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Award

NHAIS maintenance and Support

Business Services Organisation ITS

UK5: Transparency notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-017542

Procurement identifier (OCID): ocds-h6vhtk-065d79 ([view related notices](#))

Published 26 February 2026, 4:09pm

Scope

Description

NHAIS (National Health Application and Infrastructure Services) is a national registration system, with the NI NHAIS system recording all patients registered with GP practices, patient transfers, patient deductions, register GPS, maintain GP practice lists, make GP payments, the production of medical cards and provides selection of patients for participation in screening (AAA, Bowel, Breast and Cervical), in Northern Ireland. ?

The NHAIS application requires 3rd party maintenance and support, and this is currently provided by Dedalus through an annual Service Level Agreement. Dedalus took over support from DXC in 2020 and continue to provide that support.

Whilst NHAIS is a relatively stable system, as the core registration and management system it provides critical functionality that underpins, supports, and enables the delivery of Health and Social Care services across all sectors of the HSCNI.

The criticality of the NHAIS functionality dictates that the NHAIS services cannot be provided without the insurance of having 3rd party support arrangements in place. As such, there is a requirement to ensure continued support to provide a level of insurance for the continued delivery of the NHAIS service from 1st of April 2026.

Contract 1

Supplier

- DH OPCO UK LTD

Contract value

- £700,000 excluding VAT
- £840,000 including VAT

Below the relevant threshold

Earliest date the contract will be signed

31 March 2026

Contract dates (estimated)

- 1 April 2026 to 31 March 2027
- Possible extension to 31 March 2029
- 3 years

Description of possible extension:

2 x 1 year optional extension

Main procurement category

Services

CPV classifications

- 72000000 - IT services: consulting, software development, Internet and support

Contract locations

- UKN - Northern Ireland

Procedure

Procedure type

Direct award

Direct award justification

Single supplier - intellectual property or exclusive rights

Due to the essential services enabled by the NHAIS system (GP Registrations across Northern Ireland and Cervical Screening) continued support is still required until a replacement has been implemented. NHAIS will be replaced in Phase 2 of the NIDIS Programme. This is not expected to be in place until May 2026 at the earliest, so provision is being sought until end of March 2027, with 2 optional 1 year extensions, to provide contingency. There is currently no date set for a replacement for the Cervical Screening service so contingency is being sought to mitigate for this.

Support for NHAIS was managed by NHS England until 2020 when NHAIS was set to be decommissioned across the UK. At this time support for NHAIS in NI was handed to

Dedalus, which involved a knowledge transfer. As such, Dedalus are currently the only supplier that are in a position to provide this support.

Supplier

DH OPCO UK LTD

- Companies House: 12888223
- Public Procurement Organisation Number: PGGH-3911-NQJP

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Leeds

LS1 4BA

United Kingdom

Email: UKIBids@dedalus.com

Website: <https://www.dedalus.com/uki>

Region: UKE42 - Leeds

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1

Contracting authority

Business Services Organisation ITS

- NHS Organisation Data Service: PWNJ-1991-NGDW
- Public Procurement Organisation Number: PCQH-8657-NGMT

2 Franklin Street

Belfast

BT2 8DQ

United Kingdom

Email: keli.mcteague@hscni.net

Region: UKN06 - Belfast

Organisation type: Public authority - central government

Devolved regulations that apply: Northern Ireland