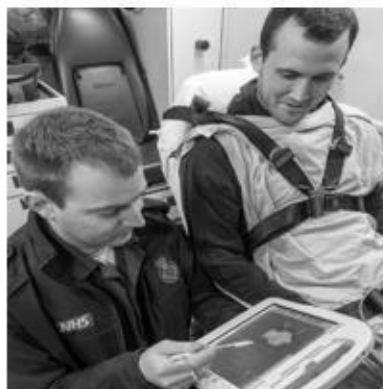




Cloud Application Management Services Service Definition

G-Cloud 15
Lot 3 Cloud Application Management



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1 Introduction

Quicksilva is an independent UK-based supplier of consultancy, technical services and managed service solutions to the public and private sectors. Quicksilva has a strong track record in the health and social care sector, and works in a number of areas of NHS Digital including NHS Spine Integration, Compliance and Testing services.

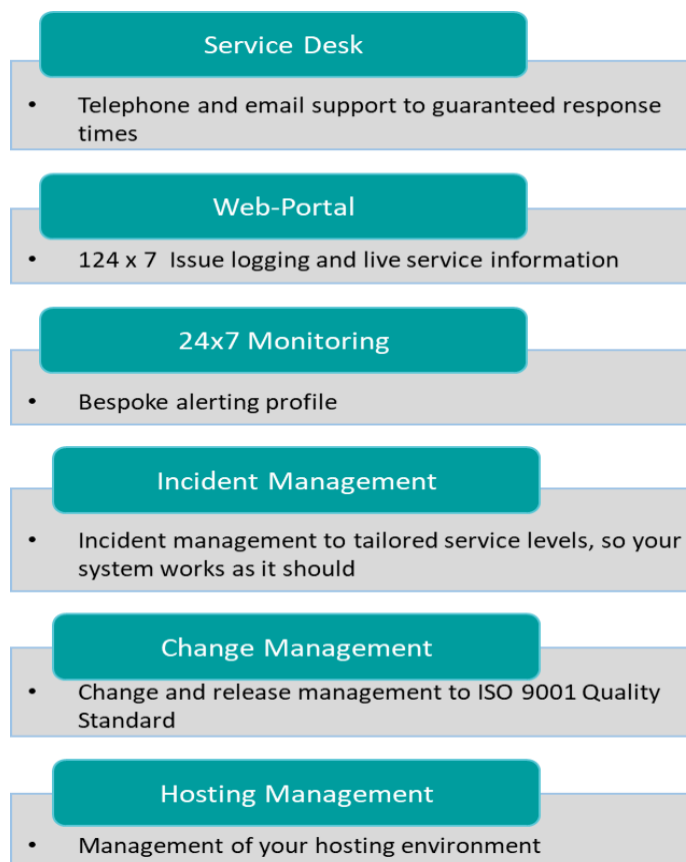
For more information about Quicksilva, please refer to our Corporate CV at Appendix A of this document or our website, www.qxlva.com.

2 Services Overview

Quicksilva offers a range of Cloud Application Management Services including 1st, 2nd and 3rd level support, delivered by its dedicated in-house Services Team to ITILv3 Best Practice standards.

2.1 How can we help you?

We offer assistance in the following areas:



2.1.1 Service Desk

Using best of breed support tools, its own monitoring solution, and an in-house virtual test environment with its own HSCN connection, conneQt® Bulk PDS is offered as a fully managed service with a choice of two support models. Standard support is listed below, please contact us for details on enhanced support.

Service Components

Standard Support Service

Quicksilva's qualified and authorised Support Team, are on hand to deal with telephone contacts:

09:00 - 17.00 Monday to Friday;

(Excluding UK Bank Holidays, Christmas Eve and New Year's Eve);

Enhanced support hours are available by arrangement.

24 x 7 monitoring and reporting with our bespoke monitoring solution across the following Service Levels:

- Availability;
- Response Times;
- Issue Escalation.



Qure®

Online Incident Management System - 24 x 7 Issue Management.

