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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): ocids-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

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

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

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

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