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Contract

Digital End-To-End Patient Management Solution for Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board

NHS Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board

F03: Contract award notice

Notice identifier: 2025/S 000-001443

Procurement identifier (OCID): ocids-h6vhtk-0489fd

Published 16 January 2025, 9:48am

Section I: Contracting authority

I.1) Name and addresses

NHS Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board

Chippenham

SN15 1GG

Contact

Donna Harrington

Email

dannaharrington@nhs.net

Country

United Kingdom

Region code

UKK1 - Gloucestershire, Wiltshire and Bristol/Bath area

NHS Organisation Data Service

92G

Internet address(es)

Main address

<https://bsw.icb.nhs.uk>

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

Digital End-To-End Patient Management Solution for Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board

Reference number

C283073 / WA14054

II.1.2) Main CPV code

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

II.1.3) Type of contract

Services

II.1.4) Short description

NHS Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board has

awarded a contract to IEG4 Limited under the Public Contract Regulations 2015 for a digitalised end to end patient management system to support the referrals, assessment, approval, contracting, payment and case management of NHS funded care packages. Information is required to seamlessly flow between processes by connecting the entire lifecycle into one platform and through an enforced digital workflow. The system needs to facilitate the services to deliver enhanced transformation and is expected to become the primary source of record keeping for all aspects connected with individuals receiving NHS funding.

One of the key requirements for the new system will be the need for it to be sufficiently flexible to support a wide range of services outside the traditional CHC / Funded Nursing Care (FNC) / Fast Track (FT) / Continuing Care (CC) agenda. Service wide transformation will be implemented across all areas including clinical, business, performance, finance and contracting and commissioning, as well as other clinical pathways for example Acquired Brain Injury, Mental Health, and Specialist Placements.

Enabling better integration between systems across Health and Social Care is also critical. These services cover and links many elements of the health and social care system. Therefore, interoperability is of paramount importance, allowing for the ICB and wider Health and Social Care teams to share and view records. This will support improved accessibility and visibility of data which in turn will enable more efficient and streamlined workflows for all teams and a better person experience.

The contract term will be for 3 years with an optional extension of any period up to 2 years.

The contract value £175,000 in year one, £159,200 in year two and 163,400 in year 3 inclusive of VAT, with a total contract lifecycle value of £497,600 over 3 years, and a possible extension of any period up to a further 2 years giving a total value of £824,400 if the full extension period is adopted.

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

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £824,400

II.2) Description

II.2.2) Additional CPV code(s)

- 72300000 - Data services

II.2.3) Place of performance

NUTS codes

- UKK1 - Gloucestershire, Wiltshire and Bristol/Bath area

II.2.4) Description of the procurement

NHS Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board has awarded a contract to IEG4 Limited under the Public Contract Regulations 2015 for a digitalised end to end patient management system to support the referrals, assessment, approval, contracting, payment and case management of NHS funded care packages. Information is required to seamlessly flow between processes by connecting the entire lifecycle into one platform and through an enforced digital workflow. The system needs to facilitate the services to deliver enhanced transformation and is expected to become the primary source of record keeping for all aspects connected with individuals receiving NHS funding.

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This procurement was carried out by NHS South, Central and West Commissioning

Support Unit (SCW) on behalf of the Commissioners.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: Yes

Description of options

Optional extension of any period up to 2 years.

II.2.14) Additional information

The services are subject to the full regime of current procurement legislation and as such this tender was conducted in accordance with, and governed by, the Public Contracts Regulations 2015.

This contract was therefore be awarded in accordance with the provisions applicable in Section 5 (sub-section 7) of the Public Contracts Regulations 2015.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

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

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-025465](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

6 January 2025

V.2.2) Information about tenders

Number of tenders received: 2

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

IEG4 Limited

Cheshire

SK9 7QD

Country

United Kingdom

NUTS code

- UKD6 - Cheshire

Companies House

05733146

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £824,400

Section VI. Complementary information

VI.3) Additional information

The services are subject to the full regime of current procurement legislation and as such this tender was conducted in accordance with, and governed by, the Public Contracts Regulations 2015.

This contract was therefore be awarded in accordance with the provisions applicable in Section 5 (sub-section 7) of the Public Contracts Regulations 2015.

Bidders were notified of a contract award decision and the Contracting Authority observed the award decision notices provisions and held a 10-day standstill period in accordance with the Public Contracts Regulations 2015 ('Regulations'). At the start of the standstill period, a Contract award notification letter was sent to each Bidder in accordance with Regulation 86 of the Regulations.

The Regulations provide that aggrieved parties are to take action in the High Court (England and Wales).

VI.4) Procedures for review

VI.4.1) Review body

High Court London

London

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

As described in VI.3 above.