Quicksilva's Qure® web-portal provides a central repository for incident management 24x7 as standard, allowing shared access to details of all incidents logged, in progress, resolved and escalated, as well as providing a mechanism for raising, viewing and updating change requests.

2.1.2 Monitoring Services

Based on 8 years of experience of industry standard and proprietary monitoring systems, we have developed our own in-house monitoring system. The system offers real-time monitoring through the use of the Simple Network Management Protocol.

Data is sampled and used to monitor service availability and to create alerts for the Support Team. The system also allows us to monitor operational responses, transit times and message queues in Customer systems on a 24x7 basis to a bespoke Customer alerting profile. A sample monitoring screen is shown below at Figure 4:

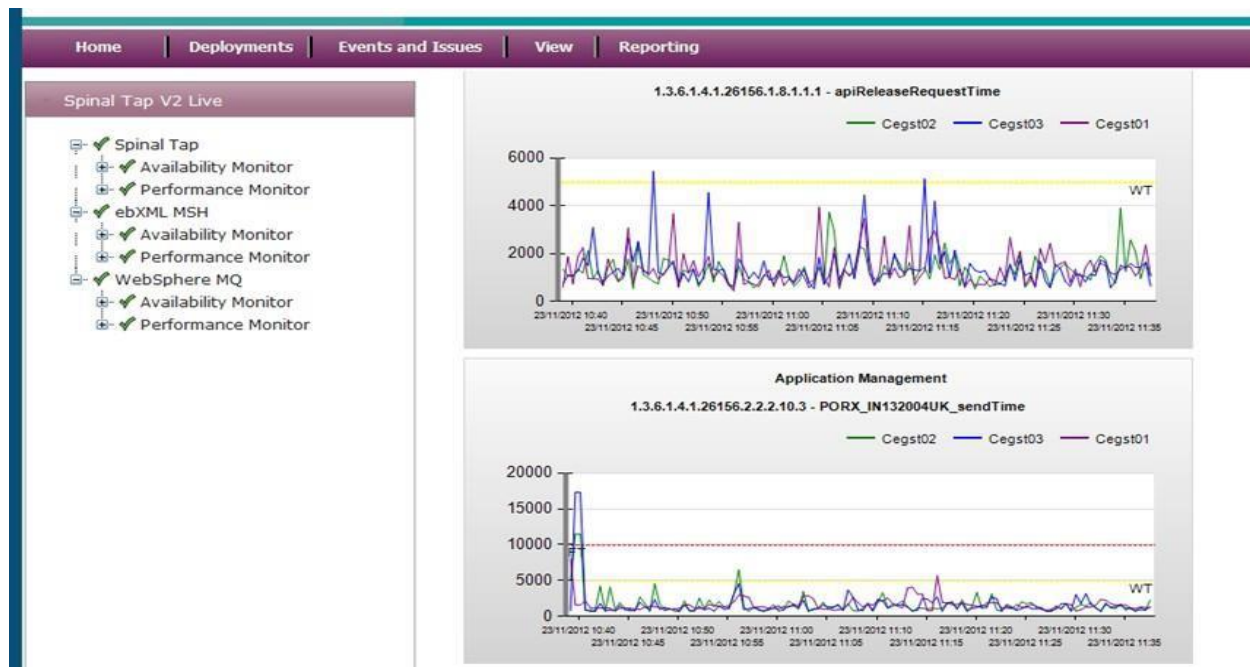


Figure 4 – Example of Service Desk Application Monitoring Capability

Our monitoring system enables automatic alerts to our Out of Hours engineers, meaning we are often able to rectify an outage before our Customers are even aware it has occurred.

