

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/033969-2025>

Award

## Continuing Healthcare Software Platform

NHS NORTH EAST AND NORTH CUMBRIA INTEGRATED CARE BOARD

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

Notice identifier: 2025/S 000-033969

Procurement identifier (OCID): ocds-h6vhtk-0550aa ([view related notices](#))

Published 20 June 2025, 10:36am

## Scope

## Description

NHS North East and North Cumbria ICB use an IT platform to support its All Age Continuing Care (AACC) business function which is a critical and statutory function it needs to deliver. A contract for licenses and support is to be put in place to run until 30th June 2026. The system currently in use is fully integrated into the AACC business function and no other organisation could support and provide licensing to access this system. As such NHS North East and North Cumbria ICB are intended to Direct Award this contract to continue to support this critical function. NHS North East and North Cumbria are intending to undertake a full review of the current system as a whole and a review of what alternative options are available within the period of this current contract.

---

## Contract 1. Continuing Healthcare Software Platform

**Supplier**

- CHS HEALTHCARE SOFTWARE LIMITED

**Contract value**

- £326,000 excluding VAT
- £391,200 including VAT

Above the relevant threshold

**Earliest date the contract will be signed**

30 June 2025

**Contract dates (estimated)**

- 1 July 2025 to 30 June 2026
- 1 year

**Main procurement category**

Goods

**CPV classifications**

- 48170000 - Compliance software package
- 48180000 - Medical software package
- 48440000 - Financial analysis and accounting software package

- 48450000 - Time accounting or human resources software package
- 72600000 - Computer support and consultancy services

## **Contract locations**

- UKC - North East (England)

---

## **Participation**

### **Particular suitability**

Small and medium-sized enterprises (SME)

---

## **Other information**

### **Conflicts assessment prepared/revised**

Yes

---

## **Procedure**

### **Procedure type**

Direct award

## Direct award justification

- Single supplier - technical reasons
- Additional or repeat goods, services or works - extension or partial replacement

NHS North East and North Cumbria ICB use an IT platform to support its All Age Continuing Care (AACC) business function which is a critical and statutory function it needs to deliver. A contract for licenses and support is to be put in place to run until 30th June 2026. The system currently in use is fully integrated into the AACC business function and no other organisation could support and provide licensing to access this system. As such NHS North East and North Cumbria ICB are intended to Direct Award this contract to continue to support this critical function. NHS North East and North Cumbria are intending to undertake a full review of the current system as a whole and a review of what alternative options are available within the period of this current contract.

---

## Supplier

### CHS HEALTHCARE SOFTWARE LIMITED

- Companies House: 11582111
- Public Procurement Organisation Number: PJMC-4143-THBQ

9 Appold Street

London

EC2A 2AP

United Kingdom

Email: [bid.teamchs@ukics.onmicrosoft.com](mailto:bid.teamchs@ukics.onmicrosoft.com)

Website: <https://xylaservices.com/>

Region: UKI41 - Hackney and Newham

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1. Continuing Healthcare Software Platform

---

## 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](mailto:nencicb.procurement@nhs.net)

Region: UKC23 - Sunderland

Organisation type: Public authority - central government