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Planning

## Primary Care Support Services

NHS England, Leeds

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

Notice identifier: 2025/S 000-024924

Procurement identifier (OCID): ocds-h6vhtk-051d26 ([view related notices](#))

Published 22 May 2025, 2:08pm

### Scope

### Description

NHS England are conducting pre-market engagement for Primary Care Support Services: Records Management, Logistics and Supplies. The Procurement Act 2023 allows market testing and supports contracting authorities and the market to prepare for upcoming procurements. NHS England aims to ensure more effective and efficient procurement processes and intends to engage early and widely with the market to allow opportunities to shape its requirements. The initial aim of the pre-tender market engagement is to make interested parties aware of upcoming tenders for Primary Care Support Services:

- Service two: Records Management, Logistics and Supplies

Furthermore, NHS England is keen to use the responses to understand from the market whether there is adequate interest in the proposed procurement activity and whether the market will be in a position to bid for and deliver the specified services. Primary Care Support Services (PCSS) are essential administration services underpinning provision of primary care in England and consists of a range of services to support primary care delivery. The current contract provides a range of administrative and back-office functions supporting primary care contractors (GPs, Pharmacists, Dentists and Opticians) in England. The service lines that the current contract covers are:

- Payment Services (GP, Ophthalmic & Pharmacy contractors)
- GP Pensions Administration Services
- Patient Registration Services
- Medical Records Administrations and Movement Services
- Medical and Controlled Stationary Supplies Delivery Services
- National Performers Lists Administration Services

- Pharmacy Market Entry Administration Services

### **Total value (estimated)**

- £385,000,000 excluding VAT
- £462,000,000 including VAT

Above the relevant threshold

### **Contract dates (estimated)**

- 1 September 2026 to 31 August 2033
- Possible extension to 31 August 2036
- 10 years

### **Main procurement category**

Services

### **CPV classifications**

- 79996100 - Records management
  - 79940000 - Collection agency services
  - 92512000 - Archive services
  - 72512000 - Document management services
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## Engagement

### Engagement deadline

2 June 2025

### Engagement process description

NHS England are conducting pre-market engagement for Primary Care Support Services: Records Management, Logistics and Supplies Primary Care Support Services (PCSS) are essential administration services underpinning provision of primary care in England and consists of a range of services to support primary care delivery. The current contract provides a range of administrative and back-office functions supporting primary care contractors (GPs, Pharmacists, Dentists and Opticians) in England. The Procurement Act 2023 allows market testing and supports contracting authorities and the market to prepare for upcoming procurements. NHS England will be holding an online webinar on the 03 June 2025 (am) where interested suppliers will gain further insight to the procurement. At this stage, interested suppliers are invited to register their interests for the event by completing the attached webinar registration form and submitting a signed Non-Disclosure Agreement (NDA) provided by NHS England which can be found in the documents section of this project. Registration for the online event will close on the 2nd June 2025 at 12: 00 hours. Please note that NHS England has limited attendees at the event to 3 participants per organisation. Invites to the event will be sent by 17:00 on the 2nd June 2025 to suppliers which have: 1. Successfully registered their interests by completing and returning the webinar registration contact details table in section 7 of Appendix A: Instructions document; and 2. Successfully completed and returned the signed NDA. The NDA and registration must be uploaded and submitted electronically via the Health Family eCommercial Portal by 12:00 hours on 02 June 2025. Request For Information (RFI) documentation and further instructions will be made available to all eligible suppliers after the webinar via the portal. Please see attached documentation for further information.

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## Participation

## Particular suitability

Small and medium-sized enterprises (SME)

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## Submission

### Publication date of tender notice (estimated)

1 January 2026

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## Contracting authority

### NHS England, Leeds

- Public Procurement Organisation Number: PDPT-3135-BWWY

7&8 Wellington Place

Leeds

LS1 4AP

United Kingdom

Email: [england.commercialqueries@nhs.net](mailto:england.commercialqueries@nhs.net)

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

Region: UKE42 - Leeds

Organisation type: Public authority - central government