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Award

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

NHS DEVON INTEGRATED CARE BOARD

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

Notice identifier: 2025/S 000-059893

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

Published 25 September 2025, 5:26pm

### **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 service will go live on 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.

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## **Contract 2. Continuing Healthcare Service, Digital End to End Person Management System for NHS Devon Integrated Care Board**

## **Supplier**

- CHS HEALTHCARE SOFTWARE LIMITED

## **Contract value**

- £510,417 excluding VAT
- £612,500 including VAT

Above the relevant threshold

## **Award decision date**

12 September 2025

## **Date assessment summaries were sent to tenderers**

12 September 2025

## **Standstill period**

- End: 6 October 2025
- 8 working days

## **Earliest date the contract will be signed**

7 October 2025

## **Contract dates (estimated)**

- 7 October 2025 to 6 October 2029

- Possible extension to 6 October 2032
- 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

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## **Information about tenders**

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

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## Procedure

### Procedure type

Open procedure

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## Supplier

### CHS HEALTHCARE SOFTWARE LIMITED

- Companies House: 11582111
- Public Procurement Organisation Number: PJMC-4143-THBQ

9 Appold Street

London

EC2A 2AP

United Kingdom

Email: [bid.teamchs@ukics.onmicrosoft.com](mailto:bid.teamchs@ukics.onmicrosoft.com)

Website: <https://xylaservices.com/>

Region: UKI41 - Hackney and Newham

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

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## **Contracting authority**

### **NHS DEVON INTEGRATED CARE BOARD**

- NHS Organisation Data Service: QJK
- Public Procurement Organisation Number: PRDC-6266-CBRR

Aperture House, Pynes Hill, Rydon Lane,

Exeter

EX2 5AZ

United Kingdom

Email: [d-icb.contracting@nhs.net](mailto:d-icb.contracting@nhs.net)

Region: UKK43 - Devon CC

Organisation type: Public authority - central government

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## **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: Supporting the procurement process

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

Omega House, 112 Southampton Road

Eastleigh

SO50 5PB

United Kingdom

Email: [scwcsu.procurement@nhs.net](mailto:scwcsu.procurement@nhs.net)

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

Region: UKJ35 - South Hampshire

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## **Contact organisation**

Contact NHS South Central and West CSU for any enquiries.