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Award

EMIS Web Connectivity Maintenance Support Service 2026-29?

Business Services Organisation ITS

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Scope

Description

EMIS Web Connectivity Maintenance Support Service(Provided by Optum):

The Connectivity maintenance support service provides support for the EMIS WEB GP Practices with a Local Server (non-clinical) known as a Spoke server (a locally based server used as a software patch repository, local AD, DNS, DHCP, file & print server,). The service is aimed at organisations that are benefiting from a server that has an internal tape backup device

Unlimited telephone and online portal support and engineer call-outs (relating to the practices local server)

Support for the connection of the current Local Server to the Network and the EMIS Web Clinical Software (where applicable) this includes fault diagnosis and initial configuration.

4 hour on-site engineering response

Restoration and support of the Local server that connects to the Hosted system

Remote and on-site support for the Local server

Loan equipment available

Remote monitoring, early warning and fix via DATTO, DATTO and AD

User administration - where required

Replacement parts

Remote and on-site backup support

Additional Add-on Service:

Additional remote and on-site hardware support of the desktops, laptops, script printers, label printers, colour printers and scanners located in EMIS WEB GP Practices. This includes the management of an ICT estate of 17,585 devices across the 232 practices ensuring that the hardware receives the necessary patching and security upgrades to ensure ongoing compatibility with the EMIS WEB system and compliance with Cyber Security obligations. The supply and installation of ICT Hardware replacement consumable parts that are outside warranty also comes under this remit.

The Service Desk configures, on request, controlled access to shared network resources and provides full support for user profiles on the Local Server. The Service Desk will, where appropriate, take ownership of all user account management services. This includes the creation of new user accounts, the amendment of user account details, the removal of redundant accounts and fault diagnosis.

Windows Software Update Services (DATTO)

Microsoft Windows Servers are "self healing" operating systems. Patches are released the second Tuesday of each month to correct security vulnerabilities. Optum ensures compatibility of these patches with all supported solutions by testing all Microsoft patches, critical updates and service packs to be distributed via DATTO in a controlled environment and then hosting an approved list of updates on a dedicated DATTO server which the GP Practices Local Server is configured to update from.

Simple Network Management Protocol (DATTO)

Optum provides pro-active monitoring via Microsoft ® DATTO service for your Local Server. This is used to monitor devices for conditions that warrant administrative attention. This includes, but is not limited to:

Hard Disk problems

Server Security Alerts

Low Disk Space Alerts

This system enables Service Desk to receive early warning of problems and locate and correct errors on the Local Server before they become serious. The alerts are monitored and actioned by the Service Desk often without any GP Practice intervention. Where errors cannot be resolved remotely, Engineer visits are arranged so that the appropriate remedial action can be performed.

Silent Patch

To complement the above, Optum utilises a bespoke transport mechanism to distribute and install any patches not covered by DATTO. This software is used for the distribution of third party products, non-critical Microsoft patches and other infrastructure software.

Along with the update facilities this software provides, we will also be able to install an inventory tool that will allow us to record computer hardware details such as hard drive size, amount of RAM, Windows version and more. This in turn allows the Service Desk and Administration departments to offer a more complete and quicker service.

Service Advisories

Through a combination of ESP and DATTO, Optum proactively monitors and installs any service advisories released by computer hardware vendors to maximize the functionality of your Local Server. These advisories may include driver updates, configuration changes and other recommendations to aid in the longevity of the server.

Backup Support

The Service Desk will provide diagnostic and repair services for the Local Server, providing it has a remote connection. EMIS Web clinical systems are designed to backup daily the clinical data, including attachments and word documents, to the internal tape drive on the surgeries clinical server.

EMIS Web Backup Solution (excludes Veritas BackupExec licence fee)

EMIS Web backup uses either Veritas BackupExec (encrypted solution). This can be installed remotely by the Clinical Backup and Data Security Team or can be installed by an Optum Engineer on site. The backup log file is then integrated into the clinical system and reports to the GP Practice the success or otherwise of the previous night's backup.

Optum will fully configure your system to perform a nightly backup.

