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Tender

Address Service

NHS Business Services Authority

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

Notice identifier: 2025/S 000-044751

Procurement identifier (OCID): ocds-h6vhtk-055c62 ([view related notices](#))

Published 31 July 2025, 1:50pm

Changes to notice

This notice has been edited. The [previous version](#) is still available.

Extension to tender submission deadline.

Scope

Description

The NHS Business Services Authority (NHSBSA) is an Arm's Length Body of the Department of Health and Social Care, responsible for providing platforms and delivering

services that support the priorities of the NHS, Government and local health economies. Over £100 billion of NHS spend flows through the NHSBSA's systems annually.

The NHSBSA require an address lookup service to support the NHS Jobs Service.

The requirements cover the provision of an address service to support the NHS Jobs service.

We are procuring a comprehensive address data management service that will integrate with the existing NHS Jobs platform. The supplier will provide, maintain, and validate a high-quality, reliable address dataset to ensure accurate, efficient, and inclusive address lookup and job location search functionalities

Total value (estimated)

- £200,000 excluding VAT
- £240,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 14 October 2025 to 13 October 2027
- Possible extension to 13 October 2029
- 4 years

Description of possible extension:

2 x 12 month Extension

Main procurement category

Services

CPV classifications

- 72222300 - Information technology services
- 48952000 - Public address systems
- 48950000 - Boat-location and public address system
- 72260000 - Software-related services
- 48000000 - Software package and information systems
- 48971000 - Address book making software package
- 72268000 - Software supply services
- 48981000 - Compiling software packages
- 72266000 - Software consultancy services
- 72000000 - IT services: consulting, software development, Internet and support

Contract locations

- UK - United Kingdom

Participation

Legal and financial capacity conditions of participation

PSQ Part 3A of Conditions of Participation will be evaluated as set out in the Tender documents.

Technical ability conditions of participation

PSQ Part 3A of Conditions of Participation will be evaluated as set out in the Tender documents.

Particular suitability

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

Submission

Enquiry deadline

12 August 2025, 4:00pm

Tender submission deadline

26 August 2025, 4:00pm

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 C343164).

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 September 2025

Recurring procurement

Publication date of next tender notice (estimated): 10 May 2027

Award criteria

| Name | Description | Type |
|---|-----------------------|-------------|
| Solution for Postcode Conversion into Geo Coordinates | See Tender Documents. | Quality |
| Audit Trail User Activity | See Tender Documents. | Quality |
| Integration | See Tender Documents | Quality |
| Disaster recovery, business continuity and exit | See Tender Documents | Quality |
| IT Support and Service Management | See Tender Documents | Quality |
| Long Term Solution | See Tender Documents | Quality |
| Approach to Autocomplete | See Tender Documents | Quality |
| Proof of Concept | See Tender Documents | Quality |
| Level of Customisation Support Available | See Tender Documents | Quality |
| Implementation | See Tender Documents | Quality |

| Name | Description | Type |
|--------------|----------------------|-------------|
| Social Value | See Tender Documents | Quality |
| Price | See Tender Documents | Price |

Weighting description

Technical Envelope - 60%

Social Value Envelope - 10%

Commercial Envelope - 30%

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.

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

Email: nhsbsa.commercialserviceteam@nhsbsa.nhs.uk

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

Region: UKC22 - Tyneside

Organisation type: Public authority - central government