2.1.3 Incident Management

Incidents are management to agreed Service Levels, which are supported by a Service Credit regime, although we pride ourselves on never having had to pay service credits for failing to achieve a Service Level. Service Levels include:

- **Availability**

A percentage range depending on the particular service contract. Our Customers find Availability service levels reassuring, since it is in Quicksilva's interest to keep the service up and running to meet the promised service level;

- **Response Times**

The period of time between an incident being received by Quicksilva's Support Team and their communicating with the named Customer contact. Current Customer requirements are met by high priority incident responses time of 15 minutes, low priority incidents response time 8 working hour (these can be enhanced by agreement).

Performance against Service Levels is reported via periodic (typically monthly) service reports. These detail performance against agreed Service Levels and the status of any Incidents raised during the reporting period which are live.

Reports can be customised to include other performance indicators relevant to you, or example the average transaction time through an integration service.

- **Bespoke Indicators**

We monitor operational responses, transit times and message queues in Customer systems on a 24x7 basis and are able to offer a Service Level profile to meet individual need. Out of hours maintenance windows for planned maintenance are provided as part of Quicksilva's service offering to avoid disruption to the live service.

2.1.4 Change and Release Management

Quicksilva offers a comprehensive Release and Change Request Management service for your Cloud Application, to ISO9001:2015 Quality standards.

When a request for a change, patch or new release is raised, a Change Manager will be assigned to conduct an impact assessment; advise on lead times; provide a quotation to the Customer to obtain acceptance of costs and approval of the change, in order to proceed. Once assigned, the Change Manager assumes accountability for following the change request through to completion.

Change requests can be raised at any time through our web portal the Qure®. The Qure® enables all parties to receive live email alerts at key stages of the change, enables quick and easy communication with the Change Manager as well as providing a visible audit trail from conception to completion.

2.1.5 Hosting Provision and Management

Our Services Team monitors numerous HSCN and internet hosted systems on a 24x7 basis. Our Operations centre is ISO 27001 accredited and is equipped with a backup power generator and HSCN connection. In the event of loss of our Operations centre we have arrangements in place to allow us to relocate to an alternative hosting facility from where we can resume monitoring and management. From a resource perspective we operate a matrix which ensures we are never left short of the right skills because of leave of absence.

Quicksilva also work with other industry leading cloud service providers (located in the UK where required), which are ISO27001 and Cyber Essential Plus compliant, so we can find the best platform to meet your requirements.

We are innovative in our approach to cloud application management, and build on the flexibility offered by cloud providers with proven industry leading tools, to enable high availability and continuous integration and delivery.

Through these platforms, Quicksilva can manage applications on a high speed and highly available cloud platform. The flexibility and scalability of this environment means that new and additional resources can be scaled quickly and easily if required.

3 Backup, Restore and Disaster Recovery

3.1 Backup and Restore

At infrastructure level, within our primary cloud environment we provide our services through a highly resilient private cloud platform. This enables automatic transfer of the application from one hardware platform to another should the underlying hardware develop a fault and 'point-in-time' recovery should a primary server be disabled due to a catastrophic error.

This enables automatic transfer of the application from one hardware platform to another should the underlying hardware develop a fault and 'point-in-time' recovery should a primary server be disabled due to a catastrophic error.

This platform utilises a high-speed storage solution with local resilience and hourly snapshots being taken over to a separate data centre. Server images are stored on replicated storage. Any patches or updates to Virtual Machines are automatically saved to the storage platform.

The data for the service is held on a dedicated managed backup platform, which is hosted securely in a geographically remote location. Nightly full backups of the database are taken and stored on a managed platform.

The service is fully monitored for performance and availability using SNMP traps and notifications. If system performance breaches pre-set thresholds or any component becomes unavailable, alerts are raised to Quicksilva's Service Management function, see Section 6 below for further details.

3.2 Disaster Recovery

Quicksilva have a detailed Business Continuity Plan, to allow for the restoration of any part of our business in the event of a disaster, which is tested to a regular schedule throughout the year.

We endeavour to avoid any minor or major system failures through active monitoring and management. This includes monitoring for availability and performance at all levels in the technology stack from hardware through to the operating system and in turn, the applications that are being run. This allows us to identify and address many issues before they result in any kind of system failure.

