

Service Specification

SIMPSi® Research

Lot 2b: Software as a Service (SaaS)

1. Service Overview

SIMPSi® Research generates applied evidence that shapes care, policy, and product design. Working with NHS, academic, and public-sector partners, we translate big data and real-world clinical insight into robust findings grounded in health behaviours. From audit and evaluation through to innovation discovery, we turn complex datasets into publishable, decision-ready outputs.

2. Service Type

Software as a Service (SaaS)

Public cloud deployment

3. Service Features

1. SIMPSi® Research provides the following core features:
2. Collects, cleans, aggregates, analyses high-volume health data at scale
3. Clinical trial support for study design, delivery, evaluation, robust analysis
4. Audit-aligned, including HQIP partnership, enabling assurance and learning
5. Real-time data capture and analytics capability
6. Integrates national datasets and APIs to enrich analysis and access
7. Dashboards presenting research findings clearly for decision-makers
8. Proven partnerships across NHS, academia, government, and industry
9. Translates emerging evidence and technology into scalable practical solutions
10. Discovers new insights, unmet needs, and improvement opportunities
11. Research-ready consent and privacy controls enabling ethical data use

4. Service Benefits

1. Big data research reveals real-world need, outcomes, what works

2. Bespoke research answers local questions guiding decisions and investment
3. Identifies gaps between academic evidence and real-world practice
4. Captures qualitative and quantitative data for robust insights
5. Maps health journeys, spotting patterns, triggers, earlier intervention opportunities
6. Translates evidence into practical guidance that improves health literacy
7. Identifies and tests what works for different people
8. Improves behaviours and strengthens patient-clinician relationships
9. Provides defensible evidence on need, impact, value for investment
10. Generates new insights informing real-world patient care and management

5. Service Scope and Constraints

The service is delivered as a fully hosted SaaS solution. The service requires internet connectivity and access via a modern web browser. Planned maintenance may occur outside core working hours, with advance notification provided. Service availability is dependent on third-party hosting infrastructure. Local configuration may be required to enable integration with organisation-specific systems. Offline functionality is limited. Customer IT policies, firewalls or device restrictions may affect access and require local support. Data exchange with external systems is subject to agreed interoperability arrangements.

6. System Requirements

Internet connectivity

Modern web browser (Chrome, Edge, Safari, Firefox)

Organisation firewall allowing HTTPS traffic

Email account for notifications and onboarding

7. User Access and Interface

SIMPSi® Research is accessed through a secure, web-based interface designed for researchers, analysts, and system leaders. The interface provides role-based access to live datasets. Users can explore data through interactive charts and tables, and view real-time results aligned to audits and research programmes. Findings are presented in clear visualisations that can be exported for reporting, publication, and system planning.

The service is designed in line with WCAG 2.2 AA accessibility standards.

8. Customisation

Organisations can configure research projects, datasets, dashboards, and reporting outputs. This includes defining study objectives, selecting data sources, choosing outcome measures, aligning analyses to specific audits or frameworks, and tailoring dashboards to show metrics relevant to local priorities. Access permissions, consent models, and governance controls can also be configured.

9. Onboarding and Implementation

We provide a structured onboarding process to ensure users can start using the service quickly and confidently. New organisations receive an initial setup session with a named implementation lead to configure the organisational structure, add local resources and agree rollout plans. Online training is available for users, including live virtual sessions, recorded tutorials and written guidance. Users also have access to step-by-step documentation and short instructional videos within the platform. We provide launch resources for organisations, including communication templates, local guidance integration and support. Progress review meetings are included to monitor uptake and address any early questions. No technical installation is required. All updates and improvements are delivered centrally, ensuring users always access the latest version without local IT involvement. Optional onsite training can be arranged if required by the buyer.

10. Support

Email and online ticketing support is provided. We reply within 3 working days, but often within 24 hours on weekdays. Phone support is available 9 to 5 (UK time), Monday to Friday.

We provide a single, comprehensive support package included within the annual licence cost. This includes weekday email and online ticket support, with response within three working days, and priority escalation for service availability issues. Customers also have access to an implementation lead and ongoing contact with our support team. Each organisation is assigned an account manager who acts as the primary point of contact for operational queries, reporting requests and user onboarding. A technical contact is available for integration and access configuration support when required. We provide implementation support during rollout, including virtual onboarding sessions for staff,

configuration of organisational structures, and access to training materials. Regular progress review meetings are included in the service and can involve clinical or commissioning leads. System monitoring, maintenance and updates are included at no additional cost. Updates are deployed centrally, ensuring all users benefit from the latest features and security improvements without local installation work. We do not charge extra for standard support. Optional extended support arrangements can be discussed based on local requirements. A cloud infrastructure engineer is available for service continuity and incident resolution.

