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Contract

## **Software: Electronic Patient Record**

University Hospitals Bristol and Weston NHS Foundation Trust

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

Notice identifier: 2025/S 000-038314

Procurement identifier (OCID): ocids-h6vhtk-05185e ([view related notices](#))

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## **Scope**

### **Description**

The Trust would like to proceed with the renewal of contract for our Electronic Patient Record (EPR) solution to ensure continuity of service and to align contractual terms and timelines with the broader group-wide digital health strategy.

The EPR system is a mission-critical component of our clinical and operational infrastructure, underpinning patient care, data integrity, and regulatory compliance. Given the complexity,

scale, and risk associated with replacing such a deeply integrated solution; a renewal represents the most prudent and strategic course of action at this time.

The justification for this award is that change of solution shall result in a difference or incompatibility that would result in disproportionate technical difficulties in operation or maintenance.

This award shall ensure that the future alignment supports our commitment to integrated care delivery, operational efficiency, and a unified approach to digital transformation across the Bristol Hospital Group.

## **Contract 1**

### **Supplier**

- SYSTEM C HEALTHCARE LIMITED

### **Contract value**

- £1,388,992 excluding VAT
- £1,666,790 including VAT

Below the relevant threshold

### **Date signed**

18 June 2025

### **Contract dates**

- 19 June 2025 to 18 June 2029
- 4 years

### **Main procurement category**

Services

## CPV classifications

- 48180000 - Medical software package
- 72212180 - Medical software development services

## Contract locations

- UK - United Kingdom

## Key performance indicators

Name	Description	Reporting frequency
Help Desk response	Time to respond to P1 - P4 incident	1 months
Help Desk resolution	Time to resolve P1 - P4 incident	1 months
Solution Availability	System available to all users for read and write access	1 months
System response times	Transition time to not exceed 999 milliseconds between different screens and boxes and saving of information to support the data capture entered into the system.	1 months

## Procedure

### Procedure type

Direct award

### Direct award justification

## Switching to direct award

### Single supplier - technical reasons

The Authority considers that there is an absence of competition for technical reasons for this contract and only this supplier is capable of meeting the Authority's needs for the next four years and therefore is permitted to make the award under Schedule 5(6) of the Procurement Act 2023 (PA23).

Due to the circumstances set out below, the Authority also considers that also, or in the alternative, the exemption at Schedule 5(7) PA23 would apply as the services being

procured are a replacement for the current IT system provided by this supplier where a change in supplier would result in incompatibility with the existing systems and this difference would result in disproportionate technical difficulties in operation.

This supplier is the incumbent supplier for the Authority under three contracts which are due to expire; but the supplier is also the incumbent supplier for North Bristol Trust (NBT) under

a ten year agreement which cannot be terminated in the short term. UHBW and NBT are in the process of moving to a managed group structure. This will mean shared executive and

operational services with shared senior management and personnel. For the following reasons the leadership of both Trusts are satisfied it is vital to maintain a shared system for

the term: seamless patient care and data sharing; integrated workflows; cost Efficiencies; regulatory and compliance alignment; improved staff efficiency; scalability and

futureproofing; single managed services; strategic alignment; and effective referral management.

Disproportionate technical difficulties would arise from not having the same EPR including but not limited to: fragmented patient data- gaps in medical history if records incomplete; no

real time access to patient information via a unified view; manual transfer of patient information between each EPR, adding significant cost and causing delays in diagnosis and

treatment; repeat administrative tasks on both EPR's; increased costs - maintaining two

systems, support, training, environments, integrations from all suppliers providing EPR's.

Interfaces for data exchange can be expensive, complex and would require suppliers working together on common interface protocols; higher risk of errors; clinicians may struggle to

reconcile conflicting information from different systems; staff will be required to learn different systems can create inconsistencies as to how patient care is documented. Separate systems make it harder to achieve a fully integrated care pathway - reducing efficiencies and driving up costs.

The Authority intends to align both contract opportunities so that they can be re-procured in due course as a single contract opportunity.

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## Supplier

### **SYSTEM C HEALTHCARE LIMITED**

- Companies House: 01754990
- Public Procurement Organisation Number: PDBZ-2559-MBVW

Arden Court

Stratford-Upon-Avon

CV37 6NT

United Kingdom

Email: [Sales@systemc.com](mailto:Sales@systemc.com)

Website: <http://www.systemc.com>

Region: UKG13 - Warwickshire

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1

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## Contracting authority

### University Hospitals Bristol and Weston NHS Foundation Trust

- Public Procurement Organisation Number: PMBM-6973-YNDX

Trust Headquarters, Marlborough St,

Bristol

BS1 3NU

United Kingdom

Email: [procurement@nbt.nhs.uk](mailto:procurement@nbt.nhs.uk)

Website: <https://www.uhbw.nhs.uk/>

Region: UKK11 - Bristol, City of

Organisation type: Public authority - central government