Our Services Team monitors numerous HSCN and internet hosted systems on a 24x7 basis. Our Operations centre is ISO 27001 accredited and is equipped with a backup power generator and HSCN connection. In the event of loss of our Operations centre we have arrangements in place to allow us to relocate to an alternative hosting facility from where we can resume monitoring and management. From a resource perspective we operate a matrix which ensures we are never left short of the right skills because of leave of absence.

At a system level we ensure business continuity through a variety of mechanisms. Where possible our systems are hosted on a private cloud which insulates the system from a fault in any underlying hardware.

If a virtual machine is lost, then it can be rapidly redeployed. Where high availability and scalability are required, the solutions we employ will be clustered such that load on the service is deployed across multiple nodes, allowing for failure in one node without impact to the service. This includes services such as firewalls and routers.

At a database level we typically employ an active-passive configuration to ensure minimal downtime in the event of an outage. All systems are also backed up to an offsite location daily. An important phase of any Quicksilva project is non-functional or 'Ready for Operation' testing which ensures the above measures are in place and have been thoroughly tested.

Our hosting partner has two state-of-the-art Tier-3 UK data centres which provide highly secure, geographically dispersed computing environments with 24 hour A/C power; UPS with emergency generator backup; computer monitored climate control for heating, ventilation and air conditioning (HVAC); fire detection and suppression, and multi-layer security. Data centres have been accredited with PCI DSS for Physical Hosting Services and are ISO27001, ISO9001 and Cyber Essentials Plus compliant. Dual 100 MB HSCN connections provide resilience in terms of HSCN connectivity.

4 Termination

Unless otherwise agreed between Quicksilva and the Customer, the Call-Off Agreement is subject to a minimum term of twelve (12) months, after which it shall automatically renew for a further consecutive twelve month period unless terminated by either party in writing, giving not less than three (3) months' notice, which must expire on the anniversary of the Call-Off Agreement.

Appendix A Quicksilva's Corporate CV

What we do

Software Solutions

Quicksilva is an independent UK- based supplier of consultancy, technical services and systems to the public and private sectors. We have a particular focus on the healthcare market, currently working in a number of areas of NHS Digital. These include

- NHS Spine Integration through our Spinal Tap® broker;
- Electronic Prescriptions Services (EPS);
- Patient Demographics and Summary Care (PDS, CP-IS and SCR)
- Integration of local Trust applications
- Choose and Book development (e-RS);
- NHS Spine Compliance and Testing services
- Transfer of Care e-Discharge solutions
- SharePoint portal and CRM development



Consultancy Services

Quicksilva Consultancy Services provide advice and guidance on strategy, solution and technical design where Customers want to implement a data or information sharing vision in support of service transformation. We have a broad range of business and technical consultancy capability including:

- ICT Strategy, Design and Development
- Strategic planning and Business Analysis
- Programme and Project Management
- Technical and Solutions Architecture Design
- NHS Spine and information Governance Compliance
- Information and Data Management



Delivery Services

Quicksilva's Service Delivery team provides a number of support and managed service options to our Customers ranging from:

- Spinal tap® Managed Service providing NHS Spine Integration
- Software Solutions Support
- Application Hosting and Management
- Spine-in-a-Box® testing and Development Environments
- 24x7 monitoring and alerts via N3/HSCN connectivity
- 1st, 2nd and 3rd line support using ITIL® v3 best practice



People and Values

We pride ourselves not only on the skills and experience of our people but also on their interpersonal abilities. Whomever Quicksilva offer to fulfil an assignment, our Customers can be sure that the individual was personally recruited by our Managing Director, whose standards apply across the company.

Founded in 1999 and based in Wiltshire, Quicksilva's success has been recognised by inclusion in The Sunday Times 2004 Tech Track 0 league table as well as being 2006 winner of the Growing Business Innovative Company award, the Wiltshire Business Best Business Culture award and 2016 eHI Award for Excellence.

