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Tender

SEL ICB - 111 IUC Contract

NHS South East London Integrated Care Board

F02: Contract notice

Notice identifier: 2026/S 000-002188

Procurement identifier (OCID): ocids-h6vhtk-05ec28

Published 12 January 2026, 11:15am

Section I: Contracting authority

I.1) Name and addresses

NHS South East London Integrated Care Board

Southwark Council, 160 Tooley Street

London

SE1 2QH

Contact

Kieran James Paterson

Email

kieran.james-paterson@nhs.net

Country

United Kingdom

Region code

UKI - London

NHS Organisation Data Service

72Q

Internet address(es)

Main address

<https://www.selondonics.org/icb/>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://atamis-1928.my.site.com/s/Welcome>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://atamis-1928.my.site.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

SEL ICB - 111 IUC Contract

Reference number

2015

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

South East London (SEL) Integrated Care Board (ICB) is seeking to procure a new NHS 111 service for SEL.

The service will be procured in eight Lots: one call handling service, six in-hours Integrated Delivery Units (one per borough) and one out-of-hours Integrated Delivery Unit. The 111 clinical assessment aspect of the service will be delivered via the Integrated Delivery Units both at a local and SEL level.

Interested providers may bid for between one and eight Lots.

SEL ICB is seeking collaborative and innovative providers that will ensure the holistic needs of its patients are provided for as close to home as possible, working in tandem with local Integrated Neighbourhood Teams. The combined service offering of the eight Lots must be individually and mutually resilient.

The contracts will start on the 1st April 2027 and run for 3 years with the option to extend for a further 2 years at the sole discretion of the Authority.

The five-year financial envelope for each Lot is as follows:

Lot 1: Call Handling - £56,112,000

Lot 2: Bexley in hours IDU - £1,698,000

Lot 3: Bromley in hours IDU - £2,394,000

Lot 4: Greenwich in hours IDU - £2,394,000

Lot 5: Lambeth in hours IDU - £2,572,000

Lot 6: Lewisham in hours IDU - £2,832,000

Lot 7: Southwark in hours IDU - £2,634,000

Lot 8: SEL out of hours IDU - £36,199,000

II.1.5) Estimated total value

Value excluding VAT: £106,826,000

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

II.2) Description

II.2.1) Title

Call Handling

Lot No

1

II.2.2) Additional CPV code(s)

- 85100000 - Health services

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

Please see the relevant service specification on the Atamis e-tendering portal page.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £56,112,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Start date

1 April 2027

End date

31 March 2030

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

The contracts will start on the 1st April 2027 and run for 3 years with a potential 2-year extension.

II.2) Description

II.2.1) Title

Bexley in hours IDU

Lot No

2

II.2.2) Additional CPV code(s)

- 85100000 - Health services

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

Please see the relevant service specification on the Atamis e-tendering portal page.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £1,698,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Start date

1 April 2027

End date

31 March 2030

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

The contracts will start on the 1st April 2027 and run for 3 years with a potential 2-year extension.

II.2) Description

II.2.1) Title

Bromley in hours IDU

Lot No

3

II.2.2) Additional CPV code(s)

- 85100000 - Health services

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

Please see the relevant service specification on the Atamis e-tendering portal page.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £2,394,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Start date

1 April 2027

End date

31 March 2030

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

The contracts will start on the 1st April 2027 and run for 3 years with a potential 2-year extension.

II.2) Description

II.2.1) Title

Greenwich in hours IDU

Lot No

4

II.2.2) Additional CPV code(s)

- 85100000 - Health services

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

Please see the relevant service specification on the Atamis e-tendering portal page.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £2,394,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Start date

1 April 2027

End date

31 March 2030

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

The contracts will start on the 1st April 2027 and run for 3 years with a potential 2-year extension.

II.2) Description

II.2.1) Title

Lambeth in hours IDU

Lot No

5

II.2.2) Additional CPV code(s)

- 85100000 - Health services

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

Please see the relevant service specification on the Atamis e-tendering portal page.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £2,572,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Start date

1 April 2027

End date

31 March 2030

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

The contracts will start on the 1st April 2027 and run for 3 years with a potential 2-year extension.

II.2) Description

II.2.1) Title

Lewisham in hours IDU

Lot No

6

II.2.2) Additional CPV code(s)

- 85100000 - Health services

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

Please see the relevant service specification on the Atamis e-tendering portal page.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £2,832,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Start date

1 April 2027

End date

31 March 2030

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

The contracts will start on the 1st April 2027 and run for 3 years with a potential 2-year extension.

II.2) Description

II.2.1) Title

Southwark in hours IDU

Lot No

7

II.2.2) Additional CPV code(s)

- 85100000 - Health services

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

Please see the relevant service specification on the Atamis e-tendering portal page.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £2,634,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Start date

1 April 2027

End date

31 March 2030

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

The contracts will start on the 1st April 2027 and run for 3 years with a potential 2-year extension.

II.2) Description

II.2.1) Title

SEL out of hours IDU

Lot No

8

II.2.2) Additional CPV code(s)

- 85100000 - Health services

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

Please see the relevant service specification on the Atamis e-tendering portal page.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £36,199,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Start date

1 April 2027

End date

31 March 2030

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

The contracts will start on the 1st April 2027 and run for 3 years with a potential 2-year extension.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

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

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2025/S 000-078580](#)

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

9 March 2026

Local time

5:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.7) Conditions for opening of tenders

Date

10 March 2026

Local time

9:00am

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

This is a Provider Selection Regime (PSR) Contract Notice inviting offers under the Competitive process (The Health Care Services (Provider Selection Regime) Regulations 2023, Regulation 11) . The awarding of this contract is subject to the Health Care Services (Provider Selection Regime) Regulations 2023. For avoidance of doubt the provisions of the Public Contract Regulations 2015 do not apply to this award.

The Procurement is being managed by the NHS London Commercial Hub (NHS LCH) hosted by NEL ICB, on behalf of the Authority, in connection with a competitive Invitation to Tender (ITT) exercise that is being conducted via a competitive process under the Health Care Services (Provider Selection Regime) Regulations 2023.

To access this opportunity please go to Atamis landing page to register:

<https://atamis-1928.my.site.com/s/Welcome>

Once you are registered and logged in to Atamis you can find the project by searching for "PRJ2015 South East London 111 Procurement"

Submissions will be assessed in line with the award criteria specified in the tender documents and in line with the stages specified in the tender documents.

High level overview provided below:

Procurement Specific Questionnaire - Pass/Fail

ITT Questionnaires - 88.00%

Presentation and Interview Stage - 12.00%

VI.4) Procedures for review

VI.4.1) Review body

NHS South East London Integrated Care Board

London

Country

United Kingdom

