



EPR Implementation and Digital Transformation Services

Candid HealthSystems Consultants
G-Cloud 15 (RM1557.15) Service Definition



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1 Introduction

1.1 Document structure

This Service Definition document provides information about the services offered by Candid HealthSystems Consultants Ltd (Candid HSC) under the G-Cloud 15 Framework. It is designed to help public sector buyers understand the functionality, security, pricing and management of our services, and provide clarity on how to engage with us through the framework.

The document is divided into three core sections:

- **Service description:** Provides an overview of our EPR Implementation and Digital Transformation Services, outlining key features, benefits, delivery methodology and assurance measures, including security and compliance
- **Operational delivery and framework alignment:** Details how our services are delivered under the G-Cloud 15 framework, covering onboarding, support, service levels, business continuity, invoicing and termination
- **Supplier information:** Summarises our company background, mission, relevant experience and how to procure our services through G-Cloud

Each section is structured to allow buyers to quickly locate the information most relevant to their stage in the procurement process.

1.2 How to use this document

This document is intended to support buyers at every stage of their G-Cloud procurement journey, from initial service evaluation through to contract award and delivery management.

- To help determine alignment with organisational needs for early-stage evaluation, Section 2 (Service description) outlines our service scope, methodology and core benefits
- For due diligence and contract preparation, Section 3 (G-Cloud alignment information) provides the required detail on onboarding, service levels, data management, support and exit procedures
- To assure data protection and compliance, Section 4 (Security and data governance) outlines our information-security framework, data-handling standards and business-continuity measures
- For supplier verification, Section 5 (Supplier Information) includes background information on Candid HSC, relevant accreditations and procurement routes

2 Service description

2.1 Overview

Founded on real clinical experience and proven delivery in complex healthcare environments, Candid HSC specialises in supporting healthcare organisations through the full lifecycle of Electronic Patient Record (EPR) implementation and digital transformation. We focus on enabling safe delivery, effective adoption and long-term optimisation for NHS Trusts and other healthcare providers.

Under the G-Cloud 15 Framework, Candid HSC provides Cloud Support Services that help healthcare organisations plan, deliver and optimise EPR implementations and wider digital-health transformation programmes. Our services span mobilisation, project and resource planning, quality assurance and testing, data strategy and migration support, and go-live and post-go-live optimisation.

We act as a vendor-agnostic delivery partner, providing impartial support across leading EPR platforms. This approach allows us to work alongside clients and system vendors to ensure solutions are embedded effectively, supported by structured change management, clinician engagement and governance.



In this section, we describe our EPR Implementation and Digital Transformation Support services, including their core capabilities, benefits and the assurance they provide to healthcare organisations.

2.2 Delivery framework

Supporting clients from initial planning through to post-go-live optimisation, Candid HSC delivers end-to-end EPR implementation and digital transformation support designed to support safe, effective patient care through improved system adoption and use.

To ensure a consistent, structured and repeatable approach, we deliver all services using the CANDID methodology - Capture, Assess, Navigate, Deliver, Improve and Demonstrate. We train all consultants in this methodology, which provides a common framework for managing change, risk and adoption across complex healthcare programmes.

Capture We map clinical and operational workflows and capture functional regulatory and user requirements through discovery workshops.	Assess We evaluate data states (active and archived), migration dependencies, infrastructure capacity and disaster recovery.	Navigate We co-create a transformation roadmap aligned to governance and ICS/NHS priorities, with PRINCE2 stage gates.
Deliver We configure and integrate the EPR (PAS/LIMS/RIS), run testing and UAT, and manage command-centre go-live using Agile sprints.	Improve We drive adoption via clinical champions and super-users, deliver targeted training and optimise workflows post-go-live.	Demonstrate We track and report benefits (e.g., safety indicators, turnaround times, reduced manual work), embed lessons learned and hand over.