In all our deliveries we stick to working to a set of simple and practical ideals based on developing a trusting and lasting relationship with our Customers:

- **Customer focused** – listen to what our Customers want, make them happy;
- **Professional** – integrity, accountability, pride in any job, transparent;
- **Innovative** – looking for smart ways to solve business problems;
- **Collaborative** – integrated team player (leadership or support);
- **Outcome focused** – shared targets, the finishing touches, successful.

Our commitment is that we will always propose the 'best person for the job' and where we feel that we are unable to deliver to the outcome expectations we will tell you. If we do not deliver value to our clients then we are not delivering sustainable value to our business.

Our people are equally at home in either a leadership or support role where they work as part of an integrated team focused on delivering to a shared outcome. We take pride in sharing our collective knowledge with others – we recognise that skill transfer is two way and that we will learn as much as we give away.



We have a wide range of in-house capability and where necessary we have access to additional capacity through our associate and trusted partner network.

Our Work Ethic – At Quicksilva, we have consistently demonstrated our ability to develop respectful relationships with client-side business or technical teams. We listen to our Customers and then work with them to design solutions that deliver optimum value based on balancing risk, cost and delivering quality outcomes to stakeholder groups. We understand national ICT infrastructure services and we will, wherever possible, exploit this investment for local benefit. Working as an integrated team ensures that we tap into the collective wisdom of the delivery team and get early agreement to the functionality needs of the solution.

Methodology

During the design, development and implementation phases we will invoke a number of tools, techniques or methodologies in support of collaborative working and consensual thinking that may include:

- MoSCoW Requirements and Prioritisation Analysis;
- Functional Analysis System Technique(FAST);
- Joint Application Development (JAD);
- SCRUM Agile Development;
- Lean Processing and Development;
- Rapid Prototyping; and
- PRINCE2 Project Management.

Quicksilva recognises that in many cases there are budgetary constraints that impacts on the overall functionality that can be delivered during development. We actively engage with our Customers and work as a team to undertake a MoSCoW (Must, Should, Could and Would) analysis that enables a more pragmatic approach to requirements prioritisation focused on living within the declared time and cost restraints.

Track Record in Health

conneQt® Bulk PDS – University Hospital of North Midlands (UHNM) was the first NHS Trust to successfully implement an NHS Interoperability ToolKit (ITK) Spine Mini Service. They chose Quicksilva’s conneQt® Bulk PDS product to directly trace and verify patient demographic information held on PDS, significantly faster and more accurately than was previously possible.

conneQt® Bulk PDS employs key algorithms to search for patients resulting in on average 99.6% of all patients who attend UHNS on any given day being traced on PDS. As a result UHNS is now automatically correcting approximately 360 NHS numbers per day whereas the previous manual process only resulted in 4 NHS numbers per day. conneQt® Bulk PDS has also enabled UHNS to increase the volume of daily patient record updates by a factor of five.

conneQt® Bulk PDS – Quicksilva’s Interoperability ToolKit (ITK) Spine Mini Service offering, conneQt® Bulk PDS is used to provide North East Ambulance Service (NEAS) with PDS access, enabling call handlers to check, correct and verify patient demographic information, including the NHS number.



NEAS operates in a business critical environment and so chose conneQt® Bulk PDS as a fully managed

service. Quicksilva operates to stringent availability service levels from its Operations Centre, a secure ISO27001 accredited environment. Quicksilva's Service Team monitors the application 24 hours a day 365 days a year with 1st, 2nd and 3rd line support based on ITIL v3 best practice. To date, agreed availability has been exceeded in every calendar quarter since the service was deployed.

conneQt® SCR – Quicksilva was the first to deliver this Summary Care Record Spine Mini-Service to market. In partnership with Swedish EPR provider Ortivus, SCR was rolled out to over 450 ambulances in the South Central Ambulance Service. As a result, for the first time, Paramedics were able to access details of a patient's medical conditions, allergies and medications at the scene via robust handheld tablets – enabling informed decisions to be made about the patient's care pathway. The solution was awarded the Excellence in Mobile Healthcare' award at the eHI Awards 2016.

