with

Controlled Drug Management

G-Cloud 15 Pricing

COMMERCIAL-IN-CONFIDENCE
Version 1.0
January 2026

Contents

Proposal 4
The Problem 4
Solution 4
Paramedics 4
Managers 5
Pharmacy 5
Senior Managers/Executives 5
Technical and Security 6
Deployment Model 6
Implementation 6
Post Go-Live Management 6
Commercial 7
Software as a Service (SaaS) Pricing 7
Worked example 7
Implementation Services Pricing 7
Optional Training Package Pricing 7
Support Services 8
Terms and Conditions 9
Software as a Service (SaaS) 9
Implementation Services 9
Availability 9
General 9
Appendix 1 – Project Scope of Work 10
CDM Solution - Project Implementation Phases and Outputs 10
Initiate 10
Requirements Gathering 11
Project Related: 11
Configuration Related: 11
Discovery & Planning 11
Design 12
Configure 12
Test 13
Deploy 13
Business As Usual (BAU) 14

Typical Help Desk Roles and Responsibilities 14
BAU System Availability 14

Version History

Version	Date	Description	Author(s)
0.1	08/01/26	Draft	RM
1.0	14/01/2026	Reviewed	HCS & Ortivus

Proposal

The Problem

As part of providing care and pain relief to patients, clinicians within Service administer a variety of Controlled Drugs (CD) that fall under the Misuse of Drugs Act (1971) requiring them to be accounted for accurately and safely. Historically paper registers have been maintained to track the chain of control and correct administration of CDs. These paper registers do not constitute a clinical document but may cross-reference the Patient Case and/or name.

Ambulance services are subject to periodic internal and external review of their handling of CDs which highlights the challenges associated with managing a distributed set of drugs and registers on paper. Errors, inaccuracies, procedural failings and incidents can be extremely difficult to identify when following a paper trail.

In the worst-case scenario, CDs represent an attractive and tempting target for diversion. Diverted CDs can result in abuse, arrest, reputational damage, poor morale, increased costs and even suicide.

Solution

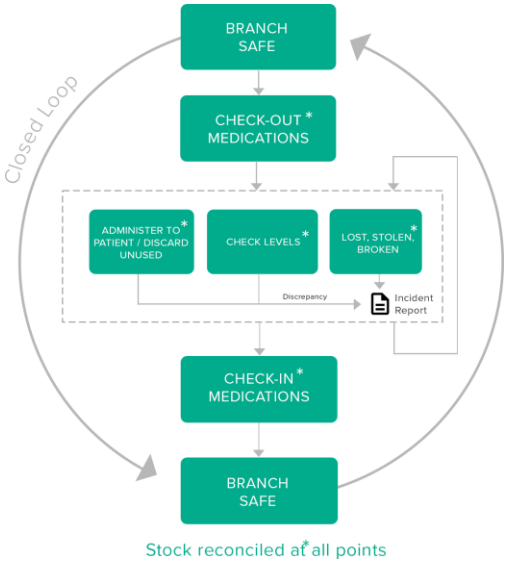
Controlled Drug Management (CDM) is a purpose-built software solution for Ambulance Services that was built in conjunction with Ambulance Victoria in 2018 and enhanced ever since. It replaces paper registers with a simple-to-use interface deployed to paramedics in the field, managers responsible for operationally tracking activity with CDs the Pharmacy unit responsible for managing all aspects of CDs and senior managers with overall responsibility and accountability for CDs in use in their Service.

CDM is designed to fulfil the requirements of each user cohort:

Paramedics

Paramedics access CDM via a browser on their Service-issued or personal device (depending on Ambulance Service rules, perform dual sign-off on all transactions (or generate an incident if no second officer is available) and perform in-shift stock counts (following Service guidelines) either 'blind' or with expected CD count pre-populated. Paramedics can have incidents automatically generated and can manually generate incidents in the case of accidents etc.

CDM is simple and efficient and solves pre- and post-shift contention of access to station registers bringing efficiency and trust to their shift.



Managers

Managers benefit from having a desktop view of all CDs and transactions being performed in their area of responsibility.

Managers receive automatic notifications where incidents involving CDs have been detected. Time-consuming inspections and audits can be performed from the manager's screen reducing time spent travelling to sites and sifting through paper registers. Reports can be exported as tamper-proof signed excel spreadsheets for further analysis and audit.