Optum will configure your system to report on the status of the nightly backup.

Any backup failures will be reported automatically directly back to Optum.

Optum provide an encrypted backup which includes a regular tape validation service.

Optum provide a temporary encrypted network backup in the event of a hardware/software failure.

Where connectivity allows the Service Desk provides remote diagnostic services using backup device manufacturer approved tools to interrogate backup hardware and analyse cause of failure following reported backup failures. In the case of hardware failure replacement parts and an Engineer is requested to carry out repairs. Remotely instigated test backups will be carried out as required during diagnosis and, if required, a network backup to a suitable device within the GP Practice's Location will be configured until such time as a tape backup is functioning again.

In the event a GP Practice experiences recurrent backup failures, the Backup Support team employs a 'Continuity of Support' protocol. This process facilitates investigations into such recurrent backup failures by allowing one Support Consultant to take ownership of a GP Practice's issue, thereby maintaining a focused approach to the status of the issue, and a clear GP Practice / support link.

On-Site Fault Repair

Complete parts and labour cover is provided for repair of the Local Server and UPS, desktops, laptops, script printers, label printers, colour printers and scanners which are within the manufacturer warranty period. For those devices outside of the warranty period, there will be a charge for the replacement parts only but labour costs will be covered within this service.

All engineers are trained internally and by manufacturers this means that they are able to process warranty repairs with no additional charge, and because all engineers are employed directly by Optum, they have the skills to perform any application or data reconfiguration. To the GP Practice this means that all the work required is performed by one person from one organisation.

As part of the deployment process, the engineer is made aware of the issues at the GP Practice premises before his arrival. Upon arrival the Engineer will introduce themselves, explain what they will be doing, the effect on GP Practice, and negotiate room access. Once the work has been completed the Engineer clears the call verbally with Head Office, arrange for additional work to be completed if required via head office and produce a detailed report which is saved centrally at Optum. The GP Practice will then receive a follow-up call from the Service Desk to agree closure of the Incident.

The service is not intended to be used as an upgrade path for old equipment, and if deemed Beyond Economic Repair by Optum, Optum will at its discretion replace the item with one of similar specification. Optum has engineers based around Northern Ireland, as deemed necessary by Optum an Engineer will be deployed to visit a client in order to rectify any outstanding issue. Our logistical services department will provide the replacement parts where required, these will be either sent direct from our own extensive stock or direct from an approved supplier.

Optum will provide on-site service, remote telephone support and fault diagnosis, unit exchange or return to workshop repair facilities, as it considers appropriate.

In the event of a failure of maintained hardware a full repair will constitute:

Replacement of any defective hardware using replacement parts that are new or of equivalent to new performance. Replaced parts will become the property of Optum.

Reloading of the Operating System.

Reloading of the Standard Applications.

Re-establishment of the Network Connection.

Loan Equipment

In the unlikely event our engineers cannot repair the equipment on site, Loan Equipment of similar specification or higher, may be provided subject to availability as an interim measure.

Diminishing requirement of this Service

From June 2026, these 232 EMIS Web GP Practices will begin to migrate to the BSO ITS Virtual Desktop Infrastructure environment in the HSC datacentre and will be switched over to the HSCNI network and a single HSCNI domain.

At the point of migration, the physical server in the GP Practice will be no longer operational, the desktops will become HSCNI managed devices and will act as a portal to a virtual desktop in the HSC Datacentre in Northern Ireland. From the date of the practice migration to the virtual environment, the EMIS Web Connectivity Maintenance Support Service and the Add-on Service will no longer be required.

The migrations will proceed at a rate of 2 migrations per week and fully complete in 2028?