Spinal Tap® - By introducing the Electronic Prescription Service, NHS CFH aimed to eliminate the current paper-based system for processing prescriptions. As a result all pharmacies in England must use a CFH compliant pharmacy system. Quicksilva's Spinal Tap® product has been developed as a broker between Patient Medication Records (PMR) systems and the Spine. Spinal Tap® is being used by major PMR suppliers with a combined estate that represents over 55% of all community pharmacies to enable system connectivity with the Spine.

National Institute for Health Research (NIHR) – Through our framework with the NIHR we have designed, developed and implemented a SharePoint research management solution. We used our Agile development methodology to design the system driven by business and end user needs. This strategic application is planned to be the cornerstone in the building of NIHR's business systems.

The English National Screening Programme for Diabetic Retinopathy (ENSPDR) – Using SharePoint Quicksilva designed, built and deployed a bespoke application to streamline this screening programme's reporting process across England. The solution provides a centralised facility for the collection of data, including the associated workflow, document management and associated administrative processes.



NHS Connecting For Health (CFH) - The Training and Messaging Service (TraMS) was a key strategic enabling project within the NHS Connecting for Health Education, Training and Development work stream. Quicksilva was retained by CFH to undertake an external review of the End-to-End Data Strategy and Model. This provided independent assurance and proposed an approach to data creation, population and management that was fit for purpose.

Wiltshire Medical Services - Quicksilva has delivered a secure integrated clinical communication hub to underpin Access to Care, the new single point of access for healthcare professionals run by Wiltshire Medical Services. The first system of its type in the UK, it not only cuts the time taken to refer patients, but provides a failsafe method that automatically captures all necessary patient information and avoids the need to retype data.

Choose and Book Unplugged – Quicksilva developed an “Unplugged” version of the NHS Choose and Book (CaB) system that could be run on a laptop with no internet or software requirements that is widely used as a training and demonstration tool within numerous NHS departments and affiliated organisations. Unplugged replicated the functionality of the live CaB environment and catered for multiple logins with the simulated database giving the impression that all of the functionality for the supported user roles is incorporated into the application. Our structured approach has resulted in an application that can be quickly expanded to cater for future functionality.

Naked Prescriber - The Electronic Prescriptions Service (EPS) is a key deliverable of NHS CFH National Programme. Quicksilver were contacted in December 2004 and asked to develop a prescribing solution which could be used should none of the major GP system suppliers be able to meet delivery deadlines. In 10 weeks Quicksilver developed and implemented (including CFH compliance testing) the Naked Prescriber system. This incorporates a thin client application and message handling system which utilises NCRS smartcard authorisation and authentication.

Generic Message Renderers - All systems wishing to participate in the EPS must pass NHS CFH compliance testing. This process involves system testing in a sandpit environment to ensure that the correct exchange of messages occurs between the relevant systems and the Spine. The capacity of the sandpit environment is limited and this combined with the high number of systems wishing to participate means that sandpit time is at a premium. To ensure judicious use of sandpit time Quicksilver worked with NHS CFH to develop a set of tools which could be used to validate EPS messages in an offline environment. The resultant Generic Message Renderers are now a prerequisite to entering compliance testing.

HL7 Tools - Health Level Seven (HL7) is an ANSI accredited Standards Developing Organization (SDO) operating in the healthcare arena. The NHS was the first organisation to implement to adopt HL7v3 to underpin its systems. In addition to supporting the NHS CFH Communications and Messaging team, Quicksilver have extended the HL7 toolset in support of the standard and CFH's message development needs.

Customer Base

The below customer profile provides a high level summary of our customer portfolio.

Clinical Commissioning Groups (CCG)	NHS Digital
Ambulance Trusts	Local Authorities
NHS Acute Trusts	Public Health England (PHE)
Department for Work and Pensions (DWP)	Pharmacies
Dental Practices	Clinical Software Houses