2.3 Key service offerings

We provide a structured portfolio of EPR implementation and digital transformation support services, covering key stages of the delivery lifecycle from early planning through to post-go-live optimisation. Clients can engage Candid HSC for full-lifecycle support or for targeted services aligned to specific programme phases.



Service analysis and planning: We support organisations to understand their current clinical and operational context by mapping workflows and capturing functional, regulatory and user requirements through structured workshops and stakeholder engagement. This activity informs delivery planning, risk identification and readiness for implementation.



Digital transformation road-mapping: We work with clients to co-develop transformation roadmaps aligned to organisational governance and NHS priorities. Using structured planning and PRINCE2-aligned stage gates, we help organisations define priorities, dependencies and next steps to support controlled delivery.



Data readiness and information support: We support data strategy, migration planning and information readiness activities, helping organisations understand current data states, dependencies and validation requirements ahead of system deployment.



Testing, assurance and operational readiness: We provide quality assurance, testing and operational readiness support, including coordination of user acceptance testing (UAT) and go-live readiness activities in collaboration with client teams and system vendors.



Clinician engagement and adoption support: We place clinicians and end users at the centre of change, supporting engagement through clinical champions, super-user networks and targeted training. This approach helps ensure systems are adopted effectively and embedded into day-to-day practice.



Go-live and post-go-live support: We coordinate go-live and command-centre support during critical activation periods and support post-implementation optimisation through feedback capture, issue resolution and service improvement activities.

2.3.1 Benefits to buyers

Our services help healthcare organisations to:

- Reduce delivery risk during EPR implementation and system change
- Improve clinical system adoption and user confidence
- Minimise disruption during go-live and transition periods
- Strengthen governance, assurance and delivery oversight
- Support ongoing optimisation following system deployment

2.4 Service scope

2.4.1 Service constraints

Candid HSC delivers services within the following standard constraints:

- The client must provide timely access to relevant systems, environments, documentation and subject-matter experts, as defined in the Statement of Work
- Where delivery involves access to NHS systems or data, activities must comply with client security, access and governance requirements
- On-site delivery is subject to site access, health and safety and local operational requirements
- Delivery timescales may depend on third-party vendors, client infrastructure readiness and client-side decision-making
- Candid HSC delivers services during agreed UK business hours (09:00-17:00, Monday-Friday) unless otherwise agreed. Out-of-hours support can be provided by prior agreement

2.5 User support

To ensure issues are logged, prioritised and resolved efficiently throughout delivery and post-go-live support phases, Candid HSC provides a structured, responsive support service. We deliver support as part of our professional services model and tailor to each engagement, with arrangements defined in the Statement of Work.

Ensuring proportionate response and effective communication with client stakeholders, we align our support approach to the criticality of incidents in clinical and operational contexts.

2.5.1 Support arrangements

- **Support channels:** Buyers can access support via email and phone, and/or through the buyer's ticketing system where in place.
- **Support hours:** Standard support is provided Monday to Friday, 09:00–17:00 (UK time). Out-of-hours or emergency support can be provided by prior agreement.
- **Response times:** Candid HSC operates priority-based response times (P1–P4) aligned to clinical and operational impact, as agreed with the buyer.

Priority	Description	Response time
P1 – Critical	System outage or issue impacting clinical care	Within 15 minutes
P2 – High	Major functionality degraded; patient impact likely	Within 30 minutes
P3 – Medium	Partial issue with no immediate patient impact	Within 4 working hours
P4 – Low	Cosmetic or non-urgent issue	Within 1 business day

- **Escalation:** All incidents follow a defined escalation pathway from first-line triage, through technical/application support, to vendor escalation and senior governance where required.
- **Account management:** A named technical lead can be assigned for each engagement, where agreed and documented within the Statement of Work.

2.6 Customer alignment

Candid HSC recognises that every healthcare organisation has its own structures, challenges and priorities. We tailor each engagement to the client's specific context, ensuring delivery aligns with organisational objectives, governance arrangements and ways of working.

