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Planning

File Tracking and Scanner Procurement

NHS Business Services Authority

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-010697

Procurement identifier (OCID): ocds-h6vhtk-06497a

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Scope

Reference

C419390

Description

The NHSBSA invites you to participate in an Pre Market Engagement exercise through this Request for Information (RFI) for the provision of a File Tracking and Scanner Procurement.

The NHS Business Services Authority (NHSBSA) is seeking market insight to support the potential procurement of a modern File Tracking Solution that enhances visibility, accuracy, and operational control across key environments. This Request for Information (RFI) aims to understand the range of capabilities, technologies, and approaches available in the market for file tracking.

The NHSBSA currently has a contract in place for a File Tracking and Scanner Management Information (MI) software solution. This contract began in March 2020 and runs until September 2026.

The current solution is used at two NHSBSA sites located at Greenfinch Way (NE15 8NX) and Bridge House (NE1 6SN) and supports 42 users in total, 29 based at Greenfinch Way and 13 based at Bridge House.

The solution supports NHSBSA's scanning operations, which process approximately 1 billion prescriptions, medical exemption applications, and dental claims each year. These activities are critical to managing confidential records securely and efficiently across multiple sites. The system enables tracking of files from receipt through scanning, storage, and eventual destruction, while providing performance statistics and management information.

As part of our forward planning and market engagement under PA23 regulations, NHSBSA is seeking to understand current market capabilities and innovations that could inform future procurement decisions when the existing contract approaches its end. The NHSBSA is particularly interested in suppliers' solutions for tagging, tracking methodologies, automation features, and security standards that could support the operational needs of the Greenfinch Warehouse and opportunities to improve traceability, efficiency, and overall assurance. Supplier's feedback will help NHSBSA refine its understanding of available solutions and determine the most suitable direction for any future procurement activity.

Overview of Requirements:

The proposed solution must align with the Authority's operational objectives by delivering a reliable, accurate, and high performance file tracking capability that supports secure and efficient handling of physical files across NHSBSA sites. The new solution must offer end to end visibility of file movements, real time status updates, and secure audit trails to ensure full traceability throughout the file lifecycle.

To maintain continuity of service within the NHSBSA Warehouse and other operational areas, suppliers must provide a solution that is fully operational, resilient, and capable of supporting consistent, high volume activity without disruption. The system should minimise manual intervention, reduce the risk of misfiled or unaccounted for items, and enable staff to locate, track, and process materials quickly and confidently.

The solution must be intuitive and user friendly, enabling staff to perform routine tasks, such as scanning, updating locations, allocating files, and verifying records with minimal training. Reliability, accuracy, and real time performance are essential to ensure business continuity across critical NHSBSA services reliant on timely and precise file movement and tracking.

The NHSBSA has a requirement for tracking software to manage the receipt, storage and movement of departmental records, patient records and miscellaneous equipment. The software must be able to manage records at any level in the following hierarchy: site level,

departmental locations level, box level and file level. It must also log a history of movements of each item, have the ability to manage records by pre-determined retention periods and allow operators to produce MI reports. A brief list of requirements are shown below, with more detailed requirements included at Appendix 1 (High-Level Requirements).

High level requirements:

- Track records at file, box, location and site level.
- Data for records to include the following attributes at a minimum:
 - Client name
 - Department name
 - Date relating to the records 'Birth Date'
 - Date the record was registered with the tracker
 - Record type
 - Record ID number (for file level records)
 - Box ID Number (for box level records)
 - Description of record
 - Destruction date of record
- Ability to flag record for extended retention period
- Additional data - system needs to be flexible to accommodate data requirements for different record types and different clients
- Ability to run simple reports for operators to confirm the accuracy of their inputs
- Ability to load file data from imported spreadsheets
- Ability to add a file using the barcode scanner if an extra file needs to be added to a box
- Ability to amend any record detail via another device e.g. desktop/laptop
- Maintain a full movement history for each record.

- Provide reporting and MI capabilities, including destruction schedules and audit trails.
- Ability to establish Users and Superusers that have different access rights
- Ability to set up new users

The NHS Business Services Authority (NHSBSA) is publishing this Preliminary Market Engagement Notice under Section 17 of the Procurement Act 2023, which sets out the requirement to publish a notice where preliminary market engagement has taken place or is planned.

This engagement is being carried out in line with Section 16 of the Procurement Act 2023, which permits contracting authorities to engage with the market for purposes such as understanding supplier capability, shaping the requirement, and supporting the design of the procurement approach.

In conducting this engagement, we will meet our overarching duties under the Act. This includes acting in a way that supports the procurement objectives, ensuring non-discrimination between suppliers, and managing any actual or potential conflicts of interest. These duties apply to all preliminary market engagement activities and underpin how information is shared with suppliers to avoid any unfair advantage.

Interested parties must access the RFI documents via <https://health-family.force.com/s/Welcome> (search opportunities using system reference C419390)

Total value (estimated)

- £100,000 excluding VAT
- £120,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 October 2026 to 30 September 2031
- Possible extension to 30 September 2032

- 6 years

Main procurement category

Services

CPV classifications

- 48000000 - Software package and information systems
- 42965100 - Warehouse management system
- 72212420 - Facilities management software development services and software development services suite
- 35126000 - Bar code scanning equipment
- 79999100 - Scanning services

Contract locations

- UKC - North East (England)

Engagement

Engagement deadline

3 March 2026

Engagement process description

With this invitation, the NHSBSA invites you to respond to this RFI in relation to the delivery of the solution to address business objectives and requirements outlined in Appendix 1 (High-Level Requirements). Your organisation's involvement with our RFI is an invaluable way of us ensuring that, with your input, we have the best support and guidance to inform any subsequent procurement.

At this stage we are seeking high-level input via completion of Appendix 2 (NHSBSA Supplier RFI Response Document) to enable us to assess the market and to inform any future procurement process.

Your response to this RFI will be used by the NHSBSA and its Stakeholders to:

- understand supplier/market capability, capacity and service offering
- understand lead times for the implementation and the delivery of the solution/services
- identify any innovative solutions proposed by suppliers
- inform the scope of the future requirements
- understand supplier side issues in delivering the solution/services
- understand commercial/pricing models
- inform a future procurement strategy
- whether a contract could be broken down into Lots
- determine the route to market
- understand what Social Value can be delivered through this contract

Dates of Engagement:

UK02: Preliminary Market Engagement Notice published and suppliers able to register on Health Family Portal. - 05/02/2026

RFI Documents made available to registered suppliers on Health Family Portal - 05/02/2026

Supplier clarification question deadline - 25/02/2026 at 12 Noon-

Supplier response deadline - 03/03/2026 at 4pm

NHSBSA to provide summary report of RFI findings in early March 2026.

It is anticipated that a UK04: Tender Notice will be published at the end of March 2026.

Interested parties must access the RFI documents via <https://health-family.force.com/s/Welcome> (search opportunities using system reference C419390).

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Publication date of tender notice (estimated)

31 March 2026

Contracting authority

NHS Business Services Authority

- Public Procurement Organisation Number: PRLZ-1599-JGTT

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Organisation type: Public authority - central government