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Contract

Provision of Integrated Urgent Care (IUC) in Cambridgeshire and Peterborough

NHS Cambridgeshire and Peterborough Integrated Care Board

F03: Contract award notice

Notice identifier: 2025/S 000-009537

Procurement identifier (OCID): ocids-h6vhtk-0448be

Published 14 March 2025, 4:54pm

Section I: Contracting authority

I.1) Name and addresses

NHS Cambridgeshire and Peterborough Integrated Care Board

Gemini House, Bartholomew's Walk, Cambridgeshire Business Park, Angel Drove

Ely

CB7 4EA

Email

rebecca.bents-martin@nhs.net

Country

United Kingdom

Region code

UKH12 - Cambridgeshire CC

Internet address(es)

Main address

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

Buyer's address

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

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

Provision of Integrated Urgent Care (IUC) in Cambridgeshire and Peterborough

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

The ICB is committed to the provision of a high-quality IUC by offering the following services:

- NHS 111 call handling,
- 24/7 Clinical Assessment Service (CAS),
- Out of Hours Primary Care Access.
- These may be delivered through a single provider model or a lead provider model.
- The IUC service(s) will meet the values, rights, obligations and expectations of patients as set out in the NHS Constitution.

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: £103,505,950

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKH12 - Cambridgeshire CC

II.2.4) Description of the procurement

The ICB is committed to the provision of a high-quality IUC by offering the following services:

- NHS 111 call handling,
- 24/7 Clinical Assessment Service (CAS),
- Out of Hours Primary Care Access.
- These may be delivered through a single provider model or a lead provider model.
- The IUC service(s) will meet the values, rights, obligations and expectations of patients as set out in the NHS Constitution.

Aims and objectives of the service:

The IUC service is required to be sustainable, based on a service model that is clinically and commercially robust, that can attract and retain suitably qualified competent practitioners, which can be integrated with other services. The service will meet both the National Integrated Urgent Care Specification and the Cambridgeshire and Peterborough Integrated Urgent Care Specification to deliver a flexible service that can transform to meet the local and national requirements, to a high standard.

NHS 111 call handling: this IUC service shall be provided using the components of telephony via NHS 111 24/7, 365/6 days a year. The telephony service will deliver a 'consult and complete' model of care via the provision of health advice, based on algorithmic clinical assessment.

24/7 Clinical Assessment Service, (CAS): the CAS will provide clinical assessment to patients who require further clinical validation and clinical assessments, this includes for 111 and 999 high acuity disposition validations from the NHS111 call handling function, Primary Care Dispositions and direct booking validations. The CAS will direct patients to the appropriate healthcare, direct booking or referrals, be the Trusted Assessor, work closely with the ICS Unscheduled Community Care Co-ordination Hub (or equivalent) and Same Day Emergency Care Services, to support patients being cared for by the most

appropriate service, only attending ED or dispatching an ambulance, when appropriate. Out of Hours Primary Care Access: During the Out of Hours periods, a Primary Care level service that provides clinical telephony assessments, operating within the CAS, and face to face consultation to treat all registered and temporarily resident patients and those visitors calling NHS 111. For more detail, consult the service specification in the tender documentation.

This notice is an intention to award a contract under the competitive process.

The contract value is £103,505,950 for the lifetime duration of the contract.

This is an existing service that is being re-commissioned, and it is being awarded to a new provider.

The contract is anticipated to start on the 1st of October 2025 for 3 years with the possibility to extend at the ICB's discretion for up to a further 2 years. (01/10/2025-30/09/2030).

II.2.5) Award criteria

Quality criterion - Name: The contract award criteria are specified in the procurement documents / Weighting: 100

Cost criterion - Name: The contract award criteria are specified in the procurement documents / Weighting: 100

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

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: [2024/S 000-031563](#)

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

14 March 2025

V.2.2) Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 4

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

V.2.3) Name and address of the contractor

Integrated Care 24

Kingston House, The Long Barrow,

Ashford

TN24 0GP

Country

United Kingdom

NUTS code

- UKD6 - Cheshire

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £103,505,950

Total value of the contract/lot: £103,505,950

Section VI. Complementary information

VI.3) Additional information

This is a Provider Selection Regime (PSR) intention to award notice. The awarding of this contract is subject to the Health Care Services (Provider Selection Regime) Regulations 2023. For the avoidance of doubt, the provisions of the Public Contracts Regulations 2015 do not apply to this award. The publication of this notice marks the start of the standstill period, which begins the next working day after this notice is published. Representations by providers must be made to the relevant authority by 20th of March 2025. This contract has not yet formally been awarded; this notice serves as an intention to award a contract under the competitive process of the PSR.

- Details of the award decision-makers: Cambridgeshire and Peterborough ICB Board
- How conflicts or potential conflicts of interest of individuals making the decision and how these were managed:
- Explanation of the relative importance of the key criteria that the relevant authority used to make a decision, the rationale for the relative importance of the key criteria, and the rationale for choosing the provider with reference to the key criteria.

VI.4) Procedures for review

VI.4.1) Review body

NHS England

7-8 Wellington Place

Leeds

LS1 4AP

Country

United Kingdom

Internet address

<https://www.england.nhs.uk/>

VI.4.2) Body responsible for mediation procedures

NHS England

7-8 Wellington Place

Leeds

LS1 4AP

Country

United Kingdom

Internet address

<https://www.england.nhs.uk/>

VI.4.4) Service from which information about the review procedure may be obtained

NHS Cambridgeshire and Peterborough Integrated Care Board

Gemini House, Bartholomew's Walk, Cambridgeshire Business Park, Angel Drove

Ely

CB7 4EA

Country

United Kingdom

Internet address

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