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Award

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

NHS GLOUCESTERSHIRE INTEGRATED CARE BOARD

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-066482

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

Published 17 October 2025, 4:39pm

Scope

Reference

C375403 / WA17855

Description

NHS Gloucestershire Integrated Care Board (GICB) were seeking to secure a Prime Provider who had the capability and capacity to provide a Continuing Healthcare and Nursing Healthcare digital system, in line with the specified requirements. The Commissioner confirmed that whilst they were seeking a Prime Provider, they welcomed partnerships, consortiums and/or sub-contractual models, which was at Bidders' discretion.

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.

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 was £600,000 including VAT. A breakdown of all figures and terms were 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

The Contracting Authority will observe a 8 working day standstill period starting from the following working day of this notice prior.

The Standstill Period will end on 28 October 2025.

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

Contract 1. All-Age Continuing Care (AACC) Digital System

Supplier

- MCB SOFTWARE SERVICES LIMITED

Contract value

- £520,000 excluding VAT

- £520,000 including VAT

Above the relevant threshold

Award decision date

16 October 2025

Date assessment summaries were sent to tenderers

17 October 2025

Standstill period

- End: 28 October 2025
- 8 working days

Earliest date the contract will be signed

1 January 2026

Contract dates (estimated)

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

Description of possible extension:

Total combined maximum contract value, across the full potential term of 5 (five) years including any optional extension years is £520,000 including VAT.

Initial Contract Term Value: £300,000

Optional Extension years Value: £220,000

Main procurement category

Services

CPV classifications

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

Contract locations

- UKK13 - Gloucestershire

Information about tenders

- 8 tenders received
- 5 tenders assessed in the final stage:
 - 2 submitted by small and medium-sized enterprises (SME)
 - 0 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts
- 4 suppliers unsuccessful (details included for contracts over £5 million)

Procedure

Procedure type

Open procedure

Supplier

MCB SOFTWARE SERVICES LIMITED

- Companies House: 10245607
- Public Procurement Organisation Number: PXZT-4553-VLJV

7 Moyne Close

Cambridge

CB4 2TA

United Kingdom

Email: info@carebanking.co.uk

Website: <http://mycarebank.eu>

Region: UKH12 - Cambridgeshire CC

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. All-Age Continuing Care (AACC) Digital System

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 Advisor

- NHS Organisation Data Service: 0DF
- 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.