available on request.

For more information please contact:

Melissa DSouza

Melissa.DSouza@corestream.co.uk
tenders@corestream.co.uk