We work closely with senior leaders and delivery teams to understand strategic drivers, clinical priorities and operational constraints. This understanding informs how we structure delivery, engage stakeholders and support adoption, meaning no two engagements are delivered in the same way.

Our approach places clinicians and end users at the centre of change. We support stakeholder mapping, early engagement and structured feedback throughout delivery, helping to ensure systems are adopted effectively and

embedded into day-to-day practice. User acceptance testing and formal sign-off stages support transparency and shared decision-making.

We work alongside client teams within established governance and project structures, supporting knowledge transfer and capability development. Our role is to enable organisations to sustain, optimise and evolve their digital services beyond initial implementation.

2.5 Non-functional requirements and assurance

2.5.1 Security and data governance

To provide clients with confidence that their data is secure and compliant, we apply an ISO 27001-aligned Information Security Management System supported by Cyber Essentials certification and full compliance with NHS Digital's Data Security and Protection Toolkit (DSPT).

Key measures include:

- Multi-factor authentication (MFA) and endpoint encryption on all devices accessing client systems
- Role-based access control (RBAC) to restrict permissions on a need-to-know basis
- Secure configuration baselines and regular vulnerability scanning to maintain system integrity
- Encryption in transit and at rest
- Comprehensive audit logging of administrative and user activity for traceability
- All staff complete mandatory security and data-protection training at induction and annually thereafter
- Ensuring the confidentiality, integrity and availability of client data throughout, we integrate security and data-governance considerations into every project phase, from planning to post-implementation review

2.5.2 Business continuity and reliability

We maintain a Business Continuity and Disaster Recovery (BCDR) framework aligned with ISO 22301 Business Continuity Management and NHS Digital guidance.

Ensuring the continuity of our services, protecting data and project delivery against disruption, key provisions include:

- Daily automated backups and weekly encrypted off-site copies of all operational data
- Cloud replication of critical systems to geographically separate, ISO 27001-certified data centres
- Buyer-agreed Recovery Time Objective (RTO) and Recovery Point Objective (RPO)
- Annual continuity exercises and biannual risk reviews led by our Managing Director
- Post-incident review and continual improvement after every test or event

These measures ensure that Candid HSC can restore essential systems rapidly and maintain service availability, giving clients confidence that projects will continue safely and reliably under all conditions.

2.5.3 Compliance and quality management

All services delivered under the G-Cloud framework are governed by our Quality Management System (QMS), aligned with ISO 9001 and NHS Digital quality-assurance standards.

Ensuring consistency and accountability across all engagements, our QMS defines processes for planning, delivery, review and continuous improvement.

Key elements include:

- Formal risk and issue management, captured and reviewed through project governance meetings
- Internal quality audits and management reviews conducted at least annually
- Documented procedures for change control, lessons learned and client feedback
- Compliance monitoring covering UK GDPR, Data Protection Act 2018, and NHS DSPT requirements
- Commitment to sustainability and transparency, aligning with UK Government PPN 06/21 and wider NHS Net Zero objectives

2.6 Service pricing

We offer transparent and flexible pricing for all services available through the G-Cloud Framework. Our rates are designed to reflect the specialist expertise required to deliver safe, effective and compliant healthcare digital transformation.

Pricing is provided in the accompanying G-Cloud Pricing Document, which sets out all standard day rates, packaged options and support services. Rates are presented exclusive of VAT and may vary according to project complexity, role type and duration of engagement.

