

Document Name: Scribe Vaccination Management Service Definition
Document Reference: SD001
Version: 002
Classification: Restricted

Scribe Vaccination Management – G-Cloud 15 Service Definition (Lot 2b – SaaS)

Supplier: Doc-works Ltd

Service Type: Software as a Service (SaaS)

Hosting: UK-based data centres only

Data Location: All data stored, processed, replicated and backed up exclusively in the United Kingdom

Service Availability: 99.5% (excluding planned maintenance)

1. Service Overview

Scribe Vaccination Management is a secure, configurable digital platform designed for NHS Trusts, ambulance services, local authorities and other public-sector organisations. It streamlines the planning, delivery and monitoring of workforce vaccination campaigns, including seasonal, ad-hoc and event-driven programmes.

The service enables staff to register, book appointments, provide consent or refusal, and record vaccinations, while providing administrators and governance teams with full visibility, auditability, dashboards, reporting, inventory tracking, and structured datasets ready for national NHS reporting.

2. Service Features

- Configurable setup for seasonal, ad-hoc and event-driven vaccination campaigns
- Online self-service appointment booking with automated scheduling and reminders
- Automated email and SMS communications for invitations, confirmations and follow-ups
- Mobile and browser-based access for staff, vaccinators and administrators
- Structured digital forms capturing consent, vaccination status and refusal reasons
- PGD-aligned data capture supporting clinical and governance requirements
- Recording of vaccinations delivered internally or reported from external providers
- QR-code access to accelerate check-in and form completion in clinic settings
- Vaccine inventory tracking including batch numbers and usage visibility
- Real-time dashboards showing uptake, attendance, completion and outstanding actions
- Role-based access control with full audit trails

3. Service Benefits

- Improves vaccination uptake by providing simple self-service booking, automated reminders and clear communications to staff.
- Reduces administrative burden for HR, occupational health and clinical teams by replacing manual scheduling, spreadsheets and email coordination.
- Provides real-time visibility of campaign progress, uptake, attendance and outstanding actions through configurable dashboards.
- Supports PGD compliance and clinical governance by capturing structured, auditable vaccination data and consent records.
- Captures complete workforce vaccination status, including vaccinations delivered internally or reported from external providers.
- Improves workforce health and resilience by supporting timely immunisation and reducing sickness absence.
- Replaces paper-based and fragmented digital processes with secure, standardised workflows and role-based access controls.

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- Secure UK-hosted data storage with encryption in transit and at rest - Integration options with HR, occupational health and reporting systems - Offline mobile data capture with automatic synchronisation when connectivity is restored - Structured vaccination datasets prepared for submission to national NHS reporting systems	- Improves clinic efficiency and throughput using QR-code access, rapid check-in and mobile data capture. - Delivers high-quality, structured datasets suitable for internal reporting and national NHS submissions. - Supports continuous improvement by enabling analysis of campaign outcomes to inform future vaccination planning.
4. Service Scope Included: - Mobile apps (Android/iOS) - Web portal for review, reporting and administration - Dashboards and reporting suite - Workflow configuration - Hosting, backups and monitoring - Standard integrations - RBAC configuration Optional (chargeable): - Custom integrations - Additional environments - Bespoke reports - Expanded modules	5. User Roles - Frontline clinicians - Urgent care practitioners - Supervisors and governance teams - Audit and data quality teams - Service managers - Integration/IT teams - BI/reporting staff - Administrators and trainers
6. Onboarding & Implementation 6.1 Included - Requirements discovery - Workflow and configuration setup - Role and permission configuration - Standard environment provisioning - Training materials - Test environment access - Setup of standard inbound/outbound workflows - Go-live readiness review 6.2 Optional (Chargeable) - Onsite or extended training - Additional form development - Optional module activation - Additional test or pre-production environments - Custom configuration - Data migration assistance 6.3 Customer Responsibilities - User list and permissions	7. Service Levels & Support 7.1 Standard Support (Included) - Hours: 08:30–17:30 UK time, Monday–Friday - Channels: support portal, email, telephone - Incident response targets: - P1: Within 30min - P2: Within 1 hour - P3: Within 4 hours - P4 Within 1 business day - P5 Within 5 business days - Availability target: 99.5% (excluding planned maintenance) 7.2 Escalation Process Formal escalation path from support analyst to senior engineering and service management.

