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Tender

BTH25-103 Digital by Default Patient Experience Portal and Hybrid Mail

Bradford Teaching Hospitals NHS Foundation Trust
Airedale NHS Foundation Trust
Calderdale and Huddersfield NHS Foundation Trust

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

Notice identifier: 2025/S 000-037999

Procurement identifier (OCID): ocds-h6vhtk-0523c3 ([view related notices](#))

Published 7 July 2025, 4:37pm

Scope

Description

Airedale NHS Foundation Trust (AFT), Bradford Teaching Hospitals NHS Foundation Trust (BTH), and optionally Calderdale and Huddersfield NHS Foundation Trust (CHT) (together, the Contracting Authorities (hereafter the CAs)) are issuing a joint invitation to tender ("ITT") in connection with a competitive procurement of a digital-by-default patient experience portal (PEP) and hybrid mail solution. The CAs intend to procure a joint solution, led by BTH, but maintain individual instances for each individual contracting authority of both the PEP and hybrid mail. The CAs will also have separate contract managers. BTH and CHT's current electronic patient record (EPR) is run by Oracle Corporation UK Ltd (formerly known as Cerner, hereafter referred to as Oracle), and it is anticipated AFT will join on the same domain in 2026. Any solution being proposed must be able to natively integrate with our EPR by 1st March 2026. The CAs are looking for partners to help drive a digital transformation in outpatient pathways. There is an expectation that the successful supplier(s) will provide ongoing support and in-line continual service improvement. The successful supplier(s) will be expected to lead and programme manage the entirety of the implementation, including process mapping, analysis, optimisation, testing, implementation, and aftercare. The implementation of any

new solution by the end of February 2026 must maintain the current level of functionality as a minimum, so as not to undermine current capabilities and services for patients. That includes hybrid mail to print and post letters from multiple systems; digital letters; automatic SMS appointment reminders; digital forms; and waiting list validation. CAs are seeking to optimise and transform the way in which they deliver outpatient services to improve operational efficiency, reduce operating costs, improve patient care, and reduce health inequalities. This must be achieved in the context of changing national policies (NHS 10 Year Plan, Elective Recovery Reform), One Digital Estate, Patient Care Aggregator (Wayfinder) and the NHS App (all as minimum).

Total value (estimated)

- £10,179,000 excluding VAT
- £12,215,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 March 2026 to 28 February 2030
- Possible extension to 28 February 2031
- 5 years

Description of possible extension:

One further 12-month extension

Options

The right to additional purchases while the contract is valid.

The option to extend has been included within the tender document suite. The option for Calderdale and Huddersfield NHS Foundation Trust to join or not join has been included

within the tender document suite. The option for some contract additions, including but not limited to the friends and family test and video consultation (neither scored or mandatory requirements to bid for the core contract), have been included within Document 2 (Specification) of the tender document suite.

Main procurement category

Services

CPV classifications

- 72260000 - Software-related services
- 64112000 - Postal services related to letters
- 48611000 - Database software package

Contract locations

- UKE4 - West Yorkshire

Submission

Enquiry deadline

1 August 2025, 12:00pm

Submission type

Tenders

Tender submission deadline

1 August 2025, 12:00pm

Submission address and any special instructions

<https://health-family.force.com/s/Welcome>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

29 September 2025

Recurring procurement

Publication date of next tender notice (estimated): 29 September 2025

Award criteria

Name	Description	Type	Weighting
Technical Quality	Technical Quality is worth 55% of the total award criteria weighting. Stage 1 Technical Quality is worth 40% and Stage 2 is worth 15%.	Quality	55.00%
Commercials	Cost is worth 35% of the total award criteria weighting.	Cost	35.00%
Social Value	Social Value is worth 10% of the total award criteria weighting.	Quality	10.00%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Competitive flexible procedure description

This procurement is a two-stage competitive tendering procedure (a “competitive flexible procedure”) as permitted by the PA 2023. Stage 1: moderated evaluation of all bids that have passed the conditions of participation, completed their supplier information in the

Central Digital Platform, confirmed all aspects of the specification, and the gate questions MR1-MR6. Social Value, Commercial schedule, and Quality Questions MIR1-MIR8 shall be scored, and the top two scoring Tenderers who have submitted compliant bids and have passed all minimum requirements will be selected to move forward to Stage 2. Any unsuccessful Tenderers will be advised of the outcome of Stage 1 at the same time as the successful Tenderers and shall be disqualified at this point. An assessment summary shall follow later at the point of standstill. Stage 2: moderated presentation of quality question MIR9. The top two scoring Tenderers shall be invited to a Teams meeting which will be recorded and transcribed, this is an opportunity to engage with the stakeholders so that they can clarify this aspect of your bid submission prior to providing a final score for it. Post-moderation: final scores shall be agreed amongst the panel and a recommendation made for a preferred supplier / solution. Internal approvals within each Trust will take place prior to the release of assessment summaries and the launch of a Contract Award Notice (UK6).

Justification for not publishing a preliminary market engagement notice

Preliminary Market Engagement was not undertaken for this tender.

Contracting authorities

Bradford Teaching Hospitals NHS Foundation Trust

- Public Procurement Organisation Number: PMJZ-5573-HMPZ

Bradford Royal Infirmary

Bradford

BD9 6RJ

United Kingdom

Contact name: Megan Schatz

Email: megan.schatz@bthft.nhs.uk

Website: <https://www.bradfordhospitals.nhs.uk/our-trust/>

Region: UKE41 - Bradford

Organisation type: Public authority - central government

Airedale NHS Foundation Trust

- Public Procurement Organisation Number: PWVB-9664-WPWP

Skipton Road

Kieghley

BD20 6TD

United Kingdom

Telephone: 01274276252

Email: megan.schatz@bthft.nhs.uk

Website: <https://www.airdale-trust.nhs.uk>

Region: UKE41 - Bradford

Organisation type: Public authority - central government

Calderdale and Huddersfield NHS Foundation Trust

- Public Procurement Organisation Number: PRVB-1661-VNRY

Trust HQ, Acre Street, Lindley

Huddersfield

HD3 3EA

United Kingdom

Telephone: 01274276252

Email: megan.schatz@bthft.nhs.uk

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

Region: UKE44 - Calderdale and Kirklees

Organisation type: Public authority - central government

Contact organisation

Contact [Bradford Teaching Hospitals NHS Foundation Trust](#) for any enquiries.