

**UK-Reading: technical computer support services**  
**OJ S 115/2012 19/06/2012**  
**Contract award notice**  
**Services**

**Directive 2004/18/EC**

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Royal Berkshire NHS Foundation Trust  
Postal address: London Road,  
Town: Reading  
Postal code: RG1 6AN  
Country: United Kingdom  
Contact person: Royal Berkshire NHS Foundation Trust  
For the attention of: Natalie Mitchell  
E-mail: [Procurement@royalberkshire.nhs.uk](mailto:Procurement@royalberkshire.nhs.uk)  
Telephone: +44 1183226591  
Fax: +44 1183225242  
**Internet address(es):**  
General address of the contracting authority: <http://www.royalberkshire.nhs.uk>

**I.2. Type of the contracting authority**

Body governed by public law

**I.3. Main activity**

Health

**I.4. Contract award on behalf of other contracting authorities**

The contracting authority is purchasing on behalf of other contracting authorities: no

**Section II: Object of the contract**

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**II.1. Description**

**II.1.1. Title**

RHO Contract.

**II.1.2. Type of contract and place of performance or delivery**

Services  
Service category No 7: Computer and related services  
Main site or place of performance: Reading, United Kingdom.  
NUTS code UK United Kingdom

**II.1.3. Information about a framework agreement or a dynamic purchasing system (DPS)**

**II.1.4. Short description of the contract or purchase(s)**

The Trust is purchasing a Remote Hosting Service from Cerner to support the on-going operation of its Cerner Millennium EPR software solution which Cerner provides to the Trust under a separate contract. Cerner will install and maintain hardware to support the Cerner Millennium EPR software and hosting capabilities will include hosting space, power, cooling

and dedicated lines between the Cerner hosting centre and the Trust. The service will include operational management of the hosting solution including system monitoring and infrastructure management to ensure maximum system security by way of antivirus (AV) Software, Stateful-Inspection Firewalls, Intrusion Detection Systems (IDS), Virtual Private Networks/Encryption, System Hardening, Application Scanning, Enterprise Logging, Patch Management and Proxy Server use.

#### **II.1.5. CPV code(s)**

72611000 Technical computer support services, 72610000 Computer support services, 72600000 Computer support and consultancy services, 72510000 Computer-related management services

#### **II.1.6. Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: no

### **II.2. Total value of the contract/lot**

#### **II.2.1. Total value of the contract/lot**

Value: 10 000 000,00 GBP

## **Section IV: Procedure**

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### **IV.1. Type of procedure**

#### **IV.1.1. Type of procedure**

Negotiated without a call for competition

Justification for the award of the contract without prior publication of a call for competition in the Official Journal of the European Union:

Directive 2004/18/EC

#### **1) Justification for the choice of the negotiated procedure without prior publication of a contract notice in the OJEU in accordance with Directive 2004/18/EC**

The works, supplies or services can be provided only by a particular economic operator for the following reason:

technical

The Trust is purchasing a Remote Hosting or Remote Hosted Option (RHO) Service from Cerner to support the on-going operation of its Cerner Millennium EPR software solution which Cerner provides to the Trust under a separate contract. Cerner will install and maintain hardware to support the Cerner Millennium EPR software and provide hosting capabilities which will include tier 3+ data centre facilities as well as dedicated managed telecommunication lines between the Cerner hosting centre and the Trust. The RHO service will include operational management of the hosted EPR solution including proactive system monitoring and infrastructure / subsystem (operating system / database / middleware etc.) management to ensure maximum system availability, performance and security. Cerner is the developer and provider of the Trust's Millennium EPR solution, and are the only organisation with detailed and deep technical knowledge of the EPR and its technology requirements. The following technical points illustrate why Cerner is the only possible provider of RHO services pursuant to Regulation 14 (1) (a) (iii). - The RHO requires hardware sizing assurance and capacity management assurance throughout the life of the contract in order for changes, enhancements and upgrades to the application and sub system architecture to be made. This assurance can only be provided by Cerner; - Cerner is the only supplier that can fully isolate the Trust from hardware sizing risk and is able to offer guarantees that the necessary hardware and hosting infrastructure will support the EPR solution and required performance

levels over the term on the contract; the risk of system obsolescence (which includes hardware and sub system software) can be managed and mitigated as Cerner is the system supplier; - Cerner has the necessary capability and up to date knowledge to correctly configure and performance tune the application, sub system and hardware components; required to support the Millennium system both for current and future software versions; - Cerner leverage tools and processes developed across an install base of over 300 hosted clients to allow the outcome of root cause analysis from any client issue to become proactively introduced into the Trust's environment, thus extending and improving the overall reliability and performance of the Trust's EPR. - Cerner is able to offer a solution which manages the risk of increasing hosting costs arising out of future solutions as it is providing the solutions and can undertake the risk to make these assurances; - The Cerner solution provides the Trust with a single point of contact to deal with technical issues without the risk and latency of ascertaining whether the issue is hardware, third party software or application related. The support and Remote Hosting organisation is tightly coupled to Cerner's IP/engineering team, enabling faster problem identification and resolution for the Trust.

#### **IV.2. Award criteria**

##### **IV.2.1. Award criteria**

##### **IV.2.2. Information about electronic auction**

An electronic auction has been used: no

#### **IV.3. Administrative information**

##### **IV.3.1. File reference number attributed by the contracting authority**

##### **IV.3.2. Previous publication concerning this procedure**

no

### **Section V: Award of contract**

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#### **V.1. Date of conclusion of the contract**

#### **V.2. Information about tenders**

#### **V.3. Name and address of the contractor**

Official name: Cerner Limited

Postal address: The Point North Wharf Road

Town: London

Country: United Kingdom

#### **V.4. Information on value of the contract/lot**

#### **V.5. Information about subcontracting**

The contract is likely to be subcontracted: no

### **Section VI: Complementary information**

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#### **VI.1. Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds:  
no

#### **VI.2. Additional information**

### **VI.3. Procedures for review**

#### **VI.3.1. Review body**

Official name: Royal Berkshire NHS Foundation Trust

Postal address: London Road,

Town: Reading

Postal code: RG1 6AN

Country: United Kingdom

E-mail: [Procurement@royalberkshire.nhs.uk](mailto:Procurement@royalberkshire.nhs.uk)

Telephone: +44 1183226591

Fax: +44 1183225242

Internet address: [www.royalberkshire.nhs.uk](http://www.royalberkshire.nhs.uk)

#### **VI.3.2. Review procedure**

#### **VI.3.3. Service from which information about the review procedure may be obtained**

#### **VI.4. Date of dispatch of this notice**

14.6.2012