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Planning

## North East and North Cumbria Crisis Text Support Service

NHS NORTH EAST AND NORTH CUMBRIA INTEGRATED CARE BOARD

F01: Prior information notice

Prior information only

Notice identifier: 2025/S 000-069011

Procurement identifier (OCID): ocds-h6vhtk-05d55e

Published 28 October 2025, 2:24pm

### Section I: Contracting authority

#### I.1) Name and addresses

NHS NORTH EAST AND NORTH CUMBRIA INTEGRATED CARE BOARD

PEMBERTON HOUSE COLIMA AVENUE SUNDERLAND ENTERPRISE PARK

Sunderland

SR53XB

#### Email

[victoria.newton11@nhs.net](mailto:victoria.newton11@nhs.net)

#### Country

United Kingdom

#### Region code

UKC23 - Sunderland

#### NHS Organisation Data Service

QHM

**Internet address(es)**

Main address

<https://northeastnorthcumbria.nhs.uk/>

Buyer's address

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

**I.3) Communication**

Additional information can be obtained from the above-mentioned address

**I.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

Health

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**Section II: Object**

**II.1) Scope of the procurement**

**II.1.1) Title**

North East and North Cumbria Crisis Text Support Service

Reference number

NENC035

**II.1.2) Main CPV code**

- 85100000 - Health services

**II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

NHS North East North Cumbria Integrated Care Board is managing this market engagement exercise for the provision of a Crisis Text Support Service across the North East and North Cumbria Region.

The ICB is issuing this Prior Information Notice (PIN) as a Request for Information (RFI) to engage with the market and to gather information in order to gain a better understanding of both the capacity and appetite of the market in delivering the proposed services

#### **II.1.5) Estimated total value**

Value excluding VAT: £1,135,000

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 85100000 - Health services

#### **II.2.3) Place of performance**

NUTS codes

- UKC - North East (England)

#### **II.2.4) Description of the procurement**

NHS North East North Cumbria Integrated Care Board is managing this market engagement exercise for the provision of a Crisis Text Support Service across the North East and North Cumbria Region.

The ICB is issuing this Prior Information Notice (PIN) as a Request for Information (RFI) to engage with the market and to gather information in order to gain a better understanding of both the capacity and appetite of the market in delivering the proposed services.

Any future opportunity is subject to the Health Care Services (Provider Selection Regime) Regulations 2023. For the avoidance of doubt, the provisions of the Public Contracts Regulations 2015 do not apply to this award.

It is important to note that this PIN/RFI is not a call for competition and as such you will need to express your interest in any future opportunity once the contract notice is

published on Find a Tender Service.

It should also be noted that this PIN/RFI invites individuals and organisations to express an interest in this RFI exercise only, and it is NOT a pre-qualification questionnaire, and is NOT part of any pre-qualification or selection process.

This PIN/RFI is intended as an awareness, communication, and information gathering exercise. An expression of interest is no indication of a commitment to participate in the RFI process nor does it infer any preferential or special status on those individuals and organisations who express an interest in the RFI exercise.

NENC is utilising an electronic tendering tool to manage this RFI exercise and communicate with potential providers. Accordingly, there will be no hard copy documents issued to potential providers and all communications with NECS, including RFI submissions, will be conducted via Atamis: <https://health-family.force.com/s/Welcome>

If you have already registered on the system (e.g. to access contracts with another Health Family organisation) then there is no need to re-register.

If you have not already done so you should now register as a Supplier on the shared system.

You can register here: <https://health-family.force.com/s/Welcome>

It is free to register on the portal and it can be accessed at any time of day providing you have a working internet connection. If you find that you need any advice or support in registering, please contact the Atamis helpdesk using the following details:

Phone: 0800 9956035

E-mail: [support-health@atamis.co.uk](mailto:support-health@atamis.co.uk)

Opening times 8am - 6pm

The RFI documentation will be accessible from Tuesday 28 October 2025 and completed RFI responses must be returned by 12:00 on Friday 14 November 2054.

### **II.3) Estimated date of publication of contract notice**

1 April 2026

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes