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Tender

Volunteer and Social Impact Platform, and Managed Service

NHS Business Services Authority

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-029085

Procurement identifier (OCID): ocids-h6vhtk-05101c

Published 2 June 2025, 11:20am

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Scope

Description

The Authority requires a single Supplier to provide a Volunteering and Social Impact (VASI) platform, and managed service to deliver a comprehensive digital solution. The purpose of the VASI platform and associated managed service is to enable a significant increase in large-scale volunteering across the Organisation, and will be used to transform the sourcing, promotion, management, co-ordination and tracking of volunteer activities by the Authorities staff. Prior Published Notices Under the Public Contract Regulations 2015 a PIN was published and a Pre-Market Engagement exercise was carried out, the links to these are below. Contracts Finder

<https://www.contractsfinder.service.gov.uk/Notice/e3dd00e0-27ec-4d92-afe0-865a0c35fe5c> <https://www.contractsfinder.service.gov.uk/Notice/17f3c29f-2737-423b-b7ef-01f1ceb1e7f1> Find a Tender Service <https://www.find-tender.service.gov.uk/Notice/027357-2024> <https://www.find-tender.service.gov.uk/Notice/029141-2024>

Total value (estimated)

- £310,000 excluding VAT
- £372,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 18 August 2025 to 17 August 2027
- Possible extension to 17 August 2030
- 5 years

Description of possible extension:

3 x up to 12 month extension options

Main procurement category

Services

CPV classifications

- 72260000 - Software-related services
- 48000000 - Software package and information systems
- 48900000 - Miscellaneous software package and computer systems
- 72000000 - IT services: consulting, software development, Internet and support
- 72224000 - Project management consultancy services
- 75200000 - Provision of services to the community

- 85323000 - Community health services
- 98113000 - Services furnished by specialist organisations
- 85000000 - Health and social work services
- 85322000 - Community action programme

Contract locations

- UK - United Kingdom

Participation

Legal and financial capacity conditions of participation

Details can be found in the Tender Documents.

Technical ability conditions of participation

Details can be found in the Tender Documents.

Particular suitability

- Small and medium-sized enterprises (SME)
 - Voluntary, community and social enterprises (VCSE)
-

Submission

Tender submission deadline

6 June 2025, 12:00pm

Submission address and any special instructions

Interested parties must register an interest and access the procurement documents via <https://health-family.force.com/s/Welcome> (search opportunities using system reference C341781). Follow the instructions to register an interest and once registered, Suppliers will be able to view and access the full Tender Documentation.

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

17 July 2025

Recurring procurement

Publication date of next tender notice (estimated): 1 January 2027

Award criteria

| Name | Description | Type |
|--|---|---------|
| Mandatory Functional Requirements | Assessed on a Pass/Fail basis - please refer to the Tender Documents. 0% has been allocated as all of the mandatory functional requirements need to be met to achieve a 'Pass'. | Quality |
| Mandatory Non-Functional Requirements | Assessed on a Pass/Fail basis - please refer to the Tender Documents. 0% has been allocated as all of the mandatory non-functional requirements need to be met to achieve a 'Pass'. | Quality |
| Weighted (Desirable) Functional Requirements | Please refer to the Tender Documents. | Quality |
| Social Value | Please refer to the Tender Documents. | Quality |
| Total Price for Software Solution | Please refer to the Tender Documents. | Price |
| Total Price for Managed Service | Please refer to the Tender Documents. | Price |

Weighting description

Technical Envelope - 60% Weighting Social Value Envelope - 10% Weighting Commercial Envelope - 30% Weighting

Other information

Payment terms

Invoices submitted to accountspayable@nhsbsa.nhs.uk In exchange for the Deliverable,

the Supplier must invoice the Buyer for the charges in the Order Form. All charges: - exclude VAT, which is payable on provision of a valid VAT invoice; and - include all costs and expenses connected with the supply of Deliverables. The Buyer must pay the Supplier the charges: - within 30 days beginning with the day on which an invoice is received by the Buyer in respect of the sum, or - if later, the day by which the payment falls due in accordance with the invoice, subject to the invoice being verified as valid and undisputed. A Supplier invoice is only valid if it: - includes the minimum required information set out in Section 88(7) of the Procurement Act 2023; - includes all appropriate references including the Purchase Order Number and other details reasonably requested by the Buyer; and - includes a detailed breakdown of Deliverables which have been delivered. If there is a dispute between the Parties as to the amount invoiced, the Buyer shall pay the undisputed amount. The Supplier shall not suspend the provision of the Deliverables unless the Supplier is entitled to terminate the Contract for a failure to pay undisputed sums in accordance with clause 11.6. Any disputed amounts shall be resolved through the dispute resolution procedure detailed in clause 35. The Buyer may retain or set-off payment of any amount owed to it by the Supplier under this Contract or any other agreement between the Supplier and the Buyer if notice and reasons are provided. The Supplier must ensure that all Subcontractors are paid, in full: - within 30 days beginning with the day on which an invoice is received by the Buyer in respect of the sum; or - if later, the date by which the payment falls due in accordance with the invoice, subject to the invoice being verified as valid and undisputed. If the invoice is not paid in accordance with the timescales in clause 5.7, the Buyer can publish the details of the late payment or non-payment. Where any invoice does not conform to the Buyer's requirements set out in clause 5.4, or the Buyer disputes the invoice, the Buyer shall notify the Supplier without undue delay and the Supplier shall promptly issue a replacement invoice which shall comply with such requirements.

Description of risks to contract performance

The scope and value of the contract may be directly impacted by a limited number of risks which may materialise during the contract term. These include: 1. User numbers of the solution may be impacted by business change/growth during the contract term (increase and decrease), which could potentially impact the value, size and scope of the contract..

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

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

Contact name: Commercial Services

Email: commercialserviceteam@nhsbsa.nhs.uk

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

Region: UKC22 - Tyneside

Organisation type: Public authority - central government