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Planning

NWL ICB and NCL ICB Complex Care Clinical Commissioning Digital System

NHS North West London Integrated Care Board
NHS North Central London Integrated Care Board

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

Notice identifier: 2026/S 000-021610

Procurement identifier (OCID): ocds-h6vhtk-0666e5

Published 11 March 2026, 9:03am

Scope

Reference

C429796

Description

The North West London Integrated Care Board (NWL ICB) and North Central London Integrated Care Board (NCL ICB) are looking to procure a single Complex Care Clinical Commissioning Digital end-to-end solution for the newly merged West and North London Integrated Care Board (WNL ICB), which will support the management of approximately 13,000 clients across 13 boroughs.

As both organisations merge and undertake significant change in role, structure and culture, the digital system aims to ensure there is resilience within the Complex Care service through improved efficiency, integration, and patient outcomes by replacing outdated systems.

The new digital end-to-end solution will reduce unwarranted variation, introduce workflows and automation, improve data accuracy and visibility, reduce overall IT spend, lower operational cost; increase productivity through efficient use of resources, improve quality and performance, stronger security, support the development of roles, which add value both for the individual member of staff as well as the organisation, support transitioning to a new operating model and transformational ways of working and empower client and stakeholder via dedicated portals improving user experience.

This initiative supports the Government's 10 Year Health Plan for England launched in July 2025 and the Model ICB AACC Good Practice Recommendations published in September 2025 highlighting the ambition of moving the NHS from Analogue to Digital. Furthermore, it is supported by the Darzi Report (2024) which identified that the NHS has not invested in platform technologies which can radically reshape how we work and live our lives.

The ICBs intend to enter into a contract for five (5) years, with the option to extend for a further three (3) 12 month periods (+1+1+1). The contractual start date of the new Digital system is to commence on 1 Aug 2027, it is anticipated that mobilisation of the system will be between 1 Apr 2027 to 31 Jul 2027 (9-months) – and will also include a dual running period at the latter stage.

Total value (estimated)

- £3,800,000 excluding VAT
- £4,560,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 August 2027 to 31 July 2032
- Possible extension to 31 July 2035
- 8 years

Main procurement category

Goods

CPV classifications

- 48000000 - Software package and information systems
- 48100000 - Industry specific software package
- 48180000 - Medical software package

Contract locations

- UKI - London

Engagement

Engagement deadline

8 April 2026

Engagement process description

The North West London Integrated Care Board (NWL ICB) and North Central London Integrated Care Board (NCL ICB) (hereafter referred to as "The Authorities") invite interested providers to attend a Market Engagement Event in advance of publication of a collaborative procurement for the Complex Care Clinical Commissioning Digital end-to-end solution.

Please note, the main objectives for the event are:

- Allow the Authorities to provide an overview of the requirements and expectations of the

service.

- Gauge and generate interest around the opportunity.
- Gauge whether the requirements are achievable within the financial envelope available.
- Obtain feedback and answer any questions on the requirement as currently defined.
- Provide an opportunity for providers to make suggestions on potential improvements and efficiencies.

The Authorities plan to hold this virtually via MS Teams, on Wednesday 25 March 2026 at 10:00 for approximately 1 hour.

This Market Engagement Event is open to any interested potential provider, however, we do ask that you limit attendance to a maximum of 2 people per organisation to allow for interaction by all attendees. Registration closes at 12:00pm (Noon) on 24 March 2026.

IMPORTANT: Providers interested in attending the engagement event must register their interest via the Atamis Portal on Pre-procurement Project C429796 NWL ICB and NCL ICB Complex Care Clinical Commissioning Digital System. Once registered please complete the registration form and return via the message function within the system.

A copy of the draft service specification is contained in the Documents area of the NWL ICB and NCL ICB Complex Care Clinical Commissioning Digital System pre-procurement project Ref: C429796. The Authorities welcome feedback on the specification which you can do so by submitting an attachment within the response area before the deadline of 08 April 2026.

All presentation documentation, questions and answers will be published against the opportunity on the Portal following the event.

The purpose of this market engagement notice is to maximise transparency and competition for the upcoming tender and to ensure as wide an audience as possible are aware and informed of the Authorities' intentions. It is not a formal invitation to tender. You will need to respond to the subsequent tender notices to be considered.

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Publication date of tender notice (estimated)

20 April 2026

Contracting authorities

NHS North West London Integrated Care Board

- Public Procurement Organisation Number: PNBL-2185-DWXM

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Email: emma.taylor199@nhs.net

Website: <https://www.nwlondonics.nhs.uk>

Region: UKI32 - Westminster

Organisation type: Public authority - central government

NHS North Central London Integrated Care Board

- Public Procurement Organisation Number: PWBN-7811-DGVX

Laycock PDC, Laycock Street

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N1 1TH

United Kingdom

Email: emma.taylor199@nhs.net

Website:

<https://www.nclhealthandcare.org.uk/icb/north-central-london-integrated-care-board>

Region: UKI43 - Haringey and Islington

Organisation type: Public authority - central government

Contact organisation

Contact NHS North West London Integrated Care Board for any enquiries.