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Award

ICR Support and Maintenance STA

NHS Business Services Authority

UK5: Transparency notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-018192

Procurement identifier (OCID): ocds-h6vhtk-065ef0 ([view related notices](#))

Published 2 March 2026, 7:53am

Scope

Reference

W178544

Description

The NHSBSA has previously purchased a perpetual license for the Tungsten (formerly known as Kofax) ICR Solution made up of a product suite including KTT. This contract is for the support and maintenance of the Kofax ICR Solution previously procured by the NHSBSA.

This contract will be for 5 years, covering support of the product until it is end of life.

The contract will commence on 9 March 2026 and run until the 28 February 2031.

Contract 1. ICR Support and Maintenance

Supplier

- Tungsten Automation UK Limited

Contract value

- £284,304.08 excluding VAT
- £341,164.90 including VAT

Above the relevant threshold

Earliest date the contract will be signed

9 March 2026

Contract dates (estimated)

- 9 March 2026 to 28 February 2031
- 4 years, 11 months, 23 days

Main procurement category

Services

CPV classifications

- 72261000 - Software support services

Contract locations

- UK - United Kingdom
-

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Direct award justification

Single supplier - technical reasons

Section 41 and Schedule 5.6 of the Procurement Act 23 allows a direct award on the basis that competition is absent for technical reasons.

NHSBSA holds a perpetual license and the supplier is the only provider that can provide support for the legacy bespoke system. Supplier has confirmed its resellers can not provide the services.

Supplier

Tungsten Automation UK Limited

- Companies House: 03006365

Pountney Hill House, 6 Laurence Pountney Hill

London

EC4R 0BL

United Kingdom

Email: barbara.kaizer@tungstenautomation.com

Region: UKI31 - Camden and City of London

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1. ICR Support and Maintenance

Contracting authority

NHS Business Services Authority

- Public Procurement Organisation Number: PRLZ-1599-JGTT

Stella House, Goldcrest Way, Newburn Riverside

Newcastle upon Tyne

NE15 8NY

United Kingdom

Email: nhsbsa.commercialserviceteam@nhsbsa.nhs.uk

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

Region: UKC22 - Tyneside

Organisation type: Public authority - central government