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Contract

22_02_04 NHS Prescriptions, Cards & Print

NHS Business Services Authority

F03: Contract award notice

Notice identifier: 2023/S 000-037669

Procurement identifier (OCID): ocds-h6vhtk-0352ea

Published 21 December 2023, 12:29pm

Section I: Contracting authority

I.1) Name and addresses

NHS Business Services Authority

Stella House, Goldcrest Way, Newburn Riverside

Newcastle upon Tyne

NE15 8NY

Contact

NHSBSA Commercial Services

Email

commercialserviceteam@nhsbsa.nhs.uk

Country

United Kingdom

Region code

UKC22 - Tyneside

Internet address(es)

Main address

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

Buyer's address

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

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

22_02_04 NHS Prescriptions, Cards & Print

Reference number

C76509

II.1.2) Main CPV code

- 79824000 - Printing and distribution services

II.1.3) Type of contract

Services

II.1.4) Short description

This framework agreement is for the NHSBSA and wider health family to provide and distribute secure forms, non secure forms, personalised printed products, NHS Cards, Health Insurance Cards.

The Supplier will provide an online ordering portal and customer contact centre with catalogues to order secure and non secure forms:

The framework will be accessible by other Ordering Organisations:

- 1) the NHS Business Services Authority (NHSBSA) and its successor bodies;
- 1) NHS organisations in England and Wales. NHS Scotland and Health & Social Care Northern Ireland and any Crown Dependency which may join this Contract during its term.
- 3) Department of Health and Social Care bodies and NHS bodies in existence at the time of this tender and those created under any NHS restructure; private sector organisations wishing to purchase permitted NHS printed products and wishing to use associated services (e.g private provider organisations);
- 4) public sector bodies wishing to purchase permitted NHS printed products and wishing to use associated services;
- 5) voluntary and third sector bodies and charities wishing to purchase permitted NHS printed products and wishing to use associated services; and
- 6) Members of the Public wishing to receive individual HwHC products.

Products purchased by Authorised Users which provide clinical or support services to NHS patients such as NHS England, NHS Wales and a range of other health organisations; including but not limited to Local Authorities, NHS Trusts, NHS Foundation Trusts, Integrated Care Boards, Health Boards, NHS Provider Organisations, Community

Dentists, Pharmacists and Opticians, NHS Employers and the NHS in Scotland and Northern Ireland are to be ordered via the Supplier's online portal. The online ordering portal is accessed by in excess of 1k ordering organisations and more than 7.4k individual customers.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £125,846,418

II.2) Description

II.2.2) Additional CPV code(s)

- 85100000 - Health services
- 22458000 - Bespoke printed matter
- 64216200 - Electronic information services
- 79824000 - Printing and distribution services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

This framework agreement is for the NHSBSA and wider health family to provide secure forms, non secure forms, personalised printed products, NHS Cards and Health Insurance Cards.

The current requirement is to provide an agreement to produce and distribute personalised cards and/or paper certificates and/or digital exemptions and/or documentation for:

- Medical Exemption (Medex)
- Tax Credits (TC)
- European Health Insurance Card (EHIC)
- Global Health Insurance Card (GHIC)
- NHS Pension payroll information
- Covid Pass

To provide an online ordering portal and customer contact centre with catalogues to order secure and non secure forms:

The Secure catalogue consists of prescription forms used in England and Wales and can either be personalised pads or non-personalised single sheets.

The Non-Secure catalogue consists of national products used across the NHS; these range from dental record cards to specialist neonatal screening cards, multipart patient record and information packs. In addition, the Help with Health Costs catalogue consists of a number of leaflets, posters and application forms which enable certain patients to receive financial assistance with elements of their healthcare.

II.2.5) Award criteria

Quality criterion - Name: quality - technical / Weighting: 50%

Quality criterion - Name: quality - Social Value / Weighting: 10%

Price - Weighting: 40%

II.2.11) Information about options

Options: No

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.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-008499](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

15 December 2023

V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received by electronic means: 2

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

V.2.3) Name and address of the contractor

XEROX (UK) LIMITED

Building 4 Uxbridge Business Park, Sanderson Road

Uxbridge

UB8 1DH

Email

UXB.Bidteam@xerox.com

Telephone

+49 1895251133

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

00330754

Internet address

<http://www.xerox.com>

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £125,846,418

Lowest offer: £125,846,418 / Highest offer: £125,846,418 taken into consideration

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

NHS Business Services Authority

Stella House, Goldcrest Way

Newcastle Upon Tyne

NE15 8NY

Email

nhsbsa.commercialserviceteam@nhs.net

Country

United Kingdom

Internet address

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

VI.4.4) Service from which information about the review procedure may be obtained

NHS Business Services Authority

Stella House, Goldcrest Way

Newcastle Upon Tyne

NE15 8NY

Email

nhsbsa.commercialserviceteam@nhs.net

Country

United Kingdom

Internet address

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