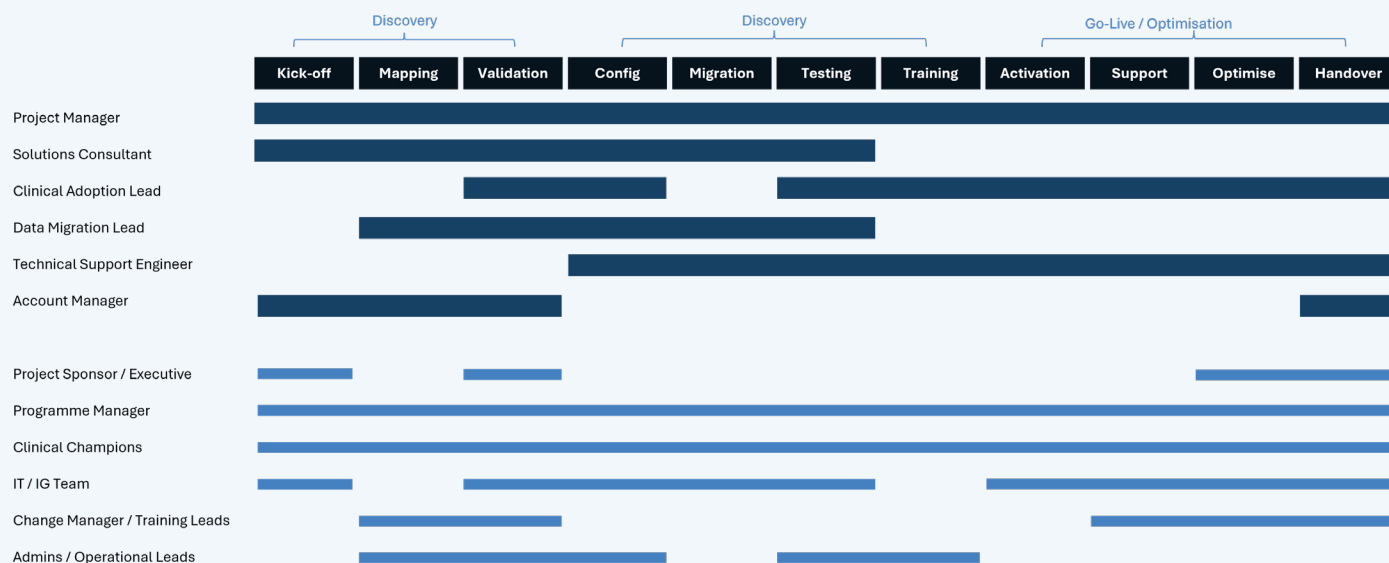
Typical day rates range from £400 to £600, depending on the role and scope. Fixed-price packages are available for defined deliverables such as EPR implementation, migration or post-go-live optimisation.

To ensure full transparency, all costs and deliverables are agreed in advance and there are no hidden or additional charges. Any optional services, such as bespoke training or additional consultancy, will be clearly itemised within the SOW.

3 G-Cloud alignment information

3.1 Section introduction

We deliver every G-Cloud project through a tailored, collaborative approach that adapts to the specific objectives, scale and governance requirements of each client. Our delivery structure ensures clarity, control and consistent quality from mobilisation to completion. Highlighting how Candid and client teams work together at each stage, with defined responsibilities, the diagram below illustrates a typical delivery engagement, showing how projects move through key phases.



3.2 Onboarding and offboarding processes

Ensuring a smooth transition into and out of all G-Cloud engagements, we provide a structured and transparent process for client onboarding and offboarding. Our approach aligns with G-Cloud 15 framework requirements and is supported by our CANDID methodology.

3.2.1 Onboarding

Ensuring all parties are aligned before delivery, to establish clear expectations, roles and deliverables. each engagement begins with a collaborative onboarding phase Typical onboarding steps include:

- 1. Kick-off and scoping:** We meet with the client's project and governance teams to confirm objectives, scope, timescales and success criteria
- 2. Statement of Work (SOW):** We finalise the SOW outlining scope, deliverables, dependencies and commercial terms
- 3. Access and environment Setup:** The client provides required system access, accounts and permissions. All work is conducted on client infrastructure to maintain data security and governance
- 4. Resource allocation and scheduling:** We assign roles, confirm project timelines and record key milestones in the project plan
- 5. Discovery and requirements confirmation:** Early discovery and validation workshops confirm all functional, technical and user requirements, forming the baseline for delivery

Ensuring that governance, data access and communication structures are in place, onboarding concludes when all stakeholders have approved the SOW and project initiation documents.