11. Data Importing and Exporting

Users can export their data through several methods. Organisational administrators can request that data extracts be provided securely in agreed-upon formats upon request. Individual users can view and request to download their own information through the support channels. Where integrations exist, data can also be transferred via agreed interoperability mechanisms.

12. Analytics and Reporting

Service usage metrics are available through commissioner and organisational dashboards. Metrics include number of users, registrations over time, engagement levels, and feature utilisation. Organisations can view usage by locality or service. Commissioners can monitor population uptake and engagement trends to support service planning and quality improvement. Exportable reports and summaries are available on request, or any metrics required specifically by the organisation.

Reporting types: Through an API, Real-time dashboards, Regular reports, Reports on request

13. Scaling

The service is delivered on a scalable cloud infrastructure with load balancing and automatic resource allocation, ensuring that demand from one organisation does not impact others. Capacity is monitored continuously and additional resources are provisioned as required. Application and database environments are optimised for multi-tenant use, with logical separation of data and performance safeguards. Traffic management and prioritisation ensure consistent response times. Regular performance testing and system monitoring allow us to maintain service levels and respond proactively to increased demand.

14. Data Protection and Hosting

Data protection between buyer and supplier networks: TLS (Version 1.2 or above)

Data protection within supplier network: TLS (Version 1.2 or above)

Data storage and processing locations: United Kingdom

User control over data storage and processing locations: No

Penetration testing: At least once a year

Penetration testing approach: IT Health Check performed by a CREST-approved service provider

Data sanitisation process: Deleted data can't be directly accessed or Cryptographic Erasure, Data Erasure, Physical Destruction

15. Availability and Resilience

We guarantee a minimum service availability of 99.9% uptime per calendar month for the SIMPSI platform, excluding planned maintenance windows which are notified in advance. The service is hosted on highly available cloud infrastructure with automatic scaling and redundancy to minimise downtime. Availability covers access to patient and clinician applications, authentication services, and core data storage. Planned maintenance is typically performed outside peak usage periods and is designed to have minimal impact on users. System uptime and performance are continuously monitored, and incident response procedures ensure rapid mitigation and communication. We aim to restore full service as quickly as possible and provide post-incident reporting where required.

The SIMPSI service is designed to be resilient through the use of highly available cloud infrastructure. Patient and clinical data is hosted within AWS, which provides built-in redundancy, load balancing and automatic scaling across multiple availability zones. This ensures continued service operation in the event of underlying hardware or node failure. Core systems are monitored continuously, with automated failover and rapid recovery mechanisms in place. Regular backups are maintained and replicated to support service restoration. Our deployment approach allows components to be restarted or replaced without user impact. Limited clinician account information hosted within Kinsta's Google Cloud Platform environment benefits from similar underlying resilience and global infrastructure capabilities, with no patient data stored or

processed in this environment. We maintain documented incident response and disaster recovery procedures, enabling timely restoration of service following disruption. In the event of a major outage, we work with affected customers to provide updates and ensure continuity of access.

16. Governance and Security

Named board-level person responsible for service security: Yes

Software Security Code of Practice: Yes

Security governance standards: ISO/IEC 27001

We operate a formal Information Security Management System aligned with ISO 27001. Policies cover access control, data protection, secure development, incident management, business continuity, asset management and supplier management. Policies apply to all staff and contractors and are reviewed at least annually or following significant change.

Operational security includes formal configuration and change management, vulnerability management aligned to NCSC guidance, protective monitoring, and incident management based on ISO 27001 and NHS DSP requirements.

User authentication includes Multi-Factor Authentication (MFA), identity federation with an existing provider, and username or password.

Audit information is available on request through the support team. Audit logs and system logs are stored for at least 12 months.

17. Exit and Offboarding

At the end of the contract, users can request the extraction of their data in a structured, machine-readable format. Full data extracts can be provided securely on request in agreed formats such as CSV or JSON, subject to appropriate information governance and security checks. Where integrations are in place, data can also be transferred via existing agreed interoperability mechanisms. Patient-entered data remains accessible to individual users through their account during the notice period, allowing them to view or download their own information. Once extraction is complete and confirmed by the customer, data will be securely deleted in line with contractual, legal and regulatory requirements, unless retention is required for lawful purposes. No additional software is required for data extraction.

Standard end-of-contract activities are included in the annual licence cost, including data extraction in an agreed structured format, continuation of access during the notice period, and coordinated service closure. Individual users can continue to access their own information during this time. We will support the customer through the offboarding process, including confirming data extraction requirements, providing guidance on accessing reporting data and agreeing timelines for system access removal. Once extraction is complete and confirmed by the customer, data will be securely deleted in line with contractual, legal and regulatory requirements. No additional cost is charged for standard end-of-contract processes, data export or secure deletion. Optional services, such as bespoke data transformation, migration into third-party systems or extended access beyond the contract end date, can be agreed separately if required by the buyer.