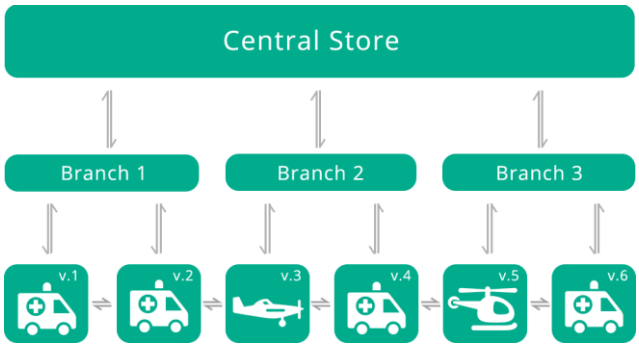
The efficiency brought to Managers' work with CDs has been transformational at HCS' Australian customers.

Pharmacy

Pharmacy benefits from a global view of all activities with CDs across the service. In addition to day-to-day administration of CDs, Pharmacy can also manage stock levels and generate minimum level reports to assist with re-ordering of CDs.

Recalls and Destruction activities are assisted with CDM's batch tracking capability. Most importantly, Pharmacy can rely on the ability to accurately manage and have confidence in CDMs ability to support internal and external audits.

Transfers between Central Pharmacy, sub-Pharmacies, stations and ambulances are tracked at every step with stock levels decremented and incremented ensuring that Pharmacists always have visibility of the location of CDs.



Senior Managers/Executives

Ambulance services have a commitment to their staff to ensure that dangerous and addictive medications are controlled so as not to be diverted. With overall responsibility and accountability for CDs within the service, Executives can be reassured that CDs are effectively tracked and that any diversion is identified far more rapidly than could ever happen with paper registers. CDM will assist Ambulance Services in improving their Care Quality Commission (CQC) inspection rating, particularly in regards to Safety criterion S4 for the proper and safe use of Medicines.

Technical and Security

Our solution is securely deployed from the Microsoft Azure data centres located in the UK (currently London and Cardiff). HCS includes two environments (TEST and PROD) with other environments able to be provisioned on request (additional fees apply).

CDM leverages the security provided by Microsoft's Azure platform including more than 90 compliance certifications they comply with.

All data is encrypted while in transit and at rest, while all keys and secrets are protected by the Azure Key Vault. Azure databases are replicated and maintained throughout the life of the database.

Ortivus and HCS are ISO270001 and Ortivus is ISO20000 certified and has completed a DCB0129 framework which is available on request for review.

Deployment Model

Ortivus and HCS' pricing includes the following components:

- Enterprise (unlimited user count) software license
- Two (2) Azure environments and all associated costs
    - UK South (London) and UK West (Cardiff)
- Support delivered in UK business hours
- Maintenance (planned and unplanned) by agreement with Service
    - HCS targets a planned release schedule of 4 times per year
    - Ad hoc releases may be required for urgent fixes and/or security patching
- Training documentation – generic training guides are provided that can be edited by Service to reflect Service' specific workflows and terminology
- SCORM-compliant online training module – generic online training package that can be edited by the Service to reflect the Service's specific workflows and terminology (Articulate 360 license required – not included)

Implementation

The implementation project will use a combination of HCS and Ortivus resources. A Project Coordinator based in the UK will operate in UK business hours and will be responsible for liaison with Service in gathering configuration information which will be enacted on by HCS.

The Project Coordinator will be supported by a full implementation team at HCS which will be responsible for overall Project Management (vendor side), configuration, integration, train-the-trainer and go-live activities.

The implementation project is estimated to take 5-6 months from initiation to go-live.

Post Go-Live Management

Ortivus and HCS' Customer Success Officer will take responsibility for transitioning Service away from project-mode into a 'Business as Usual' stance. For the first 2 weeks immediately post go-live this will involve a heightened hyper care period to ensure any issues are rapidly addressed.

At the conclusion of hyper care Service will enter BAU support which will include regular meetings with HCS and Ortivus and access to the support portal for logging any issues or requests.

Commercial

Ortivus and HCS propose CDM as a SaaS solution attracting an annual fee based on the number of Locations (Station safes) and Drug Pouches (or other field storage mechanism) in service. This metric is reviewed annually and fees are adjusted for any change.

Software as a Service (SaaS) Pricing

Item	Unit Price	Comment
Locations (Station Safes)	£1.00	Per Item per Day
Paramedic Drug Pouch	£0.50	Per Item per Day
Other Configurations		By arrangement

*CPI applies on anniversary date and fees adjusted for any metric change

Discounts are available to UK Ambulance Services by negotiation

Worked example

Hypothetical pricing for illustrative purposes:

License Class	Count	Unit Price per day	Total
Locations (Station Safes)	20	£1.00	£7,300
Paramedic Drug Pouch	200	£0.50	£36,500
		SaaS Fee per Annum	**£43,800**

Implementation Services Pricing

Activity	Total
Implementation – Configuration, Deployment, PM and Training (ex VAT)	**£45,000.00**

