

G-CLOUD 15

BITJAM LTD

SERVICE DESCRIPTION



2026



Digital Health Platform Build & Hosting

Service Definition Document

Service Name: Digital Health Platform Build & Hosting

Supplier: Bitjam Limited

Version: 1.0

Date: 02/12/2025

1. Service Overview

Bitjam provides secure, cloud-hosted digital health platforms designed for NHS services, clinical researchers and academic partners. We specialise in building resilient, user-centred systems that support the delivery of digital interventions, clinical research, medical device functionality and patient-facing digital tools. Our work combines strong engineering with clinical insight, ensuring every platform is practical to deploy, safe to use and accessible for diverse user groups.

Our service supports the rapid design, build and deployment of evidence-based digital interventions, clinical trial platforms, medical device applications and behavioural health solutions. We work collaboratively with teams to translate research evidence, trial protocols and clinical workflows into intuitive digital products that can be safely and reliably delivered at scale.

All platforms are developed to ISO 27001 standards, align with UK regulatory and clinical safety requirements, and are hosted within UK/EU AWS regions to support NHS, academic and public-sector governance. This includes alignment with UKCA, MHRA guidance, DTAC expectations, DCB0129 clinical safety and GDPR requirements, ensuring that systems meet the standards expected for digital health and regulated environments.

We offer full lifecycle support, including discovery workshops, user-centred design, multilingual content development, behavioural science integration, accessibility compliance, secure data capture and real-time outcome monitoring. Our approach ensures that digital tools are shaped by the needs of patients, clinicians and researchers, while maintaining the security, reliability and performance required for long-term use within healthcare and research settings.

2. Service Features

- Secure, cloud-hosted digital health platforms built for NHS requirements
- Web and mobile access via browser, native or hybrid apps
- Specialist clinical and technical expertise for NHS implementation
- Real-time data capture, reporting and performance dashboards
- Role-based access controls, audit logging and MFA security
- Automated onboarding, reminders and follow-up workflows
- Multimedia content delivery including video, audio and interactive modules
- REST API integrations including NHS Login and messaging services
- Multi-language localisation with WCAG 2.1 AA accessibility
- ISO 27001 hosting, UK/EU encryption and DCB0129 safety documentation

3. Service Benefits

- Deploy secure digital health platforms quickly using reusable components
- Scale services without increasing clinician time or workload
- Provide secure access to remote therapy for patients and clinicians
- Automate onboarding, reminders and outcomes tracking
- Monitor engagement and patient outcomes in real time
- Standardise intervention pathways across teams and services
- Support blended digital care models that reduce NHS pressure
- Co-design with clinicians and lived-experience contributors
- Enable multi-site, multi-language deployment across regions
- Protect health data with ISO 27001 hosting and encryption

4. Technical Overview

- Hosting: AWS UK/EU regions with multi-AZ redundancy
- Technology stack: MeteorJS / Node.js / MongoDB Atlas
- APIs: REST / HTTPS (TLS 1.2+)
- Encryption: AES-256 at rest, TLS 1.2+ in transit
- Deployment pipeline: CI/CD with automated testing
- Monitoring & security: AWS CloudWatch, GuardDuty, Security Hub, logging and alerting
- Regular penetration testing and patch management
- Optional containerisation (Docker/Kubernetes) for advanced workloads

5. Service Levels (SLA)

Metric	Target	Measurement
Availability	99.5% monthly uptime	AWS & internal monitoring
Response time (P1)	1 hour	24/7 alerting
Response time (P2)	4 hours	Business hours
Backup frequency	Daily	Encrypted storage
Recovery point objective (RPO)	≤ 24 hours	Tested quarterly

6. Support Levels

Level	Description	Response	Cost
Standard	Email/ticket support during UK business hours	1 business day	Included
Enhanced	Priority queue & monitoring	4 hours	£750/month
Premium	24/7 response, TAM access	1 hour	£1,500/month

7. Onboarding and Offboarding

Onboarding

We make onboarding simple, guided and fully supported so your team can get up and running quickly.

Included as standard:

- Platform setup and configuration
- User access and permissions setup
- Administrator onboarding and training
- Testing and sign-off before go-live

Optional add-ons:

- Content migration
- Data migration (quoted based on scope)

Offboarding

If you choose to leave or the project is coming to its natural end, we ensure a smooth, secure and transparent exit.

What's included:

- Export of all customer data in open formats (JSON/CSV)
- Secure data deletion following NIST 800-88
- Full sanitisation report for your records

8. Pricing

- Development: **from £600/day** (scope-based quotation)
- Hosting & Support: **from £750/month**
- No minimum term
- Monthly or annual billing available
- No hidden exit or transfer fees

9. Data Security & Compliance

We build every platform with security and governance at the core.

Security frameworks and governance

- ISO/IEC 27001:2022 certified Information Security Management System
- Alignment with GDPR and NHS DSP Toolkit requirements
- Clinical safety documentation (DCB0129) available

Secure hosting and cloud compliance

- AWS compliance with CSA CCM v4.0, SSAE-18 / ISAE 3402 and ISO 27017/27018
- Encryption applied in transit (TLS) and at rest (AES-256)

Access control and monitoring

- Multi-factor authentication and role-based access management
- Comprehensive audit logging across systems and environments
- Continuous vulnerability scanning and patch management

10. Service Constraints

To ensure safe deployment and maintain compliance, a few constraints apply:

- Some integrations (e.g. NHS Login or third-party APIs) require prior technical and security approval.
- High-risk clinical decision-making functions are excluded; the platform provides assistive digital support only.
- Custom features or large-scale localisation may extend delivery timelines.
- Hosting is provided within UK/EU AWS regions unless otherwise agreed.
- Internet access is required and performance may vary with devices and browsers.
- Planned maintenance windows are scheduled in advance and communicated to buyers.
- Third-party services or APIs may impose their own limits or dependencies.

11. Service Resilience

Our platforms are engineered for reliability, continuity and long-term stability.

Designed for uptime and stability

- Multi-AZ AWS hosting with automated failover
- Optional high-availability architectures for enhanced resilience

Protected with secure, recoverable backups

- Daily encrypted backups stored across separate regions
- Scheduled disaster-recovery testing to validate restoration

Aligned with recognised standards

- Incident response aligned with ISO 27001 and NCSC best practice
- Business continuity and DR plans reviewed quarterly

12. Exit & Data Sanitisation

We provide a secure, transparent and standards-based exit process.

At contract end, we provide:

- Export of all customer data in open formats (JSON/CSV)
 - Backup removal in line with the agreed retention schedule
 - Cryptographic erasure following NIST 800-88 guidance
 - A signed data-sanitisation report for your records
 - Full verification and documentation of data deletion
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13. Contact

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