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Planning

The Provision of a Continuing Healthcare (CHC) Digital System on behalf of NHS South West London ICB

NHS SOUTH WEST LONDON INTEGRATED CARE BOARD

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

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Scope

Reference

The Provision of a Continuing Healthcare (CHC) Digital System on behalf of NHS South West London ICB

Description

The aim of this procurement is to source and implement a Digital End-to-End Patient System specifically tailored to streamline the Continuing Healthcare (CHC) assessment and management process. The system should enable improved data sharing, automated workflows, and full lifecycle visibility of CHC cases, from referral to eligibility decision, care planning, and review.

Key Objectives:

- Improve efficiency and consistency in CHC case management.
- Ensure compliance with national standards and NHS CHC Framework.
- Reduce administrative burden on staff through automation and digitisation.
- Enhance patient experience through transparency, accessibility, and timely communication.
- Facilitate robust performance reporting and data analytics.

Total value (estimated)

- £100,000 excluding VAT
- £120,000 including VAT

Below the relevant threshold

Contract dates (estimated)

- 1 October 2026 to 30 September 2029
- Possible extension to 30 September 2030
- 4 years

Main procurement category

Services

CPV classifications

- 48000000 - Software package and information systems

- 72322000 - Data management services
- 79996100 - Records management

Contract locations

- UK - United Kingdom

Engagement

Engagement deadline

3 November 2025

Engagement process description

NHS South West London Integrated Care Board (SWL ICB) are inviting suitably experienced and capable providers to submit a response to this market engagement questionnaire and expressions of interest for this potential contract.

Currently, CHC assessments and reviews rely heavily on fragmented systems (e.g., paper records, spreadsheets, and siloed databases), leading to:

- Inefficiencies in workflow and communication
- Delays in eligibility decisions
- Difficulty in tracking case status and accountability
- Poor audit trails and non-compliance risks
- Limited integration with other NHS digital services (e.g., NHS Spine, Shared Care Records)

This procurement is intended to replace outdated or disjointed processes with a unified

digital solution, providing transparency, auditability, and operational efficiency aligned with NHS digital transformation priorities.

To download the tender documentation, please login and register at SAP Ariba on the below link. Please note the documents are free of charge to access:

<https://discovery.ariba.com/rfx/23515348>

The deadline for submitting the questionnaire is 03 November 2025

Contracting authority

NHS SOUTH WEST LONDON INTEGRATED CARE BOARD

- NHS Organisation Data Service: QWE
- Public Procurement Organisation Number: PVVY-4762-MPRZ

120 The Broadway

London

SW19 1RH

United Kingdom

Email: diane.kelly@swlondon.nhs.uk

Region: UKI63 - Merton, Kingston upon Thames and Sutton

Organisation type: Public authority - central government