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Contract

National Breast Screening System (NBSS) Contract Extension

NHS England

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-031164

Procurement identifier (OCID): ocds-h6vhtk-0503b9 ([view related notices](#))

Published 10 June 2025, 10:30am

Scope

Reference

C50898

Description

NBSS is the core IT software platform that is critical to the day to day operations of routine breast screening across England, Wales and Isle of Man. Since 2015 the NBSS Solution has been supported and delivered by Hitachi Digital Services UK Limited. Direct Award to restate and extend the existing contract which is an agreement for software support and development. The current contract has a term expiring on 31st May 2025, with an option to extend for a further 2 years to 31st May 2027. This contract is not being awarded by reference to lots. The value of this 2 year extension is up to £36m excluding VAT. Contact for enquiries: england.contractmanagement.DDAT@nhs.net

Contract 2. National Breast Cancer Screening System Extension 2025-2027

Supplier

- [Hitachi Digital Services UK Limited](#)

Contract value

- £36,000,000 excluding VAT
- £43,200,000 including VAT

Above the relevant threshold

Date signed

7 May 2025

Contract dates

- 1 June 2025 to 31 May 2027
- 2 years

Main procurement category

Services

CPV classifications

- 72000000 - IT services: consulting, software development, Internet and support

Key performance indicators

Name	Description	Reporting frequency
Incident Response Time	Time taken for the Supplier's Service Desk agents to respond to a call.	1 months
Incident Resolution Time		1 months
Quantity of aged services requests		1 months
Service request response time		1 months
User Satisfaction	Breast Screening Office Survey Score on resolved tickets	1 months

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Direct award justification

Single supplier - technical reasons

National Breast Screening Service (NBSS) is a national system critical to the provision of Breast Screening services in England, Wales and IoM and provides the facility for making bookings, onwards referrals where needed and is the start of the complete patient journey where treatment may be needed. NBSS technology is 15-20 years old and has been developed during this time using VB6 as the basis for programming and development. NBSS is extremely complex due to the volume of (VB6) development that has accumulated over the 15+ years that the system has been in place. It is utilised by over 70 different Breast Screening Offices meaning that, for example, the process of rolling out new releases is time consuming and administratively complex. This new contract award (which is a restating of the previous contract) will provide service continuity while the future long term strategy for NBSS continues to be developed and subsequently implemented. It is justified under Section 41 (1) (a) and paragraph 6 (b) of Schedule 5 of the Procurement Act 2023 on the basis that there are no reasonable alternatives for the provision of this service.

Supplier

Hitachi Digital Services UK Limited

- Public Procurement Organisation Number: PBDD-9199-JBZL

14th Floor, Broadgate Tower, 20 Primrose Street

London

EC2A 2EW

United Kingdom

Email: hcuk.bidteam@hitachivantara.com

Website: <https://www.hitachids.com/contact-us/>

Region: UKI31 - Camden and City of London

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 2. National Breast Cancer Screening System Extension 2025-2027

Contracting authority

NHS England

- Public Procurement Organisation Number: PDPT-3135-BWWY

Wellington House, 133-135 Waterloo Rd

London

SE1 8UG

United Kingdom

Contact name: Rob Elliott

Telephone: 03003112233

Email: england.contractmanagement.ddat@nhs.net

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

Region: UKI45 - Lambeth

Organisation type: Public authority - central government