3.2.2 Offboarding

To ensure a smooth transition and sustained value after delivery, every engagement concludes with a structured offboarding phase. This process confirms that deliverables have been met, knowledge has been transferred and the client retains full ownership of systems, data and documentation.

Typical offboarding steps include:

1. **Project closure review:** To confirm all deliverables, capture lessons learned and assess performance against agreed success criteria, we hold a final review with the client
2. **Documentation and handover:** To ensure continuity, we provide a complete set of delivery artefacts including configuration records, test outcomes, migration reports, and training materials
3. **Knowledge transfer:** Allowing client teams to operate confidently without external support, our specialists deliver targeted workshops or shadowing sessions
4. **Access revocation and data return:** In line with client information-governance policies, all system access provided to Candid HSC is revoked, and any temporary project data is securely returned or deleted
5. **Post-engagement support:** Where required, we offer continued optimisation or advisory support through a new or extended Statement of Work

3.3 Backup/restore and disaster recovery provision

To safeguard all client and corporate information assets, we maintain comprehensive Data Protection, Business Continuity and Information Governance policies. Ensuring service continuity, data integrity and minimal disruption to client operations, our approach is fully aligned with NHS Digital standards, the Data Security and Protection Toolkit (DSPT), and the principles of ISO 22301 Business Continuity Management.

Overview and governance

Our Business Continuity Management (BCM) framework identifies potential threats, evaluates their impact and defines structured response procedures. We activate recovery protocols, coordinate communications and oversee service restoration. We conduct a full risk review bi-annually, and verify readiness, test technical resilience and evidence compliance through annual continuity and disaster-recovery exercises.

Backup and data protection

- **Daily automated backups:** All electronic files are backed up nightly with integrity verification and audit logging
- **Weekly off-site copies:** Encrypted replicas are transferred to a geographically separate, ISO 27001-certified data centre
- **Cloud replication:** Critical operational and clinical-system data is synchronised in real-time to a secure UK-based cloud environment
- **Incremental and full backups:** Both are scheduled to preserve all essential datasets and audit trails required under NHS Records Management Code of Practice
- **Secure retention:** Backup media is encrypted at rest and stored in controlled facilities isolated from environmental hazards

Disaster recovery and restoration

In the event of disruption, our Disaster Recovery Plan sets out recovery priorities and escalation procedures.

Our defined objectives are to:

- Restore essential systems within 24 hours
- Limit potential data loss to less than one business day
- Maintain continuous communication with client contacts and NHS stakeholders throughout recovery
- Where local data loss could occur, we prompt users immediately to back up personal workstations, ensuring all operational information is captured and restored

Hard copy and physical records

Critical paper-based documents, such as contracts, vendor details and financial records, are scanned, encrypted and stored in fire-resistant, access-controlled facilities. Originals are archived securely in accordance with the NHS Records Management Code of Practice (2021).

Continuous improvement and assurance

Following every exercise or live incident, we complete a post-event review and integrate lessons learned into updated procedures.

This cyclical improvement model strengthens resilience and maintains full compliance with DSPT requirements, ISO 22301 and G-Cloud 15 Call-Off Terms.

3.4 Service management details

Candid's delivery team manage services in accordance with ITIL 4 principles, scaled appropriately for each client. A dedicated Project Manager oversees delivery and acts as the single point of contact throughout the project lifecycle.

To effectively review performance we conduct regular governance meetings, covering milestones, risks, dependencies and any required corrective actions.

