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Contract

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

NHS Cambridgeshire and Peterborough Integrated Care Board

F20: Modification notice

Notice identifier: 2025/S 000-009683

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

Published 17 March 2025, 2:15pm

Section I: Contracting authority/entity

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

NUTS code

UKH12 - Cambridgeshire CC

Internet address(es)

Main address

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

Buyer's address

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

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

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

Reference number

C&PIUC2025

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKH12 - Cambridgeshire CC

II.2.4) Description of the procurement at the time of conclusion of the contract:

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

Start date

1 October 2025

End date

30 September 2030

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.2) Administrative information

IV.2.1) Contract award notice concerning this contract

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

Section V. Award of contract/concession

Contract No

C&PIUC2025

Title

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

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract/concession award decision:

14 March 2025

V.2.2) Information about tenders

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

V.2.3) Name and address of the contractor/concessionaire

Integrated Care 24

Kingston House, The Long Barrow,

Ashford

TN24 0GP

Country

United Kingdom

NUTS code

- UKJ4 - Kent

The contractor/concessionaire is an SME

No

V.2.4) Information on value of the contract/lot/concession (at the time of conclusion of the contract;excluding VAT)

Total value of the procurement: £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.

Email where written representations should be sent to: rebecca.bents-martin:@nhs.net

- 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: no conflicts were declared.
- 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:
The Contracting Authority has assessed the provider's suitability and technical / professional ability to undertake this service based on their current activities, experience and performance. The provider's economic and financial standing has been considered in proportion to the contract value and terms.

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/>

Section VII: Modifications to the contract/concession

VII.1) Description of the procurement after the modifications

VII.1.1) Main CPV code

- 85100000 - Health services

VII.1.3) Place of performance

NUTS code

- UKH12 - Cambridgeshire CC

VII.1.4) Description of the procurement:

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

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VII.1.5) Duration of the contract, framework agreement, dynamic purchasing system or concession

Start date

1 October 2025

End date

30 September 2030

VII.1.6) Information on value of the contract/lot/concession (excluding VAT)

Total value of the contract/lot/concession:

£103,505,950

VII.1.7) Name and address of the contractor/concessionaire

Integrated Care 24

Kingston House, The Long Barrow,

Ashford

TN24 0GP

Country

United Kingdom

NUTS code

- UKJ4 - Kent

The contractor/concessionaire is an SME

No

VII.2) Information about modifications

VII.2.1) Description of the modifications

Nature and extent of the modifications (with indication of possible earlier changes to the contract):

Added wording to section VI.3) additional information to detail where representations should be sent to

VII.2.2) Reasons for modification

Need for modification brought about by circumstances which a diligent contracting authority/entity could not foresee.

Description of the circumstances which rendered the modification necessary and explanation of the unforeseen nature of these circumstances:

Added wording to section VI.3) additional information to detail where representations should be sent to

VII.2.3) Increase in price

Updated total contract value before the modifications (taking into account possible earlier contract modifications, price adaptations and average inflation)

Value excluding VAT: £103,505,950

Total contract value after the modifications

Value excluding VAT: £103,505,950