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Planning

NEL Primary Care Clinical Information and Facilitation Service

NHS North East London Integrated Care Board

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

Notice identifier: 2025/S 000-074011

Procurement identifier (OCID): ocds-h6vhtk-054edb

Published 14 November 2025, 1:56pm

Changes to notice

This notice has been edited. The [previous version](#) is still available.

Updated Procurement Timeline (Indicative):

We are now expecting to publish the opportunity and invite Bidders to submit responses in late January / early February 2026.

Scope

Reference

PRJ4008

Description

Following a comprehensive review of our current primary care clinical information and facilitation service, North East London Integrated Care Board (NEL ICB) is reaching out to potential providers to understand views on the proposed future service from a provider perspective, and to better understand how it could be delivered.

This is a complex service, with multiple interlinked components, and as such we are considering multiple lots.

The core purpose of the service is to improve and standardise the quality of clinical data and coding in GP practices, through the provision of expert advice and clinically informed support in relation to clinical data management and practice systems. The service will help foster a learning health system for quality improvement, improving the prevention, detection and management of disease and to help reduce health inequalities.

The service will mainly be provided to GP practices, PCNs and neighbourhoods (once established). The service will be aligned to nationally and locally commissioned services, allowing for appropriate variation between practices, PCNs and Places, and will be standardised to ensure equity across NEL.

Additional advice and support will be provided to NEL ICB commissioning teams, to ensure understanding of practice clinical data, systems and coding - and to ensure (as much as possible) consistency, between practices and NEL, of the data usage.

The key components of the service (which might be considered as individual lots), are:

1. support for data entry and patient management
2. facilitation and support for practices and PCNs
3. provision of formatted data (may include extraction of practice data and/or use of ICB provided data) to multiple parties
4. Support to commissioners within the ICB

Across each of these there will be a requirement for:

- appropriate communication, engagement and collaboration with relevant stakeholders (GP practices, PCNs, commissioners etc)
- strategic collaboration between providers of individual lots, to ensure consistency of approach toward the overall service
- appropriate information governance processes and procedures to be in place across all providers of the service
- Adherence to national and local standards - including clinical, data, and any other relevant standards or guidance.

More detailed information will be provided to interested parties at the engagement event.

Contract length is still to be determined, but anticipated to be three years, with potential to extend for a further two years.

Draft Procurement Timeline (Indicative):

We are now expecting to publish the opportunity and invite Bidders to submit responses in late January / early February 2026.

Total value (estimated)

- £2,130,000 excluding VAT
- £2,550,000 including VAT

Above the relevant threshold

Contract dates (estimated)

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

Main procurement category

Services

CPV classifications

- 72300000 - Data services

Contract locations

- UKI - London

Engagement

Engagement deadline

30 June 2025

Engagement process description

NHS North East London Integrated Care Board (NEL ICB), hereafter referred to as "The Authority", invites interested individuals and Providers to attend up to a Market Engagement Event to be held online (via MS Teams) on Wednesday the 2nd of July 14:00pm - 16:00pm.

The Event will provide:

- An overview of the current and proposed service provision.
- Details of the anticipated contract type, length, and particular conditions.
- An overview of the proposed commissioning approach and procurement route.

- Indicative timescales for the procurement.

Registration

Reservations are limited to no more than 3 individuals per organisation.

Details of those to be invited must be sent to the Procurement Lead (kieran.james-paterson@nhs.net) by Monday the 30th of June at 14:00pm.

Further information on both events will then be provided to those who express an interest in attending.

Participation

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Publication date of tender notice (estimated)

31 January 2026

Procedure

Special regime

Light touch

Contracting authority

NHS North East London Integrated Care Board

- NHS Organisation Data Service: QMF
- Public Procurement Organisation Number: PMLZ-8385-VMTM

4th Floor - Unex Tower, 5 Station Street

London

E15 1DA

United Kingdom

Email: hub.queries@nhs.net

Region: UKI41 - Hackney and Newham

Organisation type: Public authority - sub-central government

Other organisation

These organisations are carrying out the procurement, or part of it, on behalf of the contracting authorities.

NHS London Commercial Hub (hosted by NHS North East London ICB)

Summary of their role in this procurement: Procurement Lead

- Public Procurement Organisation Number: PBWD-3998-QHRQ

4th Floor - Unex Tower, 5 Station Street

London

E15 1DA

United Kingdom

Email: hub.queries@nhs.net

Region: UKI41 - Hackney and Newham

Contact organisation

Contact NHS London Commercial Hub (hosted by NHS North East London ICB) for any enquiries.