Contract 1

Supplier

- EGTON MEDICAL INFORMATION SYSTEMS LIMITED (Optum)

Contract value

- £960,000 excluding VAT

- £1,152,000 including VAT

Below the relevant threshold

Earliest date the contract will be signed

28 February 2026

Contract dates (estimated)

- 1 April 2026 to 31 March 2029

- Possible extension to 31 March 2030

- 4 years

Description of possible extension:

Option of 1 x12 month extension

Main procurement category

Services

CPV classifications

- 72000000 - IT services: consulting, software development, Internet and support

Contract locations

- UKN - Northern Ireland

Procedure

Procedure type

Direct award

Direct award justification

Single supplier - intellectual property or exclusive rights

Currently there are 232 NI GP practices using the EMIS Web GP clinical system in a Local Service Infrastructure environment depending on a Local Server for patient management.

Optum are currently contracted until 31 March 2029 (with potential extension to 31 March 2031) for the provision and support of the EMIS Web system to those 232 GP Practices. There is a yearly support fee per practice payable to Optum as they provide support to the practices for the EMIS Web system. This is similar to the model in England and Wales, where the EMIS Web system is supplied to practices, it is Optum who directly provide the support to practices as well.

Optum have dedicated application support teams, technical support teams, Data Centre support teams and account management teams for the EMIS Web application in Northern Ireland. This specialist knowledge and relationship ensures NI practices are maximising their EMIS Web application and system availability is maintained for practices from within their Data Centres.

Optum ensures compatibility of patches by testing all Microsoft patches, critical updates and service packs with EMIS Web and integrated solutions in a controlled environment before distribution to the GP Practices.

The backup support provide by Optum provides both the diagnostic and repair services for the Local Server and the encrypted EMIS Web Backup solution which is part of this service and includes a regular tape validation service and no other provider could provide that essential service.

For a 3rd party to be contracted to provide application, hosting, technical, backup and account management support for EMIS Web in NI, would present a significant risk to the 232 GP practices.

The experience of the current Optum support teams for their EMIS Web product has been built up over a period of time that in turn provides the required level of service to the 232 GP practices in NI. There is no other support provider that can provide this service without first having to build the relevant knowledge in order to provide the required support services to the practices. Because of the diminishing requirement of this service, as described in the description, the no of GP Practices requiring this service will start reducing from June 2026 and will no longer be required in 2028 when all GP Practices migrate away from the Local Server Infrastructure to the BSO ITS Virtual Desktop Infrastructure in the HSC datacentres which is a service managed by BSO IT'S. It is unlikely that a 3rd Party provider would be prepared to invest resource into acquiring the specialist knowledge necessary to deliver a service with this diminishing requirement.

As continued access to the GP clinical information system is vital for the delivery of GP services, the 232 GP practices would be subject to disruption with a change in support provider, undoubtedly affecting the service the practices can then deliver to their patients.

Hardware and software must be compatible with EMIS Web if it is to function correctly. The technical support of this hardware and software provided by an external provider introduces significant risk of failure and disruption to practices due to the specific interoperability between the hardware and the EMIS Web system. .

Furthermore, Optum is currently responsible for the EMIS Web system and for the specific hardware and software. The responsibility for resolving any issues of interoperability between these components rests solely with Optum The technical support of such hardware and software by an additional 3rd party, with limited or no technical knowledge

of the EMIS WEB System configuration, would introduce risk and uncertainty into the support process where it is likely that both suppliers would blame each other for any failures, so delaying resolution and prolonging disruption to practices.

This pairing of EMIS Web with the specific hardware and software is in place in the 232 practices. To ensure that the equipment continues to operate as intended, the supply of replacement hardware consumable components, as well as relevant engineering services, is required. The supply of incompatible components or the provision of engineering services by non Optum engineers significantly increases the risk of failure and prolonging disruption to practices. ?

Supplier

EGTON MEDICAL INFORMATION SYSTEMS LIMITED (Optum)

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- Public Procurement Organisation Number: PJVM-7229-TYLT

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Region: UKE42 - Leeds

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1

Contracting authority

Business Services Organisation ITS

- NHS Organisation Data Service: PWNJ-1991-NGDW

- Public Procurement Organisation Number: PCQH-8657-NGMT

2 Franklin Street

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United Kingdom

Email: ITSPMO@hscni.net

Region: UKN06 - Belfast

Organisation type: Public authority - central government

Devolved regulations that apply: Northern Ireland