

Service Definition

Service name: Bespoke Healthcare Cloud Software Integration

Lot: Lot 3 – Cloud Support

1. Service overview

This service provides bespoke cloud software integration for NHS and healthcare organisations. It supports the secure connection of cloud applications and existing healthcare systems to enable interoperability, data exchange, and operational continuity in line with NHS standards and requirements.

2. Service scope

The service includes:

- Bespoke integration design and configuration
 - Integration of cloud applications with existing NHS systems
 - API, interface, and messaging configuration
 - Data mapping and transformation
 - Secure data exchange and validation
 - Integration testing and issue resolution
 - Deployment of integrations to live environments
 - Technical documentation and knowledge transfer
 - Optional, time-limited post-delivery integration support
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3. Out of scope

The service does not include:

- Bespoke application development
 - Off-the-shelf software products
 - Ongoing managed infrastructure or hosting services
 - 24/7 operational monitoring unless separately agreed
 - Licensing of third-party systems
 - Clinical safety ownership unless explicitly contracted
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4. Delivery approach

Delivery is provided by experienced integration and cloud specialists working collaboratively with customer technical teams. Activities are delivered against an agreed integration scope, delivery plan, and timeline, supporting deployment across development, test, and live environments.

5. Service management and escalation

Support is provided under agreed support levels and durations. Response times, escalation routes, and service hours are defined at contract award. A named technical account manager or cloud support engineer acts as the primary technical contact.

6. Security and compliance

The service supports NHS and public sector security expectations, including secure handling of patient and sensitive data. Staff are screened in accordance with BS7858:2019, and Security Clearance (SC) can be provided where required.

7. Service constraints

Delivery depends on timely customer input, access to systems and interfaces, and third-party supplier cooperation. Regulatory, assurance, and clinical safety responsibilities remain with the customer unless otherwise agreed. Post-delivery integration support is limited to the agreed scope and duration.

8. Service dependencies

The service depends on:

- Availability of customer and third-party systems
- Access to technical documentation and interfaces
- Engagement from agreed stakeholders