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Planning

009060 - Active Inclusion Service Case Management and Homelessness Accommodation Allocation System

Newcastle City Council

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

Notice identifier: 2025/S 000-035036

Procurement identifier (OCID): ocds-h6vhtk-05534e

Published 25 June 2025, 12:21pm

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Scope

Reference

009060 - AIS Database

Description

Newcastle City Council (NCC) is inviting demonstrations from providers ahead of the planned procurement of a Case Management and Homeless Accommodation Allocation System.

This system will support the functions of all areas of the Active Inclusion Service (AIS): homelessness advice and support, temporary accommodation, debt advice, and refugee integration. In addition, the product must be able to manage referrals and placements to NCC's commissioned homelessness accommodation and application and allocation of a discretionary fund.

We require a product that support the management of the Active Inclusion services. This includes:

Specialist:

Statutory HRA Assessment and upload to DLUHC system, H-CLIC

Accommodation assessment, referral, placement selection and recording

Debt case management and solutions

Integration support for migrants, refugees and asylum seekers

Allocation of discretionary funding

Standard:

Case Management

Reporting

Online and offline forms

Configurable user access

The current solutions are utilised by 500-600 staff, with 100-200 concurrent users, across the host and external partner organisations.

In preparation for a future procurement exercise, via an open tender, suppliers are being given an opportunity to demonstrate their product, which will assist the Council with their specification and tender preparations. The same information will be gathered from all suppliers who participate in the event.

There will be 5 Suppliers chosen to demonstrate their system to ensure the specification will be appropriate for the tender process in August 2025.

There will be demonstration dates available from 30th June until 18th July 2025. These will be 90 minutes plus 15 minutes Q&A.

****Demo Invitation - Limited Slots Available****

We are inviting suppliers to participate in a 1 hour 30-minute demo session, which will include 15 minutes for Q&A.

Please note:

Only the first five suppliers to respond will be booked for a demo slot (first come, first served).

The purpose of these demos is to gain insight into current market offerings and innovations.

This will help us refine our specification and potentially include additional features based on what we learn.

If you're interested in participating, please confirm your availability as soon as possible.

The interest period will end on Wednesday 2nd July at 11.00.

Contract dates (estimated)

- 1 July 2027 to 30 June 2029
- Possible extension to 30 June 2031
- 4 years

Main procurement category

Services

CPV classifications

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

Contract locations

- UKC - North East (England)

Engagement

Engagement deadline

2 July 2025

Engagement process description

Demo Invitation - Limited Slots Available - Via Teams:

We are inviting suppliers to participate in a 1 hour 30-minute demo session, which will include 15 minutes for Q&A

Date & Time

Mon 30th Jun

14:00 - 15:45 Fri 4th July

13:00-14:45 Wed 9th July

10:00-11:45 Fri 11th July

10:00-11:45 Mon 14th July

14:00-15:45 Thurs 17th July

9:30-11:15 Fri 18th July 9:30-11:15

Please note:

Only the first five suppliers to respond will be booked for a demo slot (first come, first served).

The purpose of these demos is to gain insight into current market offerings and innovations.

This will help us refine our specification and potentially include additional features based on what we learn.

If you're interested in participating, please confirm your availability as soon as possible.

The interest will end on Wednesday 2nd July at 11.00.

Please see specification and return your Demo slot ASAP.

Please go to:

<https://www.open-uk.org>

Open Reference: OPEN20251058

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Contracting authority

Newcastle City Council

- Public Procurement Organisation Number: PBHM-6848-TWYG

Civic Centre

Newcastle Upon Tyne

NE1 8QH

United Kingdom

Email: corporate.procurement.team@newcastle.gov.uk

Website: <https://www.newcastle.gov.uk/>

Region: UKC22 - Tyneside

Organisation type: Public authority - sub-central government