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Award

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

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-086272

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

Published 29 December 2025, 11:59am

Scope

Reference

BTH25-103

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).

Contract 1

Supplier

- Zesty Limited

Contract value

- £1,695,913 excluding VAT

- £2,035,095.60 including VAT

Above the relevant threshold

Award decision date

24 December 2025

Date assessment summaries were sent to tenderers

29 December 2025

Standstill period

- End: 9 January 2026
- 8 working days

Earliest date the contract will be signed

9 February 2026

Contract dates (estimated)

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

Description of possible extension:

One optional 12-month extension

Main procurement category

Services

Options

The right to additional purchases while the contract is valid.

Calderdale and Huddersfield NHS Foundation Trust given the option to join the contract cycle, to be coterminous with Bradford Teaching Hospitals NHS Foundation Trust and Airedale NHS Foundation Trust

CPV classifications

- 72260000 - Software-related services

Contract 2

Supplier

- Xerox Ltd

Contract value

- £2,590,320.92 excluding VAT
- £3,108,385.10 including VAT

Above the relevant threshold

Award decision date

24 December 2025

Date assessment summaries were sent to tenderers

29 December 2025

Standstill period

- End: 9 January 2026
- 8 working days

Earliest date the contract will be signed

9 February 2026

Contract dates (estimated)

- 1 March 2026 to 28 February 2030
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- 5 years

Description of possible extension:

One optional 12-month extension

Main procurement category

Services

Options

The right to additional purchases while the contract is valid.

Calderdale and Huddersfield NHS Foundation Trust given the option to join the contract cycle, to be coterminous with Bradford Teaching Hospitals NHS Foundation Trust and Airedale NHS Foundation Trust

CPV classifications

- 64112000 - Postal services related to letters

Contract 3

Supplier

- Oracle Corporation UK Ltd

Contract value

- £575,200 excluding VAT
- £690,240 including VAT

Above the relevant threshold

Award decision date

24 December 2025

Date assessment summaries were sent to tenderers

29 December 2025

Standstill period

- End: 9 January 2026
- 8 working days

Earliest date the contract will be signed

9 February 2026

Contract dates (estimated)

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

Description of possible extension:

One optional 12-month extension

Main procurement category

Goods

Options

The right to additional purchases while the contract is valid.

Calderdale and Huddersfield NHS Foundation Trust given the option to join the contract cycle, to be coterminous with Bradford Teaching Hospitals NHS Foundation Trust and Airedale NHS Foundation Trust

CPV classifications

- 48611000 - Database software package

Information about tenders

- 4 tenders received
- 3 tenders assessed in the final stage:
 - 3 submitted by small and medium-sized enterprises (SME)
 - 0 submitted by voluntary, community and social enterprises (VCSE)
- 3 suppliers awarded contracts
- 0 suppliers unsuccessful (details included for contracts over £5 million)

Submission

Submission type

Tenders

Procedure

Procedure type

Competitive flexible procedure

Suppliers

Oracle Corporation UK Ltd

- Companies House: 01782505

Oracle Parkway Thames Valley Park

Reading

RG6 1RA

United Kingdom

Email: emea-collections-cerner_ww@oracle.com

Region: UKJ11 - Berkshire

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 3

Xerox Ltd

- Companies House: 00330754

Building 4 Uxbridge Business Park

Uxbridge

UB8 1DH

United Kingdom

Email: uxb.bidteam@xerox.com

Region: UKJ13 - Buckinghamshire CC

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 2

Zesty Limited

- Companies House: 08294659

Induction Healthcare UK Ltd (Vitalhub UK on behalf of Zesty Ltd) 2 Stone Buildings
Lincoln's Inn

London

WC2A 3TH

United Kingdom

Email: mike.sanders@vitalhub.com

Region: UKI31 - Camden and City of London

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1

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.