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Tender

Continuing Healthcare Service, Digital End to End Person Management System for NHS Devon Integrated Care Board

NHS DEVON INTEGRATED CARE BOARD

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

Notice identifier: 2025/S 000-033828

Procurement identifier (OCID): ocds-h6vhtk-04fa2b ([view related notices](#))

Published 19 June 2025, 4:34pm

Scope

Reference

C366077

Description

NHS Devon Integrated Care Board is seeking a provider who has the capability and capacity to deliver a digitalised Continuing Healthcare (CHC) end to end person management digital system, where information seamlessly flows between processes by connecting the entire lifecycle into one platform. The system needs to facilitate the services to deliver enhanced transformation across all spectrums of the service.

Devons CHC Service provides high quality, safe care to Devon's most vulnerable Adults and Children, and currently has a combined active caseload of around 3,000 individuals. The ICB is seeking an efficient and effective digital system to manage the caseload and the inherent complexities associated with the services. Devon's caseload, plus combined legacy data is circa 3000 records.

The new system is in the first instance to replace two existing systems. For Devon ICB this is a replacement for an off the shelf record system. For Torbay and South Devon, there is a locally developed bespoke system that requires replacement. It is intended the new replacement system will operate for both organisations.

One of the key requirements for a 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, enabling better integration between systems across Health and Social Care is also critical.

CHC is a unique service as it covers and links many elements of the health and social care system. Therefore, interoperability is of paramount importance, allowing for the CHC service 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 Commissioner has a maximum financial envelope available of £200,000 per annum, inclusive of VAT. The total maximum contract value for the 4-year Contract is £800,000 and (inclusive VAT). At the end of the initial contract term the Commissioner will have extension options of up to 3 years in total, made of 3 x12 month periods, which will be awarded at the commissioner's discretion, giving a maximum possible contract value of £1,400,000 inclusive of VAT over 7 years if the full contract term is fulfilled.

The new contract will commence the 2nd of February 2026.

This procurement is being carried out by NHS South, Central and West Commissioning Support Unit (SCW) on behalf of NHS Devon Integrated Care Board.

Total value (estimated)

- £1,166,665 excluding VAT
- £1,400,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 2 February 2026 to 1 February 2029
- Possible extension to 1 February 2033
- 7 years

Description of possible extension:

The contract may be extended for up to a further 3 years, made up of 3 x 12 month extension periods, which may be exercised at the commissioner's discretion.

Main procurement category

Goods

CPV classifications

- 48000000 - Software package and information systems

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

3 July 2025, 12:00pm

Tender submission deadline

21 July 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.

All bids must be submitted on this e-procurement system

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.

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

12 September 2025

Award criteria

Name	Type	Weighting
Quality	Quality	60%
Price	Price	30%
Social value	Quality	10%

Other information

Description of risks to contract performance

Due proposed changes to NHS ICB functions and geographies, NHS Devon ICB may form a wider cluster with Cornwall and Isles of Scilly ICB. This is subject to the national approval process. Any approved mergers are expected to come into effect by the 1st of April 2026 or by 1st of April 2027.

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Documents

Associated tender documents

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

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Contracting authority

NHS DEVON INTEGRATED CARE BOARD

- Public Procurement Organisation Number: PRDC-6266-CBRR

Aperture House, Pynes Hill, Rydon Lane,

Exeter

EX2 5AZ

United Kingdom

Email: d-icb.contracting@nhs.net

Region: UKK43 - Devon CC

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 COMMISSIONING SUPPORT UNIT

Summary of their role in this procurement: Managing and supporting the procurement on behalf of NHS Devon ICB

- NHS Organisation Data Service: 0DF
- Public Procurement Organisation Number: PXTZ-5316-XWPW

Omega House, 112 Southampton Road

Eastleigh

SO50 5PB

United Kingdom

Email: scw.opportunities@nhs.net

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

Region: UKJ35 - South Hampshire

Contact organisation

Contact NHS SOUTH CENTRAL AND WEST COMMISSIONING SUPPORT UNIT for any enquiries.