3.4.1 Service levels

Service levels are agreed during contract initiation and recorded within the SOW. Typical SLAs include:

Measure	Target	Description
Response to client queries	Within 1 business day	Confirmation of receipt and assignment to delivery lead.
Issue acknowledgement	Within 4 working hours (critical) / 1 business day (standard)	Logged, triaged and escalated per agreed priority levels.
Status reporting	Weekly or as agreed	Summary of progress, risks and key decisions.
Change request turnaround	Within 2–5 business days	Assessed for impact and approved through change control.
Post-project review	Within 10 business days of completion	Lessons learned and service improvement actions documented.

3.4.2 Service constraints

Candid HSC delivers services within the following standard constraints:

- The client must provide timely access to relevant systems, environments, documentation and subject-matter experts, as defined in the Statement of Work.
- Where delivery involves access to NHS systems or data, activities must comply with client security, access and governance requirements.
- On-site delivery is subject to site access, health and safety and local operational requirements.
- Delivery timescales may depend on third-party vendors, client infrastructure readiness and client-side decision-making.
- Candid HSC delivers services during agreed UK business hours (09:00–17:00, Monday–Friday) unless otherwise agreed. Out-of-hours support can be provided by prior agreement.

3.4.3 Service/general support details

Support for all G-Cloud engagements is coordinated through the assigned Project Manager and Delivery Lead. Clients can raise requests or issues via:

- Direct email to the assigned Candid HSC contact

- Scheduled progress calls or governance meetings; or
- Secure shared collaboration platforms such as MS Teams, SharePoint or client-provided systems

Critical issues reported outside business hours will be responded to at the next available working period, or through on-call escalation arrangements defined in the SOW.

Ensuring traceability and compliance with NHS governance requirements, we maintain full audit trails of all requests, changes and communications through internal project logs.

3.5 Training

Ensuring digital solutions are fully adopted and sustained within clinical and operational teams, we provide training and knowledge transfer as an integral component of every engagement.

Training programmes are tailored to the client's systems, workflows and user groups, and typically include:

- **End-user training:** Instructor-led or e-learning sessions covering day-to-day functionality and process integration
- **Train-the-trainer programmes:** Developing in-house super-users to deliver ongoing local training and support
- **Clinical and operational adoption workshops:** Focusing on workflow changes, communication strategies, and confidence-building
- **Reference materials:** Bespoke user guides, process maps and quick-reference sheets provided in accessible digital formats

To align with local learning-management systems and NHS workforce frameworks, we co-design training with client stakeholders. Enabling continuous improvement, we measure effectiveness through participant feedback, completion records and post-training assessments.

3.5 Invoicing process

We operate transparent invoicing aligned with G-Cloud and client procurement terms.

Invoices are issued monthly in arrears, unless otherwise specified in the SOW, and itemised to reflect agreed milestones, deliverables or time-based services.

Each invoice includes:

- Purchase order number and reference
- Description of services delivered during the billing period
- Time or milestone breakdown
- Applicable VAT

Invoices are submitted electronically to the client's designated finance contact or portal, with standard payment terms of 30 days net from date of receipt.

Any disputed items are reviewed promptly through the project governance process to avoid delay.

3.6 Termination terms

Termination of services is governed by standard G-Cloud framework conditions and the specific call-off contract.

Both Candid HSC and the client retain the right to terminate the engagement with appropriate notice, typically 30 days, or immediately in the event of material breach.

On termination:

- We securely transfer all client data, documentation and deliverables back to the client or a nominated third party
- We ensure secure deletion of any temporary data held within its systems
- We produce a closure report summarising completed work, outstanding items and lessons learned

4 Security and data governance

4.1 Information security management

To ensure the confidentiality, integrity and availability of client data and systems, we operate robust information-security management processes. Our approach is based on ISO 27001 principles and aligned with NHS Digital's DSPT (Data Security and Protection Toolkit) and National Cyber Security Centre (NCSC) guidance.