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• Device procurement and connectivity • Network/firewall configuration • DCB0160 clinical safety responsibilities • Provision of integration access and credentials • Participation in testing and UAT 6.4 Typical Timeline Typical deployment: 4–8 weeks.	
8. Maintenance & Upgrades • Regular platform updates at no additional cost • Advance release notes • Planned maintenance outside peak hours • Backwards-compatible updates unless otherwise agreed	9. Security & Compliance 9.1 Certifications & Standards • ISO 27001 and Cyber Essentials Plus • DSPT compliant • Alignment with DCB0129 (manufacturer) • Support for DCB0160 (deployment) 9.2 Technical Security Controls • TLS 1.2+ encryption in transit • AES-256 encryption at rest • RBAC with configurable permissions • Audit logging • Optional MFA • Supports HSCN access when required FHIR 9.3 Testing & Assurance • Annual CREST/CHECK penetration testing • Vulnerability management lifecycle • Secure development lifecycle practices 9.4 Data Protection • GDPR compliant • Data processed exclusively within the UK
10. Integrations Optional • HR systems (e.g. ESR) for staff data and eligibility • Occupational health systems for campaign reporting • Third-party appointment or scheduling platforms Included • Secure email for notifications and communications • Standard business intelligence/reporting tools (e.g., Power BI, Qlik, Tableau)	11. Reporting & Analytics • Real-time clinical and operational dashboards • CSV, XML and JSON export options • Scheduled reporting • BI tool compatibility (Power BI, Qlik, Tableau) Optional bespoke report development
12. Pricing Summary Pricing submitted on the G-Cloud Digital Marketplace represents maximum rates. 12.1 Included • Access to Scribe Vaccination Management	13. Roles & Responsibilities 13.1 Supplier Responsibilities (Doc-works Ltd) Doc-works will: • Deliver the service in accordance with the Call-Off Contract and this Service Definition.

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• Standard hosting and support • Backups and disaster recovery • Maintenance and platform upgrades • Admin portal access • Implementation and onboarding services 12.2 Chargeable • Optional modules • Optional integrations • Bespoke configuration Pricing units: • Pricing is organisation wide not per device or user. • Covers all relevant stakeholders • One-off onboarding/implementation fee	• Provide hosting, security, updates, maintenance and monitoring. • Supply a named Project Manager and technical leads during implementation. • Configure the system, workflows and integrations in line with agreed requirements. • Provide onboarding, training and documentation. • Operate the support desk and meet agreed SLAs. • Maintain ISO 27001, DSPT and applicable NHS clinical safety standards (DCB0129). • Provide service performance reports, audit logs and escalation routes. • Manage approved subcontractors in compliance with G-Cloud requirements. 13.2 Customer Responsibilities (The Buyer) The Customer will: • Assign a Project Lead and subject matter experts for implementation. • Approve workflows, forms, integrations and user-access structures. • Provide and manage devices, networks, identity systems and connectivity (e.g., VPN/APN/HSCN where applicable). • Support User Acceptance Testing, go-live activities and local deployment. • Operate as Data Controller under UK GDPR and define data-retention requirements. • Maintain user administration and RBAC decisions. • Report incidents promptly and follow agreed escalation processes. • Maintain business continuity procedures associated with the service. 13.3 Joint Responsibilities Both parties will: • Collaborate on risk assessment, clinical safety (DCB0129/0160), and security reviews. • Participate in scheduled service reviews and governance meetings. • Manage change requests through the agreed change-control process. • Cooperate during continuity events, downtime procedures and data synchronisation. • Ensure effective communication and timely decision-making throughout the contract. 13.4 Transition-In (Implementation)
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	Doc-works will provide an agreed Implementation Plan covering discovery, configuration, integrations, testing, training and go-live. The Customer will ensure all technical prerequisites, access and resources are available to meet agreed timescales. 15.5 Transition-Out (Exit) Doc-works will provide full data extraction in standard open formats (e.g., CSV/XML) at no additional cost. The Customer will confirm data-retention instructions and complete any required local decommissioning activities. • End point destination management
14. Data Extraction & Exit Included • Standard full data extract • CSV, XML, JSON • Audit log export • Exit guidance and handover support Optional • Custom migration formats • Extended read-only access after contract end Secure Deletion • Data deleted within 30 days of contract closure • NCSC-aligned sanitisation applied • Certificate of destruction available	15. Data Location All data is stored, processed and backed up exclusively within the UK.
16. Accessibility Scribe Vaccination Management incorporates accessibility best practices and aims to meet WCAG 2.2 AA where appropriate for clinical mobile workflows.	17. Roadmap A service roadmap is provided to customers. Roadmap items are indicative and not contractual unless explicitly agreed.

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