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Planning

All Age CHC and Complex Care Digital End-to-End Patient Management System - NHS Humber and North Yorkshire ICB

NHS HUMBER AND NORTH YORKSHIRE INTEGRATED CARE BOARD

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

Notice identifier: 2025/S 000-067681

Procurement identifier (OCID): ocds-h6vhtk-05d21f ([view related notices](#))

Published 23 October 2025, 9:42am

Scope

Reference

C396596

Description

This Preliminary Market Engagement Notice (PMEN) UK2 is published to inform the market of NHS Humber and North Yorkshire ICB's ("the Contracting Authority") proposed intention to procure an All Age Continuing Health Care and Complex Care Digital End-to-End Patient Management System.

NHS Humber and North Yorkshire ICB would like to undertake pre-market engagement with suitable and capable suppliers of All Age Continuing Health Care and Complex Care Digital End-to-End Patient Management Systems, to further understand software functionality and software capabilities available in the supplier market.

NHS Humber and North Yorkshire ICB wishes to invite capable suppliers to meet on a virtual 1:1 basis (via MS Teams), to present and provide a live (virtual) demonstration of their All Age Continuing Health Care and Complex Care Digital End-to-End Patient Management System. The purpose of the demonstration is help further inform and provide further refinement to a specification of requirements.

Suitable and capable supplier will be expected to demonstrate their All Age Continuing Health Care and Complex Care Digital End-to-End Patient Management System which meets the requirements of the NHS framework for an end-to-end solution designed to manage patients, care packages, and payments for all Continuing Health Care and Complex Care pathways.

Suppliers will be expected to demonstrate their All Age Continuing Health Care and Complex Care Digital End-to-End Patient Management System functionality that includes, but not limited to:

- Referral management processes, including web-based forms and interoperability with the NHS Spine;
- Case Management functionality, including data validity and audit recording processes;
- Workflow Management, to encompass system automation / notifications for time bound events;
- Document Management - pre-population and templates;
- Financial Management process, including payments;
- Reporting functionality, including how the system complies with All Age Continuing Care Patient Level Dataset;
- Commissioning, Brokerage, Provider Marketplace & Provider Portal, to support the management of care providers;
- Client Portal - for individuals to access details on assessment processes / outcomes;
- Professionals Portal functionality - to allow documentation / evidence to be uploaded and shared with the Contracting Authority officers involved in an individual's care.

The indicative contract duration is envisaged to be between 3 and 5 years, however Suppliers are advised any contract term will be confirmed in due course as part of any future formal Invitation to Tender opportunity published. At the time of publishing this Preliminary Market Engagement Notice, it is anticipated that a contract start will be April 2026, however it should be recognised that timeframes and dates for service

commencement are liable to change.

The indicative total contract value for All Age Continuing Health Care and Complex Care Digital End-to-End Patient Management System is yet to be defined, however this will be established as part of any formal Invitation to Tender opportunity published.

Contract dates (estimated)

- 1 April 2026 to 31 March 2029
- Possible extension to 31 March 2031
- 5 years

Main procurement category

Services

CPV classifications

- 48613000 - Electronic data management (EDM)
- 48814000 - Medical information systems
- 72210000 - Programming services of packaged software products
- 72260000 - Software-related services

Contract locations

- UKE - Yorkshire and the Humber
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Engagement

Engagement deadline

30 October 2025

Engagement process description

This Preliminary Market Engagement Notice sets out the Contracting Authority's requirement to seek to engage with suppliers of All Age Continuing Health Care and Complex Care Digital End-to-End Patient Management Systems, through 1:1 Supplier Demonstration events which will be held virtually via MS Teams.

The purpose of the All Age Continuing Health Care and Complex Care Digital End-to-End Patient Management Systems supplier demonstration events is help further inform and provide further refinement to a specification of requirements, rather than a call for competition.

The 1:1 Supplier Demonstration events will be held virtually via MS Team on Monday 3 November 2025.

Each interested Supplier will be provided up to 30 minutes to present a high-level overview of their All Age Continuing Health Care and Complex Care Digital End-to-End Patient Management System, and the opportunity for up to 15 minutes for Questions and Answers.

Interested Suppliers are invited to register their interest to attend a Supplier Demonstration Event via the e-procurement system Atamis - <https://health-family.force.com/s/Welcome>.

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If a Supplier is not already registered on the Atamis e-procurement system, they will need to register, before gaining full access to the documentation and to be able to submit their expression of interest for the Supplier Demonstration event.

The deadline to register interest to this notice is 17:00hrs - 30 October 2025.

The Contracting Authority will collate responses received via the Atamis e-procurement procurement from interested Suppliers. Thereafter, invitations will be sent Suppliers directly via the Atamis e-procurement portal with the details of the timings for the Supplier Demonstration event.

The Contracting Authority reserves the right to vary the Preliminary Market Engagement in order to ensure an open and transparent process is followed. The publishing this Preliminary Market Engagement Notice does not commit the Contracting Authority or Supplier to a future procurement, nor provide any process exemptions or preferential treatment to any parties expressing an interest. The Contracting Authority will not be liable for costs incurred by any interested Supplier in participating in this Supplier Demonstration Event exercise.

The proposed Supplier Demonstration Event aligns with the Procurement Act 2023, which encourages preliminary market engagement to better understand available solutions and inform procurement strategies. Such preliminary market engagement is designed to be transparent and non-committal, ensuring a fair and open procurement process for all potential Suppliers.

If progressed, any future tendering process will be conducted in accordance with the requirements of the Procurement Act 2023 and Procurement Regulations 2024.

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Contracting authority

NHS HUMBER AND NORTH YORKSHIRE INTEGRATED CARE BOARD

- NHS Organisation Data Service: QOQ
- Public Procurement Organisation Number: PBCG-3899-RLCL

Health House, Grange Park Lane, Willerby

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United Kingdom

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Region: UKE12 - East Riding of Yorkshire

Organisation type: Public authority - sub-central government