



Department of Health & Social Care

New Contract Award: Logistics Services

Frequently Asked Questions (FAQs)

1. Who is the new logistics provider for NHS Supply Chain?

Unipart Group Limited has been awarded the contract to deliver logistics services. Unipart Logistics is a part of this group, and a major global logistics provider with many years of experience in complex supply chain environments. Unipart Logistics provides a wide range of innovative supply chain services to FMCG, technology, automotive, retail, utilities, mobile and other sectors.

2. What will they be responsible for delivering for NHS Supply Chain?

Unipart Logistics will supply non-pharmaceutical goods, consumables to trusts and other healthcare centres in NHS England and will also undertake a delivery service to home patients. The Home Delivery service will be facilitated in partnership with Movianto UK, a company who offer dedicated and networked transport services within the healthcare sector.

3. What is the value of the contract?

The contract is worth approximately £730 million over a five year period.

4. What is the duration of the contract awarded?

The contract will begin in early 2019 and last from three and up to five years.

5. Is there an option to extend this contract without a further competition?

The contract is awarded for three years with two options to extend for one year periods after that (three years + one + one). Beyond this, the contract will go back to open tender.

6. When will Unipart Logistics start working as part of NHS Supply Chain?

Unipart Logistics are contracted to take operational responsibility for NHS Supply Chain Logistics from early in 2019. In the preceding six months they will be working with us to safely and smoothly transition the services from DHL.

7. How will this new logistics service work with trusts?

Trusts and healthcare providers will maintain similar interactions with NHS Supply Chain enabling services as before, this will not change. All interaction will continue to be through the current channels.

8. How will this new logistics service work with Category Tower Service Providers?

Unipart Logistics will work alongside all Category Towers to deliver projected savings. This will be the single integrated logistics service that all Category Towers will use to service customer organisations.

9. How will this new logistics service work with IT and Transactional Services?

Unipart will use the IT services infrastructure to deliver their logistics service. Operational updates that ensure suppliers are paid for goods received and customers are invoiced for goods issued will be delivered via transactional services.

10. What will a new logistics service provider mean for NHS Trusts - will we experience any lag in service during the transition between the two businesses?

The new logistics provider has been contracted to deliver a like-for-like service. Designed to be seamless, the transition will take place over several months and service levels will remain the same throughout.

11. Will NHS Trusts be interacting with different people?

No - in general you will be liaising with the same people and you will be duly notified should this change.