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Planning

NENC020 AACC Client Record System

NHS NORTH EAST AND NORTH CUMBRIA INTEGRATED CARE BOARD

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-009571

Procurement identifier (OCID): ocds-h6vhtk-0615a1

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Scope

Reference

NENC020

Description

NHS North East and North Cumbria Integrated Care Board, (the Contracting Authority), are conducting a market engagement exercise in order to gain a better understanding of the capacity and appetite of the market to provide an end to end All Age Continuing Care (AACC) Client Record System.

To support AACC in meeting its long term goals and objectives a solution to manage the full adult CHC, FNC, children's continuing care, joint funding and S117/Mental Health workflows, which can provide real-time, accurate client records, can have configurable workflows aligned to the NHS National Framework and allows multirole access for AACC staff, case managers, finance teams, brokerage, governance and wider partners is required.

It is important to note that this exercise is not a call for competition and as such potential

providers will need to express an interest in any future tender opportunity once a Tender Notice is published on Find and Tender on the Central Digital Platform (CDP).

This market engagement invites individuals and organisations to express an interest in providing a demonstration of their AACC Client Record System. This it is NOT part of any pre-qualification or selection process. It is intended as an awareness, communication, and information gathering exercise. An expression of interest is no indication of a commitment to participate in the demonstrations, nor does it infer any preferential or special status on those individuals and organisations who express an interest.

To register an interest in providing a demonstration of your solution and for information please go to the e-tender portal: <https://health-family.force.com/s/Welcome>.

Please note that the deadline for registering your interest in providing a demonstration of your solutions 17:00 on the 24th February 2026.

Any organisations who express an interest to deliver a demo to the NHS North East and North Cumbria Integrated Care Board must confirm that their solution can meet all of the following criteria:

- Single unified workflow across NENC for Complex Care, CHC, FNC, CCC, s117. Mental Health and joint-funded cases with configurable steps per pathway.
- Digital Referral Portal or equivalent for external referrers
- Provider Portal or equivalent for all communication flows
- Integrated Finance Capacity

Following this market engagement exercise, all providers will be able to express an interest to deliver this contract following publication of a Tender Notice, regardless if they have attended a demonstration or not. Whilst registering your interest on Atamis please complete the criteria questions.

Please note that all communications will be conducted via the Atamis e-tender portal only.

It is free to register on the portal, and it can be accessed at any time of day providing you have a working internet connection.

Should bidders have any queries, or are having problems registering on the portal; they should contact the Atamis helpdesk via Phone number 02922 809277 and by

email at support-health@atamis.co.uk

The helpdesk is open Monday - Friday between 9am - 5.30pm

Contract dates (estimated)

- 1 June 2027 to 31 May 2032
- 5 years

Main procurement category

Services

CPV classifications

- 48000000 - Software package and information systems
- 72000000 - IT services: consulting, software development, Internet and support

Contract locations

- UKC - North East (England)

Engagement

Engagement deadline

31 March 2026

Engagement process description

Please note that the deadline for registering your interest in providing a demonstration of your solution is.

17:00 on the 24th of February 2026.

Any organisations who express an interest to deliver a presentation to the ICB must confirm that their solution can meet all of the following criteria:

- Single unified workflow across NENC for Complex Care, CHC, FNC, CCC, s117. Mental Health and joint-funded cases with configurable steps per pathway.
- Digital Referral Portal or equivalent for external referrers
- Provider Portal or equivalent for all communication flows
- Integrated Finance Capacity

Whilst registering your interest on Atamis please complete the criteria questions and your preferred time to provide your demo.

The demonstrations will take place using MS Teams, on the

3rd March PM

4th March AM

5th March AM

Please note that all communications will be conducted via the Atamis e-tender portal only.

Submission

Publication date of tender notice (estimated)

1 June 2026

Contracting authority

NHS NORTH EAST AND NORTH CUMBRIA INTEGRATED CARE BOARD

- NHS Organisation Data Service: QHM
- Public Procurement Organisation Number: PMYZ-6944-BYLH

PEMBERTON HOUSE COLIMA AVENUE SUNDERLAND ENTERPRISE PARK

Sunderland

SR5 3XB

United Kingdom

Email: nencicb.procurement@nhs.net

Website: <https://northeastnorthcumbria.nhs.uk/>

Region: UKC23 - Sunderland

Organisation type: Public authority - central government