

Service Definition

G-Cloud 15 Framework

Digital Health Passport

Lot 3: Cloud Support Services

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1. Overview

Tiny Medical Apps provides a limited number of optional, time-limited Cloud Support Services under G-Cloud Lot 3 to support the adoption and effective use of the Digital Health Passport SaaS platform, which is procured separately under G-Cloud Lot 2b.

These services are designed to help buyers prepare for deployment, coordinate governance activity, and support adoption over time, without providing managed services, operational delivery or ongoing platform ownership.

Lot 3 services are not required to access or operate the Digital Health Passport platform and may be commissioned independently or in combination, depending on local requirements.

2. Relationship to Lot 2b (Digital Health Passport SaaS)

The Digital Health Passport platform, including hosting, security, functionality, availability and service levels, is delivered exclusively as a Software-as-a-Service (SaaS) offering under G-Cloud Lot 2b.

All Lot 3 services:

- Require the Digital Health Passport SaaS platform to be in place
- Do not include platform hosting, configuration or operation
- Do not replace buyer governance, clinical ownership or statutory responsibility

- Are delivered on a time-limited, non-recurring basis

3. Cloud Support Services Available

3.1 Digital Health Passport – Setup & Migration Support

3.1.1 Service Description

Digital Health Passport – Setup & Migration Support provides optional, time-limited cloud support to enable the safe and controlled initial setup and mobilisation of the Digital Health Passport SaaS platform (procured separately under G-Cloud Lot 2b).

The service focuses on project coordination, governance readiness and stakeholder engagement during early deployment. It supports buyers to prepare for go-live, align local governance requirements and manage dependencies across health, education and local government settings, without providing managed services or assuming operational ownership.

This service is typically used during initial implementation or expansion to new population footprints.

Service Scope

- Supports adoption and use of the Digital Health Passport SaaS platform only
- SaaS platform is procured separately and operates independently
- Delivered on a time-limited basis and concludes once agreed setup and mobilisation activities are complete

3.1.2 Service Features

- Project mobilisation and delivery coordination
- Governance and assurance planning support
- Coordination of clinical safety and information governance activities
- Stakeholder mapping and engagement planning
- Communications and launch planning support
- Deployment timeline and dependency management
- Risk and issue tracking with escalation support
- Coordination with local clinical, operational and commissioning leads

3.1.3 Service Benefits

- Enables safe and controlled initial deployment
- Reduces governance and assurance burden on buyers
- Improves stakeholder alignment and readiness
- Accelerates time to go-live
- Minimises deployment and adoption risk
- Supports consistent implementation across organisations
- Improves early engagement and uptake
- Provides clear accountability during setup

3.1.4 Support Model

- Email or online ticketing support
- Monday to Friday, 09:00–17:00 (UK time)
- No phone or web chat support
- No tiered support levels

All support is delivered on a time and materials basis in line with the published Lot 3 Rate Card.

This service does not include a dedicated technical account manager or cloud support engineer.

3.1.5 Security and Assurance

- Staff screening performed (non-BS7858)
- Government security clearance: BPSS
- Delivered in line with Tiny Medical Apps' ISO/IEC 27001 Information Security Management System

3.1.6 Relationship to Other Services

- Requires the Digital Health Passport SaaS platform (Lot 2b)
- May be complemented by Digital Health Passport – Ongoing Support

3.2 Digital Health Passport – Ongoing Support

3.2.1 Service Description

Digital Health Passport – Ongoing Support provides optional, time-limited cloud support following deployment of the Digital Health Passport SaaS platform (procured separately under G-Cloud Lot 2b).

The service focuses on usage insight, adoption support and training coordination, helping buyers understand platform performance, respond to emerging needs and evidence value, without providing managed services, operational delivery or ongoing service ownership.

This service is typically used post-deployment to support sustained adoption or expansion.

Service Scope

- Supports adoption and use of the Digital Health Passport SaaS platform only
- SaaS platform is procured separately and operates independently
- Delivered on a time-limited basis
- Does not include operational management of the platform

3.2.2 Service Features

- Usage reporting and proactive results analysis
- Interpretation of adoption and engagement trends
- Coordination of end-user and administrator training
- Support for onboarding additional teams, services or cohorts

3.2.3 Service Benefits

- Provides clear visibility of platform usage
- Supports sustained adoption post-deployment
- Improves staff confidence through coordinated training
- Helps evidence value, outcomes and return on investment
- Enables responsive, data-informed service improvement

3.2.4 Support Model

- Email or online ticketing support
- Monday to Friday, 09:00–17:00 (UK time)

- No phone or web chat support
- No tiered support levels

All support is delivered on a time and materials basis in line with the published Lot 3 Rate Card.

This service does not include a dedicated technical account manager or cloud support engineer.

3.2.5 Security and Assurance

- Staff screening performed (non-BS7858)
- Government security clearance: BPSS
- Delivered in line with Tiny Medical Apps' ISO/IEC 27001 Information Security Management System

3.2.6 Relationship to Other Services

- Requires the Digital Health Passport SaaS platform (Lot 2b)
- May follow Setup & Migration Support, but can be commissioned independently

5.3 Contacts & Team

Our Team

Matt Bourne Chief Technology Officer

Greg Burch Clinical Director

Vipin Kashyap Development Lead

Catherine Beverley Team Coordinator, Product Owner for DHP

Contact

Tiny Medical Apps Limited

Registered In England & Wales | Company Number 10051596

G-Cloud Enquiries: hello@tinymedicalapps.com

Telephone: 0207 859 4169

Address: Health Foundry, Canterbury House, 1 Royal St, Lambeth, London SE1
7LL

Web: tinymedicalapps.com

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hello@tinymedicalapps.com

tinymedicalapps.com

[@tinymedicalapps](https://twitter.com/tinymedicalapps)