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Pipeline

## **EARLY SUPPLIER INVOLVEMENT FOR PROVISION OF INTEGRATED URGENT CARE (IUC) FOR THE CAMBRIDGESHIRE AND PETERBOROUGH INTEGRATED CARE BOARD (ICB)**

CAMBRIDGESHIRE AND PETERBOROUGH INTEGRATED CARE BOARD (ICB)

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### **Scope**

#### **Title**

EARLY SUPPLIER INVOLVEMENT FOR PROVISION OF INTEGRATED URGENT CARE (IUC) FOR THE CAMBRIDGESHIRE AND PETERBOROUGH INTEGRATED CARE BOARD (ICB)

#### **Reference**

WHISP-216

#### **Description**

NHS Midlands & Lancashire Commissioning Support Unit (ML) on behalf of the Commissioner, NHS Cambridgeshire and Peterborough Integrated Care Board (CPICB), would like to invite providers to attend an individual session for 'Early Supplier Involvement' which will inform the market of the Commissioners' intentions to procure their Integrated Urgent Care (IUC), to include 111, CAS and GP Out of Hours Service.

Please note that registration at this event does not count as registration for the full procurement process, which will be separately advertised via Finder a Tender website. We are aiming for this to be in July 2024. Interested providers will need to respond to this when advertised, whether they attend the Early Supplier Involvement meeting or not, or any subsequent market engagement event the ICB may decide to run.

The Commissioner would like to meet virtually with any capable and qualified potential provider(s) individually who would be willing to present and discuss service delivery models, capability and capacity, to help finalise the service specification and to ensure alignment and discussion of potential innovation processes.

The Commissioners value providers' expert insights and feedback in the delivery of this type of service and how they see the future service. The information you provide, unless classified as confidential, and your details may be used in the rationale for the service specification final content. The Commissioner is not bound to take on board providers' information in the formation of the specification that will result in the delivery of this service.

The Early Supplier Involvement will take place in the morning of 17th April 2023 from between about 09:30am and 12:30pm on MS Teams in one-hour slots (invite links will be sent after registration requests have been received). If all the slots are filled, further slots may be allocated in the afternoon and/or an additional date will be scheduled.

The intention for the Early Supplier Involvement is to discuss:

- how the national specification model can be most effectively delivered;
- any lessons learned and/or challenges of provider currently delivering this service;
- expectations on use of AI to improve the patient experience and efficiency of the service;
- seek better understanding of the optimal CAS skillset modelling and outcomes;
- how you see the future models of GP OOHs taking into consideration the national direction of travel regarding transforming GP OOH services.
- an opportunity for you to ask questions and/or raise any other areas you see as relevant.

The meetings will be strictly time controlled to allow equity of discussion for each individual session. The Commissioner will take suitable notes during the discussions to inform the commissioning of these decisions.

Any information shared during the virtual meeting that is recorded and agreed not in the public domain that is agreed to be classified as confidential will not be shared further. If you are interested in meeting with the Commissioner and attending the virtual event, please register by emailing [paulo.sousa-cabral@nhs.net](mailto:paulo.sousa-cabral@nhs.net) and provide the following details by no later than 9th of April 2024:

? Name of delegates

? Job title of delegates

? Organisation details, including address

? Delegate email address and telephone number.

Aims and objectives of the service:

The Integrated Urgent Care (IUC) service is free to call through NHS 111 and is available 24 hours a day, 7 days a week, to respond to the population of England with a personalised contact service when patients:

- Need medical help fast, but it's not a 999 emergency;
- Don't know who to call for medical help;
- Are unsure if they need to go to A&E or another NHS Urgent Care service;
- Need health information or reassurance about what to do next; or
- Require continuity of care when in hours GP services are closed.

The vision for an Integrated Urgent Care Clinical Assessment Service (IUC CAS) is to deliver a "consult and complete" model of urgent care access that can streamline and improve patient care across the urgent care system. The introduction of an IUC CAS will fundamentally change the way patients access health services. It will mean patients will

receive a complete episode of care concluding with either: advice, a prescription, or an appointment for further assessment or treatment.

