

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/018909-2026>

Tender

GP IT Services

NHS SUFFOLK AND NORTH EAST ESSEX INTEGRATED CARE BOARD

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-018909

Procurement identifier (OCID): ocds-h6vhtk-065f2e

Published 3 March 2026, 12:43pm

Changes to notice

This notice has been edited. The [previous version](#) is still available.

The contract end date was entered as 30/11/2028 in error. This has been corrected to 30/11/2029 in line with the initial 3 year term.

Scope

Reference

C427867

Description

Suffolk & North East Essex ICB is looking for an IT provider to join them on their journey to improve and modernise the infrastructure in General Practice premises, to ensure that GP Practice and PCN staff have the right technology and support available when and where needed. The service they will commission will be in alignment to the Primary Care Digital Services Model.

Suffolk & North East Essex ICB is seeking a provider to deliver a stable, flexible IT system to support a collaborative, productive workforce. Specifically, they aim to:

- Spend public money wisely and well.
- Ensure staff throughout the ICS can work seamlessly in General Practice premises, and that staff from general practice can work seamlessly elsewhere in the ICS.
- Remove the barriers to staff being able to work from any location facilitating joined up working service models to be implemented.
- Maximise the investment in mobile technology, ensuring that devices can interface with the full range of functionality in practices, such as practice specific software and printing.
- Allow for flexible user self-service by provision of a standard software catalogue of options.
- Ensure that staff in general practice and PCN ARRS roles have smart digital foundations on which to grow the use of digital tools and delivery of the modern general practice model.
- Enable some IT tasks to be undertaken locally by the practice by suitably skilled empowered staff reducing staff frustration & time delays to end user local service provision.
- Support primary care staff employed at PCN level, ensuring that technology and access to systems is not a barrier to them being a productive member of the primary care clinical team.
- Leverage the benefits of the cloud architecture to deliver innovative GPIT support.
- Remove or reduce waits for replacement equipment through localised provision.

Any successfully appointed IT provider will be required to work in close collaboration with

partner organisations across the ICS.

Total value (estimated)

- £5,201,500 excluding VAT
- £6,241,800 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 December 2026 to 30 November 2029
- Possible extension to 30 November 2031
- 5 years

Description of possible extension:

The initial contract term shall be 3 years, with the option to extend by a further 2 x 1 year Contract extension periods, up to a maximum Contract Term of 5 Years.

Main procurement category

Services

CPV classifications

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

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

17 March 2026, 5:00pm

Tender submission deadline

1 April 2026, 2:00pm

Submission address and any special instructions

The Authority is utilising an electronic Tendering system ("E-Tendering Portal") to manage this procurement and communicate with Tenderers. Accordingly, there will be no hard copy documents issued to Tenderers and all communications with the Authority, including the submission of Tender responses, will be conducted solely via the following link:

<https://health-family.force.com/s/Welcome>

Please search project reference: C427867 on the Atamis e-tendering portal.

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

18 June 2026

Award criteria

Name	Type	Weighting
Technical	Quality	80%
Pricing	Price	10%
Social Value	Quality	10%

Other information**Applicable trade agreements**

- Government Procurement Agreement (GPA)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Contracting authority

NHS SUFFOLK AND NORTH EAST ESSEX INTEGRATED CARE BOARD

- NHS Organisation Data Service: QJG

Endeavour House, Russell Road

Ipswich

IP12BX

United Kingdom

Email: procurement@snee.nhs.uk

Website: <https://suffolkandnortheastessex.icb.nhs.uk/>

Region: UKH14 - Suffolk

Organisation type: Public authority - sub-central government

Devolved regulations that apply: Northern Ireland

Other organisation

These organisations are carrying out the procurement, or part of it, on behalf of the contracting authorities.

East of England NHS Collaborative Procurement Hub

Summary of their role in this procurement: EoECPH is running the procurement process on behalf of Contracting Authority NHS Suffolk & North East Essex Integrated Care Board

- NHS Organisation Data Service: H6A5H
- Public Procurement Organisation Number: PXMB-9766-NLTH

Victoria House, Camlife, Cambridge Road, Fulbourn

Cambridge

CB21 5XA

United Kingdom

Email: estates&digital@eoecph.nhs.uk

Region: UKH12 - Cambridgeshire CC

Contact organisation

Contact East of England NHS Collaborative Procurement Hub for any enquiries.