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Contract

NENC020 - Continuing Healthcare Software Platform

NHS NORTH EAST AND NORTH CUMBRIA INTEGRATED CARE BOARD

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-041155

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

Published 18 July 2025, 8:55am

Scope

Reference

NENC020

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 has been awarded 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. 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

Date signed

2 July 2025

Contract dates

- 2 July 2025 to 30 June 2026
- 11 months, 30 days

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)

Justification for not setting key performance indicators

Not Required

Other information

Applicable trade agreements

- Government Procurement Agreement (GPA)

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 has been awarded 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

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

Region: UKI41 - Hackney and Newham

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: 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

Region: UKC23 - Sunderland

Organisation type: Public authority - central government