The contract is anticipated to start on the 1st of October 2025 and is likely to be for 3 years with the possibility of extension for up to another 2 years, and the indicative contract value will be circa £76m for the lifecycle of the contract (including extensions) - I please note that this information is indicative only, and all these factors may change up to the point of the formal procurement process and should not be relied upon as exact data at this stage.

The service will be then commissioned via a competitive process conducted in line with the Provider Selection Regime for Healthcare Services 2023 and will be advertised to all providers which is proportionate to the value and complexity of the service and contract.

A further advertisement will be published notifying providers of a planned market engagement event in the near future. The advert will be placed on Find a Tender Website and on MLCSUs' procurement portal, Atamis, which will also be utilised for the tender. Therefore, we recommend that you register with both of these websites in the meantime at:

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

Find a Tender ([find-tender.service.gov.uk](https://find-tender.service.gov.uk))

Please note you won't see the procurement opportunity on the portal until it is opened for bidding (anticipated for September 2024).

### Provider Selection Regime

The ICB are aware of their transparency obligations under The Health Care Services (Provider Selection Regime) Regulations 2023. Please note for those providers expressing interest for these services, this does not guarantee that they will not be required to register for any future provider selection process, and they should not rely on their response to this Expressions of Interest notice as confirmation that the ICB will proceed further. Furthermore, although the ICB is conducting this market engagement exercise, it is under no obligation to take up any suggestions from providers.

All details provided by the ICB are in draft format, the ICB reserves the right to

change/amend any aspect of the requirement prior to any potential future procurement exercise.

This notice is issued subject to Provider Selection Regime regulations. Please note that any subsequent contract emanating from this notice will be subject to the Health Care Services (Provider Selection Regime) Regulations 2023. For the avoidance of doubt, the provisions of the Public Contracts Regulations 2015 will not apply to any future award

### Right to Cancel

The contracting authority reserves the right to discontinue the procurement process at any time, which shall include the right not to award a contract or contracts and does not bind itself to accept the lowest tender, or any tender received, and reserves the right to award a contract in part, or to call for new tenders should it consider this necessary. The contracting authority shall not be liable for any costs or expenses incurred by any candidate or tenderer in connection with the completion and return of the information requested in this Contract Notice, or in the completion or submission of any tender, irrespective of the outcome of the competition or if the competition is cancelled or postponed. All dates, time periods and values specified in this notice are provisional and the contracting authority reserves the right to change these

### Contract type

Services

### Main category (CPV code)

- 85100000 - Health services

### Additional categories (CPV codes)

- 64200000 - Telecommunications services
- 79512000 - Call centre
- 85312310 - Guidance services

### Contract location

- UKH11 - Peterborough
- UKH12 - Cambridgeshire CC

**Contract start date (estimated)**

1 October 2025

**Contract end date (estimated)**

30 September 2028

**Maximum value (estimated, excluding VAT)**

£76,000,000

**Renewal**

Still to be decided but possibly 2-year extension

**Options**

The right to additional purchases while the contract is valid.

No

**Contract is suitable for**

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

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**Buyer****CAMBRIDGESHIRE AND PETERBOROUGH INTEGRATED CARE BOARD (ICB)**

Gemini House Bartholomew's Walk Cambridgeshire Business Park Angel Drove

Ely

CB7 4EA

United Kingdom

Website: <https://www.cpics.org.uk/>

NHS Organisation Data Service: 06H

NUTS code: UKH12 - Cambridgeshire CC

Contact name: Paulo Sousa-Cabral

Email: [paulo.sousa-cabral@nhs.net](mailto:paulo.sousa-cabral@nhs.net)

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## Procedure

### Procurement start date (estimated)

When the contract notice or equivalent will be published.

9 September 2024

### Commercial approach

Whether the procurement is for a new requirement or a reprocurement.

New requirement