See Terms and Conditions and Appendix 1 for details

Optional Training Package Pricing

Activity	Total
SCORM-compliant online training package - License Fee	Included

Support Services

Level	Monthly
	Included
Ortivus ensures that the right level of support is available for emerging incidents to maintain continuity of service delivery. To support this, our operational hours are as follows: Standard: 9:00am - 5:00pm (UK Time) Monday - Friday, except local and national Public Holidays that apply to the UK and adjusting to daylight savings during BST. 24x7: P1 Server Incidents (impacting the whole service) The following targets are adopted for incident priorities: Critical Priority - From the point of contact, a response should be given within 2 hours. A fix should be implemented within 4 hours. High Priority - From the point of contact, a response should be given within 4 hours. A fix should be implemented within 8 hours. Medium Priority - From the point of contact, a response should be given within 8 hours. A fix should be implemented within 4 office days. Low Priority - From the point of contact, a response should be given within 3 days. A fix should be implemented at the next upgrade / patch to the system. Service will be provided access to Ortivus' HALO portal to facilitate the logging and status tracking of incidents reported by Service.	

Terms and Conditions

Software as a Service (SaaS)

- Software will be deployed from HCS' Azure instance in West and South UK
- SaaS Fee is fully comprehensive of:
  - Azure hosting
  - Maintenance (including patching and security)
  - Support
  - Enterprise (unlimited user count) License
- Annual SaaS Fee payable on signing of contract

Implementation Services

- Implementation Services are fixed price against the scope in Appendix 1
- Implementation Services include Active Directory Integration only
- Other optional Integration work will be quoted based on detailed scope
- Standard Project Mobilisation is four (4) weeks after signing of contract
- Implementation Fees paid against Project Schedule
  - Milestone 1 - 50% on signing contract
  - Milestone 2 - 25% on completion of Deployment to User Acceptance Testing
  - Milestone 3 - 25% on completion of Go-Live or 60 days after Milestone 2 (whichever is earlier)

Availability

- Uptime/Availability SLA of 99.5%

General

- Price is quoted in British Pounds excluding VAT
- VAT applies at prevailing UK Government rate
- 3 year contract (optional extensions can be included in contract)
- CPI increases apply annually at prevailing Office of National Statistics CPIH 12-month rate applicable on each anniversary of the contract

Appendix 1 – Project Scope of Work

CDM Solution - Project Implementation Phases and Outputs

Ortivus and HCS will collaborate and support Service to implement the Controlled Drug Management (CDM) solution across the following Project phases:



Timing of each phase is dependent on several factors including:

- requirements for external or internal regulatory approvals of CDM to operate as the controlled drug management register for the organisation
- change management activities required
- availability of Service personnel, including for User Acceptance Testing of CDM

Initiate

Estimated Timeframe: 3-4 weeks

Following contract signing, HCS and Ortivis will mobilise the project team responsible for the implementation. This activity typically takes 4 weeks. Once mobilised the team will commence the onboarding process for Service, including:

- introducing Project Teams and key stakeholders for CDM implementation
- creating communication channels including HCS Teams Channel specific to Service
- undertaking initial requirements gathering about Service operations for controlled drug management
- undertaking Project Initiation meeting

Responsible	Service	HCS	Ortivis
Contract			▪ Provide executed contract to all parties
Project Initiation	▪ Project Initiation Meeting Key Customer Input	▪ Quick Start welcome email ▪ Teams Channel Access ▪ Lead Project Initiation Meeting	▪ Support Project Initiation Meeting
Requirements Gathering	▪ Provide upfront Customer information	▪ Discuss upfront information requirements	▪ Support Requirements Gathering

Requirements Gathering

Information sought and key outputs/deliverables during this phase includes:

Project Related:

- Organisational profile and key contacts
- Objectives of CDM solution implementation
- Estimated implementation dates and approach
- Regulatory environment and potential requirements for CDM approvals
- Integration requirements for CDM

Configuration Related:

- Information about controlled drugs used by Service, Ambulance personnel profile
- High level outline of the controlled drug management 'supply flow' eg. Key steps from Pharmacy/Stores to Ambulance Stations
- User Journey for Ambulance Officers

Outputs:

- Project Initiation Document (PID)
- Project Plan

Discovery & Planning

Estimated Timeframe: 3-6 weeks

Following review by HCS and Ortivis of Service information provided, the discovery phase will assist all parties to:

fine tune potential configuration requirements in more detail
identify key national or local regulatory requirements and impact on Project
build and understand the Service user journey
determine any key risks and issues for the Project

Outputs:

- a 'Sandpit' environment customised for Service user journey and supply flows, to assist Service to familiarise and configure its CDM solution
- documents to support integration process for Service
- information to support any regulatory requirements or approvals

