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Tender

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

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-083064

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

Published 15 December 2025, 5:04pm

Scope

Reference

C406402

Description

NHS Humber and North Yorkshire Integrated Care Board (ICB), "the Authority", requires an end-to-end digital system to support case management of NHS funded care packages. The end-to-end digital system will include functionality to manage, record and process referrals, assessment, approval, contracting, payments. The system will ensure case management record information seamlessly flow between processes by connecting the entire lifecycle into one platform and through an enforced digital workflow. The system needs to support the delivery of All Age Continuing Care and Complex Care services aligned to Model ICB Blueprint guidance, and the strategic direction of healthcare systems to improve efficiency and productivity through system functionality. The system is expected to become the primary source of record keeping for all aspects connected with individuals receiving or have received NHS funded care packages.

The All Age Continuing Health Care and Complex Care Digital End-to-End Patient Management System software functionality will need to include, but not be 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.

It is anticipated that successful bids will be those based on offering a comprehensive software system solution, which offers key functionality to record and capture an individual's care, and offers innovation and improvements to efficiencies in operational processes.

The Contracting Authority wishes to establish a single Supplier contract for the provision of an All Age Continuing Health Care and Complex Care Digital End-to-End Patient Management software system.

The contract is scheduled to commence on `1 April 2026, with an initial term of three (3) years, with an option to extend for a further 1 (one) year, plus another 1 (one) year.

In line with Department of Health and Social Care (DHSC) / NHS England proposals of organisational changes to Integrated Care Boards, there is limited information on whether Continuing Health Care / Complex Care services will remain a responsibility of Integrated Care Boards (ICB) in the future or transfer to another organisation. When the organisational changes are known, relevant amendments will be required to the contract between the ICB and the Supplier, this will be conducted within the provisions of the

modification sections of the Procurement Act 2023 (PA23).

UK2: Preliminary market engagement notice - Procurement Act 2023 was published on 23 October 2025, seeking expression of interest from interested suppliers in the marketplace.

Total value (estimated)

- £1,354,165 excluding VAT
- £1,625,000 including VAT

Above the relevant threshold

Contract dates (estimated)

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

Description of possible extension:

The contract term may be extended by 1 year + 1 year.

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

- UKE1 - East Yorkshire and Northern Lincolnshire
- UKE2 - North Yorkshire

Participation

Legal and financial capacity conditions of participation

The ITT documentation available within the e-procurement system sets out the minimum level of economic and financial standing threshold within the evaluation criteria for this procurement.

Technical ability conditions of participation

Supplier's must confirm and provide evidence they have completed the NHS Digital Data Security and Protection Toolkit self-assessment, achieving "Standards Met", in particular all mandatory expected requirements have been met, or provide details of plans in place to achieve completion.

Supplier's are to confirm that your organisation meets the minimum baseline standards of the latest Digital Technology Assessment Criteria for health and social care (DTAC).

Supplier's are to confirm that your organisation is ISO27001 certified.

If not confirmed, Supplier's are expected to provide an adequate explanation of plans to work towards and achieve ISO 27001 certification prior to the service commencement date (01/04/2026). If the response is deemed inadequate the Supplier may be excluded and no further evaluation will be conducted.

Supplier's are to confirm that your organisation is Cyber Essentials Plus certified.

If not confirmed, Supplier's are expected to provide an adequate explanation of plans to work towards and achieve Cyber Essential Plus certification prior to the service commencement date (01/04/2026). If the response is deemed inadequate the Supplier may be excluded and no further evaluation will be conducted.

Suppliers must confirm that their IM&T systems do not require any service user identifiable data to be transferred outside the European Economic Area (EEA) and must list any countries outside England (but within the EEA) they plan to transfer service user identifiable data to.

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

14 January 2026, 5:00pm

Tender submission deadline

22 January 2026, 1:00pm

Submission address and any special instructions

Interested Suppliers are invited to access the Initiation to Tender documents and submit their bid responses via the e-procurement system Atamis - <https://health-family.force.com/s/Welcome>.

Reference: C406402 - All Age CHC and Complex Care Digital End-to-End Patient Management System

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

20 February 2026

Award criteria

Name	Type	Weighting
Quality	Quality	80%
Price	Price	20%

Other information

Applicable trade agreements

- Government Procurement Agreement (GPA)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Documents

Associated tender documents

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

Interested Suppliers will be able to view this opportunity via the live opportunities list on the 'Health Family' e-procurement system, Atamis (<https://atamis-1928.my.site.com/s/Welcome>). Click on 'View our Live Opportunities' from the home page, available on the following link: <https://health-family.force.com/s/Welcome> .

Once you have found the opportunity (via the search function, using the title "HNYICB All Age CHC & Complex Care Digital End-to-End Patient Management System" or reference number "C406402"), to gain full access to the bid documentation (including questionnaires), you will need to click on 'Register interest' - this will take you to the log-in page.

Suppliers not already registered on the Atamis system, you will need to register before gaining full access to the documentation and be able to submit a bid.

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

East Riding of Yorkshire

HU10 6DT

United Kingdom

Email: hnyicb.procurement@nhs.net

Region: UKE12 - East Riding of Yorkshire

Organisation type: Public authority - sub-central government