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Tender

All-Age Continuing Care (AACC) Digital System to NHS Gloucestershire Integrated Care Board

NHS GLOUCESTERSHIRE INTEGRATED CARE BOARD

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

Notice identifier: 2025/S 000-041286

Procurement identifier (OCID): ocds-h6vhtk-04fb9a ([view related notices](#))

Published 18 July 2025, 1:05pm

Scope

Reference

C375403 / WA17855

Description

NHS Gloucestershire Integrated Care Board (BSW ICB) are seeking to secure a Prime Provider who has the capability and capacity to provide a Continuing Healthcare and Nursing Healthcare digital system, in line with the specified requirements. The Commissioner confirms that whilst they are seeking a Prime Provider, they welcome partnerships, consortiums and/or sub-contractual models, which is at Bidders' discretion.

As laid out in the tender documentation, this is an open process under the Procurement Act 2023 (PA23) regulations.

Services are scheduled to commence on 1st April 2026. The Contract will be for an initial

term of 3 (three) years, with an option to extend for a further 1 (one) year, plus another 1 (one) year as defined at the sole discretion of the Commissioners.

The detailed breakdown of the requirements can be found within the service specification, which is part of the tender documentation. Provided below is a high-level overview of the requirements to be delivered:

The AACC Digital system will need to have the following functionalities and/or mandatory requirements:

Case Management functionality including:

- Case Management Solution
- Communication and Contact Information
- Workflow Management
- Disputes, Complaints, Appeals and Panels
- Previously Unassessed Periods of Care (PUPoC)
- Independent Review Process
- Safeguarding and Deprivation of Liberty Safeguards (DoLS)

Referral Management functionality including:

- Professional Referrals and Interactions
- Referral Management

Financial Management including:

- Personal Health Budgets (PHBs)
- Reimbursements
- Regular Processes

Reporting including:

- Data Extracts and Reporting

The AACC Digital system may provide the following functionalities and/or desirable requirements:

- Patient Interaction
- Commissioning, Provider Marketplace & Provider Portal
- Financial Payments

TUPE elements do not apply for this procurement opportunity.

Total combined maximum contract value, across the full potential term of 5 (five) years including any optional extension years is £600,000 including VAT. A breakdown of all figures and terms can be found within the Invitation to Tender (ITT) documentation.

The Department of Health and Social Care (DHSC) has recently announced a restructure of Integrated Care Boards (ICBs), with the plan for Gloucestershire ICB to initially cluster and then merge with Bristol, North Somerset and South Gloucestershire ICB. There is limited information on whether CHC services will remain within ICBs or join another organisation within the wider ICS footprint. When the organisational changes are known the relevant amendments required to the contract will be revised with the successful provider and will be in line with the modification sections of the Procurement Act 2023 (PA23) regulations

A UK2: Preliminary market engagement notice - Procurement Act 2023 was published back on 1st April 2025, looking for expressions of interest from interested parties from the marketplace. Details of that engagement can be found here - 2025/S 000-012365.

This exercise is being carried out by NHS South, Central and West Commissioning Support Unit (SCW) on behalf of the Commissioner.

Total value (estimated)

- £500,000 excluding VAT
- £600,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 April 2026 to 31 March 2029
- Possible extension to 31 March 2031
- 5 years

Description of possible extension:

Services are scheduled to commence on 1st April 2026.

The Contract will be for an initial term of 3 (three) years, with an option to extend for a further 1 (one) year, plus another 1 (one) year as defined at the sole discretion of the Commissioners.

Main procurement category

Services

CPV classifications

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

Contract locations

- UKK13 - Gloucestershire

Participation

Legal and financial capacity conditions of participation

The ITT documentation within the e-procurement system sets out the minimum level of economic and financial standing threshold within the evaluation criteria for this procurement.

Technical ability conditions of participation

- Please confirm that your organisation meets the minimum baseline standards of the latest Digital Technology Assessment Criteria for health and social care (DTAC) or are working towards DTAC approval and have a plan in place to meet the standards prior to the service commencement date.

- To provide assurance that organisations have the necessary security measures in place to protect against cyber-attacks; please confirm which of the below apply:

ISO 27001

Cyber Penetration Testing

Cyber Essentials

- Please confirm that your organisation is, as a minimum, compliant with all mandatory requirements of the latest DSP Toolkit or have a plan in place to achieve compliance with the DSP Toolkit prior to the service commencement date.

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

8 August 2025, 12:00pm

Tender submission deadline

15 August 2025, 12:00pm

Submission address and any special instructions

Interested providers will be able to view this opportunity via the live opportunities list on the 'Health Family' e-procurement system, Atamis. Click on 'View our Live Opportunities' from the home page, available on the following link: <https://health-family.force.com/s/Welcome>

Once you have found the opportunity (via the search function, using the title or reference number), to gain full access to the bid documentation (including questionnaires), you will need to click on 'Register interest' - this will take you to the log-in page.

You will find the project titled: Gloucestershire ICB - All-Age Continuing Care (AACC) Digital System (C375403). If you are not already registered on the system, you will need to do so before gaining full access to the documentation and be able to submit a bid.

All bids must be submitted on this e-procurement system.

This is a Procurement Act 2023 Contract Notice. The intention is to award a contract using an Open process.

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

16 December 2025

Award criteria

Name	Type	Weighting
Quality	Quality	65%
Value	Price	25%
Social Value	Quality	10%

Other information**Conflicts assessment prepared/revised**

Yes

Procedure**Procedure type**

Open procedure

Documents

Associated tender documents

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

Contracting authority

NHS GLOUCESTERSHIRE INTEGRATED CARE BOARD

- NHS Organisation Data Service: QR1
- Public Procurement Organisation Number: PYQM-9666-VXBD

Shire Hall, Westgate Street

Gloucester

GL1 2TG

United Kingdom

Contact name: Samantha Phillips

Email: scwcsu.clinical.procurement@nhs.net

Region: UKK13 - Gloucestershire

Organisation type: Public authority - central government

Other organisation

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

NHS South Central and West CSU

Summary of their role in this procurement: Procurement Project Lead

- NHS Organisation Data Service: ODF
- Public Procurement Organisation Number: PXTZ-5316-XWPW

Omega House, 112 Southampton Road

Eastleigh

SO50 5PB

United Kingdom

Contact name: Samantha Phillips

Email: scwcsu.clinical.procurement@nhs.net

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

Region: UKJ35 - South Hampshire

Contact organisation

Contact NHS South Central and West CSU for any enquiries.