Responsible	Service	HCS	Ortivis
Workshop	▪ Provide detail of key business requirements and project elements	▪ Lead Discovery Workshop	▪ Coordinate workshop arrangements in UK
Requirements Gathering	▪ Provide further documentation as required	▪ Provide detailed Product Documentation	▪ Support Requirements Gathering

Responsible	Service	HCS	Ortivis
	▪ Establish Risk, Issues and Deliverables Registers for Project and other artefacts as required by Service PMO (ie BCP) ▪ Develop Comms Plan for CDM implementation		

Design

Estimated Timeframe: 6-12 weeks (depending on Service capacity)

The CDM solution has a range of configurable features that will allow Service to ensure the software meets its business requirements, be adapted to suit the specific supply and user flows within the organisation and provide key management level notifications.

A Sandpit environment will be provided to Service to assist in familiarisation with the software and determine how it can best suit the organisational workflows.

During this phase, CDM Product Documentation provided will include:

- System Configuration Guide
- System Administration Manual and Glossary
- CDM Tutorials and How-to Guides for Sandpit Environment

Output: CDM Configuration Completed

Responsible	Service	HCS	Ortivis
Configuration	▪ Familiarisation with CDM Product ▪ Provide Configuration Responses	▪ Configuration Support	▪ Coordination of Configuration queries

Configure

Estimated Timeframe: 3-6 weeks

During the configuration phase, HCS will work with Service to ensure that all configured system elements are understood and included as part of the CDM solution. Subject Matter Experts may be invited to short workshops or meetings to further discuss any queries.

Output: Service CDM Test environment that satisfies your business requirements and is 'fit for purpose'.

Responsible	Service	HCS	Ortivis
Configure	▪ Respond to Configuration queries	▪ Configure Test Environment	▪ Coordinate Configuration queries
Project	▪ Internal Communications ▪ Training Plan ▪ Updated risks and issues	▪ Project Tracking	

Test

Estimated Timeframe: 2-4 weeks

Formal User Acceptance Testing by Service is undertaken during this phase, to ensure that all configuration elements are as intended and that they continue to be fit for purpose for the organisation.

Our experience with existing customers indicates that a small number of minor amendments may be required during this phase, but otherwise, customers can commence detailed planning for Go Live deployment.

Outputs:

- A CDM Test Environment that satisfies your business requirements and is 'fit for purpose' for Service
- CDM User Manual, Tutorials, How-to Guides to support for Service training roll out
- System Acceptance by Service, ready to Go-Live

Responsible	Service	HCS	Ortivis
Test	▪ User Acceptance Testing and formal approval	▪ CDM Product Testing	▪ Coordination of Service queries during Test Phase
Project Elements	▪ Communications across Service ▪ Training Personnel	▪ Input to Project elements as required	

Deploy

Estimated Timeframe: 2-4 weeks including Go-Live planning

HCS and Ortivis will work with Service to undertake:

Coordination of Go-Live planning, based on your requirements for single or multiple phased roll out.eg, by locations or functional groups

Provision of Production Environment and product documentation

Support for Service Production Verification Testing (PVT)

Hyper-care during Go-Live implementation of the CDM solution.

Access to Customer Database arrangements

System Administrator planning for BAU
Transition to Support Desk for BAU

Output: Successful implementation of Production Environment for Service CDM Solution, operating smoothly 24/7, available for your personnel

Responsible	Service	HCS	Ortivis
Deploy	▪ Implement Go-Live ▪ Internal messaging for Go-Live	▪ Input to Go-Live planning ▪ Production Environment access ▪ Customer Database access	▪ Support for Go-Live
Project	▪ Communications to all stakeholders	▪ Input to Communications Materials as required	

Total Project Duration Estimate: 17 – 35 weeks

Business As Usual (BAU)

Following successful implementation of the CDM solution, Service will transition to our BAU Support Desk arrangements, where a Customer Service Officer responds to queries outside of the scope of the Service System Administrator.

Responsible	Service	HCS	Ortivis
BAU	▪ Helpdesk Level 1 and 2	▪ Support Desk for Help Desk Level 3 and above	▪ Support Desk for Help Desk Level 3

Typical Help Desk Roles and Responsibilities

Level 1 – Service's ICT Support Desk checking device is connected to the internet, logged on to Service network

Level 2 – Service CDM System Administrator checking user is able to access CDM and answering basic training queries. If unable to answer the question, Service System Administrator will log a ticket with the Ortivus Support Desk

Level 3 – Ortivus' Support Desk works with HCS to answer more challenging user -based questions

Levels 4/5 – HCS' Engineering support answers significant configuration, performance, or access questions

BAU System Availability

The Service Level Agreement for availability of the Production environment of CDM is 99.5%.