We maintain an Information Security Policy governing staff responsibilities, risk management, incident reporting and continuous improvement. All personnel undergo mandatory induction training upon joining, followed by annual refresher courses in information security and data protection. These sessions cover UK GDPR, the Data Protection Act 2018, NHS Digital's DSPT and internal policies on data handling, access control and incident reporting.

We deliver training through a combination of e-learning modules and instructor-led workshops, tracking completion in our Learning Management System. We issue additional refresher sessions following any regulatory updates or procedural changes, and monitor compliance through regular audits.

Our delivery governance integrates risk and security assessment at every project stage, including initial engagement, design, implementation and post-go-live review. Technical security measures include:

- Endpoint encryption and enforced multi-factor authentication (MFA) for all accounts accessing client systems
- Regular vulnerability scanning and patch management in accordance with client policy
- Secure configuration baselines for all devices used in healthcare environments
- Logging and monitoring of all system access to ensure full auditability

We hold the Cyber Essentials certification and are working toward ISO 27001 certification as part of our continuous improvement roadmap. Where we work within NHS environments, our practices align with NHS Digital Information Governance standards and NCSC Cloud Security Principles.

4.2 Compliance

Ensuring that all personal data is handled lawfully, fairly and transparently, we comply fully with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

We are registered with the Information Commissioner's Office (ICO) and maintain an internal Record of Processing Activities (RoPA) detailing the data we process, purposes of processing, and lawful bases.

Key measures include:

- Conducting Data Protection Impact Assessments (DPIAs) for projects involving sensitive or patient data
- Appointing a Data Protection Lead responsible for policy oversight and liaison with client Data Protection Officers
- Annual review of all information-security and data-protection policies to ensure ongoing compliance
- Adherence to NHS DSPT standards and Caldicott Principles where processing clinical data
- No transfer of data outside the UK without prior written client consent and contractual safeguards

All incidents or suspected data breaches are reported immediately to the client's nominated contact and investigated in line with agreed escalation and notification procedures.

4.3 Data handling and access controls

Ensuring that data always remains under client ownership and control, we apply a minimal-data-handling model. Ensuring compliance with NHS Digital, NCSC and UK GDPR standards, these controls include:

- **Client-controlled environments:** No patient-identifiable or confidential data is stored on Candid HSC systems. Access occurs only within client-approved infrastructure (NHS network, secured VPN)
- **Role-based access control (RBAC):** Access is granted strictly on a need-to-know basis, aligned to job roles and time-limited project requirements

- **Authentication and encryption:** All systems require MFA and strong password policies. Data in transit is encrypted using TLS 1.2+ and at rest using AES-256
- **Device management:** All company laptops and mobile devices use full-disk encryption, automatic screen-locking, and endpoint protection compliant with Cyber Essentials requirements
- **Monitoring and audit:** Access logs are reviewed regularly, and all administrative activity is auditable
- **Data retention and disposal:** Temporary project data or local copies are securely deleted at project closure, verified by the client
- **Incident management:** Any suspected unauthorised access or data loss triggers immediate containment, notification, and root-cause investigation following NHS Digital's Incident Reporting Framework

4.4 Security culture and client assurance

Our size allows us to maintain tight control, rapid responsiveness and full transparency in how we protect client data.

Ensuring consistent application of security standards and clear accountability from board to delivery team, all projects operate under a single governance model,

Key differentiators include:



- **Direct accountability:** Ensuring senior-level engagement on every project, security oversight sits with our leadership team
- **Rapid escalation:** Security incidents are escalated and addressed within hours, not days, through direct oversight
- **Integrated governance:** Our processes align directly with each client's DSPT and Information Governance framework
- **Tailored controls:** We adapt configuration and access policies to match each Trust's or ICS's risk profile, ensuring compliance without unnecessary complexity
- **Visible assurance:** We provide clear audit evidence of training, access and incident management for every engagement

5 Supplier information

5.1 About Candid HSC

We are a specialist healthcare-technology consultancy dedicated to helping clients achieve their vision of a digitally enabled health and social care system.

