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Contract

All Age Continuing Care (AACC) Digital End-To-End Patient Management System to NHS Frimley Integrated Care board

NHS Frimley Integrated Care Board

F03: Contract award notice

Notice identifier: 2025/S 000-075948

Procurement identifier (OCID): ocds-h6vhtk-05e61f

Published 21 November 2025, 11:17am

Section I: Contracting authority

I.1) Name and addresses

NHS Frimley Integrated Care Board

King Edward VII Hospital St Leonards Road

Windsor

SL4 3DP

Contact

Kerry Sennett

Email

scwcsu.cbprocurement@nhs.net

Country

United Kingdom

Region code

UKJ - South East (England)

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

www.frimley.icb.nhs.uk

Buyer's address

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

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

All Age Continuing Care (AACC) Digital End-To-End Patient Management System to NHS Frimley Integrated Care board

Reference number

C318762 / WA17018

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

NHS Frimley Integrated Care board has awarded a contract to Care Banking Ltd under the Public Contract Regulations 2015 for a digitalised end-to-end digital system, where information is required to seamlessly flow through the referral, CHC assessment undertaken by the Nurses Assessor to determine eligibility, review and case management processes, including financial aspect of cases, by connecting the entire lifecycle into one platform. This allows patient flow to be managed more efficiently.

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. This will also include other Health funding services, such as Mental Health S117, Complex Care and IRAP (CYP NHS/LA Shared Care Funding).

Enabling better integration between systems across Health and Social Care is also critical. CHC/S117/Complex Care are unique services and links many elements of the health and social care system together, with some of these services overlapping with each other e.g. a patient can have health funding from S117 and CHC. 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 benefits of introducing a digital case management system will be streamlining processes, generating data-driven insights, empowering patients and carers, strengthening controls and future-proofing services.

The contract notice previously published on FTS is: 2024/S 000-038276

The contract term will be for 3 years with an optional extension of any period up to 2 years.

The contract value is £174,000 per annum, with a total contract lifecycle value of £522,000 (inclusive of VAT) over 3 years, and a possible extension of any period up to a further 2 years giving a total value of £870,000 (inclusive of VAT) if the full extension period is enacted.

This procurement has been carried out by NHS South, Central and West Commissioning

Support Unit (SCW) on behalf of the Commissioners.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £870,000

II.2) Description

II.2.2) Additional CPV code(s)

- 72300000 - Data services

II.2.3) Place of performance

NUTS codes

- UKJ - South East (England)

II.2.4) Description of the procurement

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NHS Frimley Integrated Care Board (ICB) and Buckinghamshire, Oxfordshire & Berkshire West (BOB) ICB are currently working together in a formal "clustering" arrangement to prepare for their merger into a single, new organisation, the "NHS Thames Valley ICB", effective from 1st April 2026.

This procurement has been carried out by NHS South, Central and West Commissioning Support Unit (SCW) on behalf of the Commissioners.

II.2.5) Award criteria

Cost criterion - Name: Value / Weighting: 15%

II.2.11) Information about options

Options: No

II.2.14) Additional information

The services are subject to the full regime of current procurement legislation and as such this tender was conducted in accordance with, and governed by, the Public Contracts Regulations 2015.

This contract was therefore be awarded in accordance with the provisions applicable in Section 5 (sub-section 7) of the Public Contracts Regulations 2015.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

The contract notice previously published on FTS is: 2024/S 000-038276

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

23 October 2025

V.2.2) Information about tenders

Number of tenders received: 5

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Care Banking Ltd

Cambridge

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

08059831

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £870,000

Section VI. Complementary information

VI.3) Additional information

The services are subject to the full regime of current procurement legislation and as such this tender was conducted in accordance with, and governed by, the Public Contracts Regulations 2015.

This contract was therefore be awarded in accordance with the provisions applicable in Section 5 (sub-section 7) of the Public Contracts Regulations 2015.

Bidders were notified of a contract award decision and the Contracting Authority observed the award decision notices provisions and held a 10-day standstill period in accordance with the Public Contracts Regulations 2015 ('Regulations'). At the start of the standstill period, a Contract award notification letter was sent to each Bidder in accordance with Regulation 86 of the Regulations.

The Regulations provide that aggrieved parties are to take action in the High Court (England and Wales).

VI.4) Procedures for review

VI.4.1) Review body

High Court London

London

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

As described in VI.3 above.