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Contract

SHREWD Digital Platform for real time operating status updates

NHS SURREY HEARTLANDS INTEGRATED CARE BOARD

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-006805

Procurement identifier (OCID): ocds-h6vhtk-060ef0

Published 26 January 2026, 4:24pm

Scope

Description

SHREWD digital platform is a cloud-based solution nationally recognised and embedded within NHS infrastructure and is mandated for use across NHS systems to provide National Framework Opel reporting and real-time visibility of operational pressures, supporting escalation management, incident coordination, and system-wide situational awareness.

SHREWD is currently the only deployed solution due to its essential operational visibility role and ICS alignment. In the immediate future, no other systems / providers are currently available to ensure mandated compliance in reporting and accountability.

VitalHub UK is the sole provider of the SHREWD digital platform.

Within Surrey Heartlands ICS SHREWD performs the following functions:

- It is the core system for operational oversight across Surrey Heartlands, used by the ICB and all NHS-funded providers.

- It enables daily monitoring of system pressures, with providers submitting data automatically or via electronic forms.
- The platform underpins the ICS-wide approach to risk sharing, ensuring coordinated action during escalations and critical incidents.
- It is used by the ICS Urgent Care Team (UEC) to monitor and manage system resilience and the Surrey Heartlands Operations Centre (SHOC) to coordinate system activity when required.

The rationale to direct award is based on the strategic importance of SHREWD and its innate integration within Surrey Heartlands ICS.

Integration and Compatibility

- SHREWD is deeply embedded within Surrey Heartlands ICS and is integrated with multiple provider Patient Administration Systems (PAS) and electronic forms.
- It is the nationally recognised and mandated provider of OPEL scoring infrastructure across ICBs, Regions, and NHS England, ensuring consistency and compatibility with national escalation frameworks.
- The platform is aligned with the System Coordination Centre (SCC) specification and supports automated digital data flows, reducing manual burden and ensuring real-time operational oversight.
- The SHREWD platform supports critical winter pressures and surge planning. Altering provision at this time would risk technical difficulties in maintaining operational continuity during a period of high demand.
- The system is used to coordinate incident response, escalation management, and real-time system pressure visibility, which are essential for patient safety and system resilience.
- The platform aligns with the UEC Recovery Plan and supports the ICS principle of risk-sharing and coordinated care delivery.

National and Regional Interdependencies

- SHREWD is used across regional and national NHS teams, and its data feeds are relied upon for strategic decision-making and operational coordination.
- The platform is used by Sussex ICB, further embedding it within the future Surrey and Sussex ICB wider system architecture and reinforcing its strategic importance.

- The platform avoids duplication, inefficiencies and supports workforce efficiency through automation.
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Contract 1. SHREWD Digital Platform for real time operating status updates

Supplier

- VITALHUB UK LIMITED

Contract value

- £83,000 excluding VAT
- £99,600 including VAT

Below the relevant threshold

Date signed

1 October 2025

Contract dates

- 1 October 2025 to 31 March 2026
- 6 months

Main procurement category

Services

CPV classifications

- 72317000 - Data storage services

Contract locations

- UKJ2 - Surrey, East and West Sussex

Procedure

Procedure type

Below threshold - without competition

Supplier

VITALHUB UK LIMITED

- Companies House: 06251662
- Public Procurement Organisation Number: PZTR-3437-HGWM

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Website: <https://vitalhub.uk/>

Region: UKI31 - Camden and City of London

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1. SHREWD Digital Platform for real time operating status updates

Contracting authority

NHS SURREY HEARTLANDS INTEGRATED CARE BOARD

- NHS Organisation Data Service: QXU
- Public Procurement Organisation Number: PTCP-5774-GNNH

Dukes Court, Duke Street

Woking

GU21 5BH

United Kingdom

Email: syheartlandsicb.contractsadmin@nhs.net

Region: UKJ25 - West Surrey

Organisation type: Public authority - central government