Founded and led by clinicians, programme-delivery experts and digital-health specialists, we combine clinical insight with technical expertise to plan, deliver and optimise complex transformation programmes across the UK and internationally.

Our team has supported 20 domestic and international clients, including multiple large-scale EPR implementations across leading platforms, contributing more than 50,000 hours of delivery experience.

Operating from our UK headquarters and collaborating with partners in Europe, the Middle East and Asia-Pacific, we bring global best practice to every engagement while remaining responsive to local NHS priorities.

Reflecting the trust we build and the outcomes we deliver, we are proud to be described by clients as collaborative, transparent and results driven.

Core areas of expertise include:

- EPR strategy, planning and implementation support
- Workflow mapping and clinical adoption
- Digital-transformation governance and programme assurance
- Training, super-user development and knowledge transfer
- Data quality, information governance and compliance alignment

5.2 Mission and values

Our mission

To partner with healthcare organisations on their digital-transformation journey, combining clinical experience, technology expertise and programme-delivery discipline to enable safer, more efficient and patient-centred care.

Our values



Collaboration: We work side-by-side with clients, ensuring shared ownership and knowledge transfer throughout every project.



Transparency: We communicate openly and act with integrity, building confidence and trust in all engagements.



Results Driven: We focus on measurable outcomes, including better workflows, safer care, and tangible operational improvement.



Innovation: We translate clinical and digital best practice into real-world solutions that improve system usability and sustainability.



Commitment to Care: Everything we do is guided by the goal of improving patient experience and supporting those who deliver care.

5.3 Relevant experience and testimonials

EPR optimisation and sepsis management (Epic EHR – UK Acute Trusts)

We partnered with multiple NHS Acute Trusts to redesign and standardise sepsis-management order sets within the Epic EHR platform.

Our Consultants collaborated with the Trust's Sepsis Committee and clinical leads to review existing workflows, align order content to current clinical policy, and configure evidence-based order sets for both adult and paediatric pathways.

Demonstrating our ability to combine clinical governance, configuration expertise and adoption support to deliver measurable patient-safety improvement, we delivered the following outcomes:

- Reduced order-placement delays and faster administration of antimicrobials
- Improved compliance with the national Sepsis Six bundle
- Streamlined clinical workflow and enhanced data quality for audit and reporting

Order-set optimisation for Gold Star accreditation (Epic EHR – International Hospital Group)

As part of an enterprise-wide EPR improvement programme, we led a large-scale Epic Order-Set optimisation project across a multi-site hospital group.

Working with clinicians and IT teams, we standardised more than 900 order sets within nine months, aligning all configurations to evidence-based best practice and Epic Gold Star standards.

The programme included stakeholder engagement, content validation and end-user training to ensure consistency and sustainability.

Highlighting our capability to deliver large-scale configuration and improvement programmes in complex clinical environments, we delivered the following outcomes:

- Achieved Epic Gold Star compliance and improved order-set utilisation across departments
- Increased clinician productivity through simplified, standardised workflows
- Strengthened change-control and governance processes for ongoing optimisation

5.4 How to buy

Candid HSC's services can be procured directly through the Crown Commercial Service (CCS) G-Cloud 15 Digital Marketplace.

Buyers can search for Candid Health Systems Consultants Ltd on the Digital Marketplace and select the required service listing.

Once selected, the buyer and Candid will:

1. Agree a Statement of Work (SOW) detailing scope, deliverables, timescales and pricing
2. Raise a Call-Off Contract under the G-Cloud framework terms
3. Issue a Purchase Order (PO) to confirm commencement

Ensuring transparency and compliance with public-sector procurement regulations, all engagements are delivered in line with G-Cloud framework conditions.

Enquiries or pre-contract discussions can be arranged through our central contact point:

- Avinash Chander
- avinashchander@candidhsc.co.uk
- +44 7448 652 321