

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/008499-2023>

Tender

NHS Prescriptions, Cards & Print

NHS Business Services Authority

F02: Contract notice

Notice identifier: 2023/S 000-008499

Procurement identifier (OCID): ocds-h6vhtk-0352ea

Published 23 March 2023, 2:17pm

Section I: Contracting authority

I.1) Name and addresses

NHS Business Services Authority

Stella House, Goldcrest Way, Newburn Riverside

Newcastle upon Tyne

NE15 8NY

Contact

NHSBSA Commercial Services

Email

nhsbsa.commercialservicesteam@nhs.net

Country

United Kingdom

Region code

UKC22 - Tyneside

Internet address(es)

Main address

<https://www.nhsbsa.nhs.uk/>

Buyer's address

<https://www.nhsbsa.nhs.uk/>

I.3) Communication

Access to the procurement documents is restricted. Further information can be obtained at

<https://health-family.force.com/s/Welcome>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://health-family.force.com/s/Welcome>

Tenders or requests to participate must be submitted to the above-mentioned address

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<https://health-family.force.com/s/Welcome>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

NHS Prescriptions, Cards & Print

Reference number

C76509

II.1.2) Main CPV code

- 79824000 - Printing and distribution services

II.1.3) Type of contract

Services

II.1.4) Short description

This is for the provision of the framework agreement for the NHSBSA and wider health family to provide and distribute secure forms, non secure forms, personalised printed products, NHS Cards, Health Insurance Cards.

To provide an online ordering portal and customer contact centre with catalogues to order secure and non secure forms:

Interested parties must register an interest and access the procurement documents via <https://health-family.force.com/s/Welcome> (search opportunities using system reference C76509). Follow the instructions to register an interest and once registered, Suppliers will be able to view and access the full Tender documentation.

The framework will be accessible by other Ordering Organisations:

- 1) the NHS Business Services Authority (NHSBSA) and its successor bodies;
- 1) NHS organisations in England and Wales. NHS Scotland and Health & Social Care Northern Ireland and any Crown Dependency which may join this Contract during its term.
- 3) Department of Health and Social Care bodies and NHS bodies in existence at the time of this tender and those created under any NHS restructure; private sector organisations wishing to purchase permitted NHS printed products and wishing to use associated services (e.g private provider organisations);
- 4) public sector bodies wishing to purchase permitted NHS printed products and wishing to use associated services;
- 5) voluntary and third sector bodies and charities wishing to purchase permitted NHS

printed products and wishing to use associated services; and

6) Members of the Public wishing to receive individual HwHC products.

Products purchased by Authorised Users which provide clinical or support services to NHS patients such as NHS England, NHS Wales and a range of other health organisations; including but not limited to Local Authorities, NHS Trusts, NHS Foundation Trusts, Integrated Care Boards, Health Boards, NHS Provider Organisations, Community Dentists, Pharmacists and Opticians, NHS Employers and the NHS in Scotland and Northern Ireland are to be ordered via the Supplier's online portal. The online ordering portal is accessed by in excess of 1k ordering organisations and more than 7.4k individual customers.

Please note that all dates and figures in this notice are approximate and subject to change.

Any resulting contract will be considered as a contract made in England according to English Law and will be subject to the exclusive jurisdiction of the English Courts;

Grouping of bidders may be required to form a separate limited liability company or other legal form and/or one that takes full responsibility and/or liability and/or confirm that each takes joint and several liability.

The Contracting Authority conducted pre-tender market engagement following the publication of a Prior Information Notice (PIN) 2022/S 000-019522 . The report outlining the findings of this exercise can be found at <https://health-family.force.com/s/Welcome> (search opportunities using system reference C76509 - Supplier Documents/PTME Report

II.1.5) Estimated total value

Value excluding VAT: £123,100,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 85100000 - Health services
- 22458000 - Bespoke printed matter
- 64216200 - Electronic information services

- 79824000 - Printing and distribution services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

This is for the provision of the framework agreement for the NHSBSA and wider health family to provide secure forms, non secure forms, personalised printed products, NHS Cards and Health Insurance Cards.

