



G-Cloud 14 Service Description

Technical Procurement Services



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1. Proposed Services

We deliver technical consultancy services to support the NHS and public sector organisations when procuring new systems, solutions and architecture. We provide technical leadership to create specifications, finance models and high/low level designs, managed by a technical project manager. We pride ourselves being vendor neutral, putting clients' needs first.

Cloud21 has a specialist technical team with comprehensive healthcare knowledge and experience with the ability to offer (but not limited to) the following areas:

- Infrastructure review and assessments covering
- Physical data centres
- Servers, including physical and virtual
- Cloud services
- Storage infrastructure
- Networks, including WAN, LAN and wireless
- Backups, including processes and strategies
- Structured cabling and more...
- Design services
- Risk assessments
- Process effectiveness
- Licensing support and compliancy
- Disaster recovery and business continuity planning
- Hardware depreciation and lifespan assessments
- Contract and SLA support including performance analysis
- Security and anti-virus, support reviews

Service features

- Lead the development of technical output-based specifications
- Quality Assurance of recommended third party designs and solutions
- Responsible for all technical requests for Information and clarification questions
- Provide contract, product, vendor and supplier exit, transition, testing services
- Lead technical and commercial dialogue, negotiation sessions
- Support evaluation and award criteria development for technical work stream
- Undertake detailed as-is to determine best fit solution
- Technical input for route to market assessments
- Post award review and supplier management, including SLA/KPI
- EPR, LIMS, PACS/RIS, EDM, PSN, CoIN, HSCN, LAN, server, licensing

Service benefits

- Independent and vendor agnostic
- Single point of contact for technical

- Clear process for requirements specification and prioritisation
- Specialist technical input into evaluation
- Extensive preferred supplier technical negotiation support
- Thorough knowledge of key NHS standards such as DSPT
- Enterprise focus that maximises benefits
- Align deliverables to current and future strategies
- Extensive knowledge across a wide range of technical architecture
- Over 20 years' experience working with NHS IT infrastructure platforms

We have resources adept in the following fields who can advise and act agnostic/vendor neutral in a procurement process/evaluation panel:

- Datacentres and Cloud
- Compute, Servers and Storage
- Networks, Wireless and Firewalls
- End User Devices including Mobile Device Management
- Cyber Security, Anti-Virus, MDR, Centralised Logging/SIEM, Honeypots, Medical IOT Security
- System Integrations, Interoperability and Automation
- VOIP / Unified Comms
- ITIL and Service Delivery tools and processes
- Active Directory and other authentication services
- EPR, PAS and LIMS Infrastructure consultancy

2. Pricing

Please see SFIA rate card for our rates.

3. Vendor partnerships:

