



NHS Supply Chain contract extension for enabling services

Questions and Answers

1. What is happening with enabling services and why?

The Department of Health and Social Care has decided to extend the current contract, only so far as it applies to the enabling services, Logistics, Information Technology and Transactional Services, with the incumbent DHL, beyond October 2018. The extension will result in phased operational service commencement dates for these services over a period of 6 months (see below). Additionally, the Department of Health and Social Care has decided to perform the Transactional Services in house as a single financial management structure, delivered centrally, post contract extension.

Due to the approval timescales, the time to complete the transition of the enabling services before the expiry of the NHS Supply Chain contract has been shortened. The risks associated with transitioning these critical services in a reduced timeframe have been assessed as too high. The programme is not willing to compromise the services and has therefore chosen to mitigate the situation, by extending the current service provision.

2. Does the extension of enabling services impact current NHS Supply Chain Customers and Suppliers?

The answer is no. Nothing will change for suppliers and customers of NHS Supply Chain as Logistics, Information Technology and Transactional Services will continue to be delivered throughout the extension period. Please check the news section on the NHS Supply Chain website for updates on time lines.

3. Are there any operational risks associated with the extension?

DHL will continue to provide the services associated with the extension under the terms of the current Master Services Agreement, so there are no additional operational risks to the delivery of the current services. In fact the decision to extend the contract was made to ensure de-risking delivery of these critical services due to a reduced transition time line.

4. What are the time lines for awarding the Information Technology and Logistics services?

We are currently progressing with final approvals processes and will provide an update as soon as possible. Information Technology is likely to be awarded first within the next 2-3 months.

5. What are the plans for Transactional Services?

We are currently looking at options to deliver these services in house. Staff (who would have transferred to the new provider) will now be in scope to transfer to the in-house provider.

6. Who can I contact if I have any feedback or questions?

Please contact your NHS Supply Chain Account Manager if you are a customer - or email FOM@dh.gsi.gov.uk if you have any questions.