The current requirement is to provide an agreement to produce and distribute personalised cards and/or paper certificates and/or digital exemptions and/or documentation for:

- Medical Exemption (Medex)
- Tax Credits (TC)
- European Health Insurance Card (EHIC)
- Global Health Insurance Card (GHIC)
- NHS Pension payroll information
- Covid Pass

To provide an online ordering portal and customer contact centre with catalogues to order secure and non secure forms:

The Secure catalogue consists of prescription forms used in England and Wales and can either be personalised pads or non-personalised single sheets.

The Non-Secure catalogue consists of national products used across the NHS; these range from dental record cards to specialist neonatal screening cards, multipart patient record and information packs. In addition, the Help with Health Costs catalogue consists of a number of leaflets, posters and application forms which enable certain patients to receive financial assistance with elements of their healthcare.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £123,100,000

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

Start date

1 July 2024

End date

1 July 2028

This contract is subject to renewal

Yes

Description of renewals

This contract will be awarded for an initial 4 year term with the option to extend for a further 2 years. The initial start date of 01/07/2024 is the date of operational services commencement. It does not include the implementation period which is anticipated to commence in September 2023.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

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 IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

Framework agreement with a single operator

In the case of framework agreements, provide justification for any duration exceeding 4 years:

Return on investment

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-019522](#)

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

11 May 2023

Local time

12:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 72 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

18 May 2023

Local time

12:00pm

Place

Tenders will be opened using the Authority's e-tendering system

Information about authorised persons and opening procedure

Tenders will be opened using the Authority's e-tendering system

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: 2030 depending on whether options to extend are exercised.

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

The framework will be accessible by other Ordering Organisations:

- 1) the NHS Business Services Authority (NHSBSA) and its successor bodies;
- 1) NHS organisations in England and Wales. NHS Scotland and Health & Social Care Northern Ireland and any Crown Dependency which may join this Contract during its term.

- 3) Department of Health and Social Care bodies and NHS bodies in existence at the time of this tender and those created under any NHS restructure; private sector organisations wishing to purchase permitted NHS printed products and wishing to use associated services (e.g private provider organisations);
- 4) public sector bodies wishing to purchase permitted NHS printed products and wishing to use associated services;
- 5) voluntary and third sector bodies and charities wishing to purchase permitted NHS printed products and wishing to use associated services; and
- 6) Members of the Public wishing to receive individual HwHC products.

Products purchased by Authorised Users which provide clinical or support services to NHS patients such as NHS England, NHS Wales and a range of other health organisations; including but not limited to Local Authorities, NHS Trusts, NHS Foundation Trusts, Integrated Care Boards, Health Boards, NHS Provider Organisations, Community Dentists, Pharmacists and Opticians, NHS Employers and the NHS in Scotland and Northern Ireland are to be ordered via the Supplier's online portal. The online ordering portal is accessed by in excess of 1k ordering organisations and more than 7.4k individual customers.

Please note that all dates and figures in this notice are approximate and subject to change.

Any resulting contract will be considered as a contract made in England according to English Law and will be subject to the exclusive jurisdiction of the English Courts;

Grouping of bidders may be required to form a separate limited liability company or other legal form and/or one that takes full responsibility and/or liability and/or confirm that each takes joint and several liability.

The Contracting Authority conducted pre-tender market engagement following the publication of a Prior Information Notice (PIN) 2022/S 000-019522 . The report outlining the findings of this exercise can be found at <https://health-family.force.com/s/Welcome> (search opportunities using system reference C76509 - Supplier Documents/PTME Report

VI.4) Procedures for review

VI.4.1) Review body

NHS Business Services Authority

Stella House, Goldcrest Way

Newcastle Upon Tyne

NE15 8NY

Email

nhsbsa.commercialservicesteam@nhs.net

Country

United Kingdom

Internet address

<https://www.nhsbsa.nhs.uk/>

VI.4.4) Service from which information about the review procedure may be obtained

NHS Business Services Authority

Stella House, Goldcrest Way, Newburn Riverside

Newcastle upon Tyne

NE15 8NY

Country

United Kingdom

Internet address

<https://www.nhsbsa.nhs.uk/>