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Contract

Primary Care Support England

NHS England

F20: Modification notice

Notice identifier: 2025/S 000-020276

Procurement identifier (OCID): ocds-h6vhtk-05105f

Published 12 May 2025, 6:59am

Section I: Contracting authority/entity

I.1) Name and addresses

NHS England

7&8 Wellington Place

Leeds

LS1 4AP

Contact

Danielle McCulloch

Email

england.commercialqueries@nhs.net

Country

United Kingdom

NUTS code

UKE - Yorkshire and the Humber

Internet address(es)

Main address

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

Buyer's address

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

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Primary Care Support England

Reference number

C1985

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.2) Description

II.2.2) Additional CPV code(s)

- 48300000 - Document creation, drawing, imaging, scheduling and productivity software package
- 48490000 - Procurement software package

- 48814000 - Medical information systems
- 48900000 - Miscellaneous software package and computer systems
- 48814200 - Patient-administration system
- 48814400 - Clinical information system
- 66520000 - Pension services
- 48445000 - Customer Relation Management software package
- 48300000 - Document creation, drawing, imaging, scheduling and productivity software package
- 48180000 - Medical software package
- 48430000 - Inventory management software package
- 48444000 - Accounting system
- 48812000 - Financial information systems
- 64000000 - Postal and telecommunications services
- 66170000 - Financial consultancy, financial transaction processing and clearing-house services
- 72000000 - IT services: consulting, software development, Internet and support
- 75100000 - Administration services
- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security
- 85120000 - Medical practice and related services
- 85130000 - Dental practice and related services
- 85140000 - Miscellaneous health services
- 85160000 - Optician services
- 85300000 - Social work and related services

II.2.3) Place of performance

NUTS codes

- UKE4 - West Yorkshire

II.2.4) Description of the procurement at the time of conclusion of the contract:

Contract for the delivery of the Primary Care Support Services, which are essential administration services that underpin Primary Care in England.

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

Start date

1 September 2015

End date

31 August 2025

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.2) Administrative information

IV.2.1) Contract award notice concerning this contract

Notice number: [2014/S 220-389139](#)

Section V. Award of contract/concession

Contract No

C1985

Title

Primary Care Support England

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract/concession award decision:

9 May 2025

V.2.2) Information about tenders

The contract/concession has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor/concessionaire

CAPITA BUSINESS SERVICES LTD

First Floor, 2 Kingdom Street, Paddington

London

W2 6BD

Email

engagewithus@capita.com

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

02299747

Internet address

<http://www.capita.com>

The contractor/concessionaire is an SME

No

V.2.4) Information on value of the contract/lot/concession (at the time of conclusion of the contract;excluding VAT)

Total value of the procurement: £408,000,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

NHS England

Wellington House, 133-135 Waterloo Rd

London

SE1 8UG

Country

United Kingdom

Internet address

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

Section VII: Modifications to the contract/concession

VII.1) Description of the procurement after the modifications

VII.1.1) Main CPV code

- 85100000 - Health services

VII.1.2) Additional CPV code(s)

- 48814000 - Medical information systems

VII.1.3) Place of performance

NUTS code

- UKE - Yorkshire and the Humber

VII.1.4) Description of the procurement:

A modification to NHS England's contract for the delivery of the Primary Care Support Services, which are essential administration services that underpin Primary Care in England. The modification agrees between the Parties to extend the Contract for a period of 18 months and confirms timeframes for invoking the Termination Assistance Period, provided for within the Contract. This modification is made in accordance with the safe harbour of Regulation 72(1)(b) of the Public Contract Regulations 2015. In addition, we do not consider this to be a substantial modification and so the modification is also made in accordance with the safe harbour of Regulation 72(1)(e) of the Public Contracts Regulations 2015.

VII.1.5) Duration of the contract, framework agreement, dynamic purchasing system or concession

Start date

1 September 2025

End date

31 August 2028

VII.1.6) Information on value of the contract/lot/concession (excluding VAT)

Total value of the contract/lot/concession:

£576,400,734

VII.1.7) Name and address of the contractor/concessionaire

CAPITA BUSINESS SERVICES LTD

First Floor, 2 Kingdom Street, Paddington

London

W2 6BD

Email

engagewithus@capita.com

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

02299747

Internet address

<http://www.capita.com>

The contractor/concessionaire is an SME

No

VII.2) Information about modifications

VII.2.1) Description of the modifications

Nature and extent of the modifications (with indication of possible earlier changes to the contract):

A modification to NHS England's contract for the delivery of the Primary Care Support Services, which are essential administration services that underpin Primary Care in England. The modification agrees between the Parties to extend the Contract for a period of 18 months and confirms timeframes for invoking the Termination Assistance Period, provided for within the Contract. This modification is made in accordance with the safe harbour of Regulation 72(1)(b) of the Public Contract Regulations 2015. In addition, we do not consider this to be a substantial modification and so the modification is also made in accordance with the safe harbour of Regulation 72(1)(e) of the Public Contracts Regulations 2015.

VII.2.2) Reasons for modification

Need for additional works, services or supplies by the original contractor/concessionaire.

Description of the economic or technical reasons and the inconvenience or duplication of cost preventing a change of contractor:

Extension required to allow for a sufficient time to complete a procurement exercise. This will ensure uninterrupted service delivery during the re-procurement period and a safe transition and exit from the incumbent supplier to the new contract arrangements when it is awarded and established.

This Contract was procured under the Public Contract Regulations 2015 and the contract modification is executed under the safe harbour permitted in Regulation 72(1)(b) PCR 2015.

VII.2.3) Increase in price

Updated total contract value before the modifications (taking into account possible earlier contract modifications, price adaptations and average inflation)

Value excluding VAT: £408,000,000

Total contract value after the modifications

Value excluding VAT: £490,500,000