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Contract

Electronic Patient Record Contract

Cambridge University Hospitals NHS Foundation Trust

F20: Modification notice

Notice identifier: 2025/S 000-078857

Procurement identifier (OCID): ocds-h6vhtk-05eccd

Published 2 December 2025, 12:09pm

Section I: Contracting authority/entity

I.1) Name and addresses

Cambridge University Hospitals NHS Foundation Trust

Hills Rd

Cambridge

CB2 0QQ

Contact

Kevin Macey

Email

kevin.macey1@nhs.net

Telephone

+44 1223274304

Country

United Kingdom

Region code

UKH12 - Cambridgeshire CC

Internet address(es)

Main address

<http://www.cuh.nhs.uk>

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Electronic Patient Record Contract

Reference number

ADD/PU/KM/25/36

II.1.2) Main CPV code

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

II.1.3) Type of contract

Services

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKH12 - Cambridgeshire CC

II.2.4) Description of the procurement at the time of conclusion of the contract:

In 2013, the Trust signed a contract with Epic Systems Corporation to implement and operate an enterprise Electronic Patient Record solution following a competitive procurement exercise. The contract is due to expire in April 2026.

II.2.7) Duration of the contract, framework agreement, dynamic purchasing system or concession

Duration in months

156

II.2.13) Information about European Union Funds

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

Section V. Award of contract/concession

Contract No

ADD/PU/KM/25/36

Title

Electronic Patient Record Contract

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract/concession award decision:

5 April 2013

V.2.2) Information about tenders

The contract/concession has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor/concessionaire

Epic Systems Corporation

1979 Milky Way

Verona

53593

Country

United States

NUTS code

- US - United States

The contractor/concessionaire is an SME

No

V.2.4) Information on value of the contract/lot/concession (at the time of conclusion of the contract;excluding VAT)

Total value of the procurement: £65,205,515

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Cambridge University Hospitals

Hills Rd

Cambridge

CB2 0QQ

Email

kevin.macey1@nhs.net

Country

United Kingdom

Internet address

<http://www.cuh.nhs.uk>

Section VII: Modifications to the contract/concession

VII.1) Description of the procurement after the modifications

VII.1.1) Main CPV code

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

VII.1.3) Place of performance

NUTS code

- UKH12 - Cambridgeshire CC

VII.1.4) Description of the procurement:

The Trust published a pipeline notice on 29 July 2025 (Notice Identifier: 2025/S 000-043963).

VII.1.5) Duration of the contract, framework agreement, dynamic purchasing system or concession

Duration in months

216

VII.1.6) Information on value of the contract/lot/concession (excluding VAT)

Total value of the contract/lot/concession:

£99,695,008

VII.1.7) Name and address of the contractor/concessionaire

Epic Systems Corporation

1979 Milky Way

Verona

53593

Country

United States

NUTS code

- US - United States

The contractor/concessionaire is an SME

No

VII.2) Information about modifications

VII.2.1) Description of the modifications

Nature and extent of the modifications (with indication of possible earlier changes to the contract):

The service is being modified to extend the duration of the contract. This contract will now run until 5 April 2031. As well as extending the duration, in the light of the passage of time, several non-substantial modifications have been agreed to align certain clauses to the parties' current operational and commercial needs. This includes modifications to address changes in regulations affecting the functionality of the software and changes that have become necessary to reflect the extended duration of the contract.

VII.2.2) Reasons for modification

Need for additional works, services or supplies by the original contractor/concessionaire.

Description of the economic or technical reasons and the inconvenience or duplication of cost preventing a change of contractor:

The Trust has a continuing need for an EPR solution for its operational services beyond the scheduled expiry of Epic's contract. The EPR software was developed and provided by Epic.

The Trust undertook a market engagement exercise to test whether a third party supplier could provide ongoing maintenance services to a level which is sufficiently robust to satisfy the Trust's requirements. These market engagement activities confirmed that:

- it would not be viable for a third-party to deliver maintenance services for the Trust's existing software licences; and
- alternative supplier arrangements could not be secured without the need to re-license and to pay for lengthy transition support.

Awarding a contract to a supplier other than Epic would cause significant inconvenience and substantial duplication of costs for the Trust as switching supplier would:

- necessitate the purchase of new software licences, notwithstanding that the current solution and licences are fit for purpose;
- render valueless the perpetual licences which the Trust obtained under the existing contract; and
- require the Trust to incur duplicative capital costs if it were required to invest in a new EPR solution.

Switching to an alternative supplier would also give rise to material operational risks, given the Trust's EPR solution is integral to all aspects of care delivery and hospital administration. Significant resources have been allocated to configuring, optimising, and embedding the current solution within the Trust's clinical and operational workflows. Appointing a new supplier would mean incurring duplicative costs on configuring, optimising and embedding the new system. This could cause significant inconvenience given the impact on patient safety, service quality, productivity levels, and the effectiveness of care delivery models.

VII.2.3) Increase in price

Updated total contract value before the modifications (taking into account possible earlier contract modifications, price adaptations and average inflation)

Value excluding VAT: £69,982,008

Total contract value after the modifications

Value excluding VAT: £99,695,008