

MedsMarket Service Definition

Public & Applicable for G-Cloud



MedsMarket

By DLS Health Ltd.

Service Offering

At DLS Health, our mission is to support healthcare organisations with intelligent, market-led medicines procurement solutions that improve visibility, control, and value across the supply chain. MedsMarket has been designed to address the complexities of medicines sourcing by connecting healthcare teams directly with approved suppliers through a transparent, digital marketplace.

MedsMarket is delivered as a secure Software-as-a-Service (SaaS) platform deployed through its online portal and desktop application, providing a flexible and configurable foundation that enables healthcare organisations to compare pricing, assess availability, manage procurement activity, and respond quickly to supply challenges, while maintaining compliance with NHS and public-sector procurement standards.

Core Purpose

MedsMarket is a cloud and desktop application based digital medicines marketplace designed to streamline how public-sector organisations source, compare, procure, and manage pharmaceutical products. The platform provides a single, compliant environment where NHS bodies, local authorities, and other public healthcare organisations can obtain real-time pricing, availability, and supplier information to support safe, efficient, and cost-effective medicines management.

The service reduces administrative burden, improves procurement transparency, and strengthens supply chain resilience by enabling smarter purchasing decisions based on live market insights and supplier performance data. MedsMarket empowers healthcare teams to optimise spend, minimise waste, and respond quickly to shortages or changes in clinical demand.

Key Features and Capabilities

Centralised Digital Medicines Marketplace

- Access to a comprehensive catalogue of pharmaceutical products from approved suppliers.
- Real-time pricing, stock availability, and lead-time visibility to support rapid and accurate decision making.
- Product detail pages include regulatory classification, pack sizes, formulations, and safety data.

Supplier Management and Compliance

- Access only to suppliers meeting NHS, MHRA, and other relevant regulatory standards.
- Automated checks and documentation storage to ensure ongoing supplier compliance.
- Support for framework managed supplier relationships and restricted formularies.

Integration and Interoperability

- API capabilities enabling integration with eProcurement, finance systems, and pharmacy dispensary solutions.
- Standardised data export formats to support interoperability with pharmacy management systems.
- Optional integration with notification and alert systems.

User and Access Management

- Role-based access control (RBAC) to ensure appropriate permissions for procurement, pharmacy, and administrative teams.
- Secure sign-on with email based MFA as standard, in line with NHS and public-sector standards.
- Configurable user groups, approval chains, and audit logs.

DLS Health Operations

Onboarding and Implementation

MedsMarket is delivered through a streamlined, collaborative implementation approach focused on rapid deployment and operational readiness.

The engagement begins with a short initiation phase to confirm scope, timelines, responsibilities, and key stakeholders. This ensures alignment on objectives, technical requirements, and communication arrangements from the outset.

Implementation then moves directly into solution configuration and integration (where applicable). The project team works closely with the customer's technical and operational stakeholders to configure the platform, establish data flows, and complete all required integrations to support live operation.

The solution progresses directly to go-live once configuration and technical validation activities are complete. The customer begins using the solution immediately following deployment.

The engagement concludes with a supported go-live and early-life support period, during which the project team provides guidance, training, and responsive support to ensure a smooth transition into day-to-day use.

This simplified approach enables faster realisation of value while maintaining a controlled implementation.

Architecture

MedsMarket is built and deployed via desktop install and on modern cloud that automatically scale to meet user demand. As usage increases, the platform automatically adjusts capacity in the background to maintain performance during periods of high activity, without manual intervention. Auto-scaling is enabled by default and operates without interrupting users. The service operates in an active-active model across multiple cloud regions for resilience, with the same auto-scaling approach applied consistently in each region.

System Availability

We aim to provide unrestricted access to the System 24 hours a day, 365 days a year. We guarantee 99.5% service availability between 09:00–17:00, Monday to Friday (excluding public holidays), excluding planned maintenance.

Support Hours

Our standard support hours are 09:00–17:00 (UK time), Monday to Friday, excluding UK bank holidays. Outside of standard support hours, we actively monitor the support desk for Priority 1 (P1) and Priority 2 (P2) incidents. Critical and

high impact issues reported out of hours will be assessed and responded to in accordance with their priority to minimise service disruption.

Service Levels

The following SLA targets are in place for the MedsMarket services:

Severity	Target Resolution Time
Severity 1	Within 4 business hours.
Severity 2	Within 24 business hours
Severity 3	Withing 2-3 business days.
Severity 4	Resolved in the normal course of development, often in future releases or updates.

Pricing Overview

MedsMarket pricing is specified in the 'G-Cloud Pricing – MedsMarket' Document.

Invoicing Process

This is specified in the DLS Health 'Terms & Conditions – MedsMarket' document.

Contract Termination

This is specified in the DLS Health 'Terms & Conditions – MedsMarket' document.



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