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Contract

Out of Hours GP Services and 111 Helpline IUCS

NHS Cornwall and the Isles of Scilly Integrated Care Board

F03: Contract award notice

Notice identifier: 2026/S 000-015840

Procurement identifier (OCID): ocids-h6vhtk-0659a4

Published 20 February 2026, 4:37pm

Section I: Contracting authority

I.1) Name and addresses

NHS Cornwall and the Isles of Scilly Integrated Care Board

Part 2S, Chy Trevail, Beacon Technology Park, Dunmere Road, Bodmin

Cornwall

PL31 2FR

Contact

Procurement team

Email

ciosicb.procure@nhs.net

Telephone

+17 26627800

Country

United Kingdom

Region code

UKK30 - Cornwall and Isles of Scilly

Internet address(es)

Main address

<https://www.cios.icb.nhs.uk/>

Buyer's address

<https://www.cios.icb.nhs.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

Out of Hours GP Services and 111 Helpline IUCS

Reference number

C394910

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

Out of Hours GP Services and 111 Helpline IUCS

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: £53,643,702.51

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKK30 - Cornwall and Isles of Scilly

II.2.4) Description of the procurement

The aim of the assessment is to identify Cornwall 111 Integrated Urgent Care Service (IUCS) provides 24/7 telephone triage cover as well as Home Visiting and Treatment Centre services on weekday evenings, overnight and all day at weekends (the out of hours period). On Bank Holidays, an additional 300 hours of clinical cover is provided. In

addition to this, the service supports the wider CIOS health and care system with a significant number of initiatives focused on admission avoidance such as Ambulance/ED/MIU validations, ITK link, Falls and Right Care Car.

Contract dates: 01/04/2026 - 31/03/2029 (3years)

3 Year Contract Value: £48,206,946.00

II.2.5) Award criteria

Quality criterion - Name: Quality and innovation / Weighting: 20

Quality criterion - Name: Social value / Weighting: 20

Quality criterion - Name: Integration, collaboration and service sustainability / Weighting: 20

Quality criterion - Name: Improving access, reducing health inequalities and facilitating choice / Weighting: 20

Cost criterion - Name: Value / Weighting: 20

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

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

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 standstill period begins on the day after the publication of this notice. Representations by providers must be made to the relevant authority by 20/02/2026. This contract has not yet formally been awarded; this notice serves as an intention to award under the PSR'.

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

The procurement is covered by the Government Procurement Agreement: Yes

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

20 February 2026

V.2.2) Information about tenders

Number of tenders received: 1

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

V.2.3) Name and address of the contractor

Kernow Health CIC

Kernow Health CIC, 1st Floor Cudmore House, Oak Lane, Truro

Cornwall

TR1 3LP

Email

kernowhealthcic.enquiries@nhs.net

Telephone

+18 72222400

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

07551978

Internet address

<http://www.kernowhealthcic.org.uk>

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: £53,643,702.51

Total value of the contract/lot: £53,643,702.51

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 standstill period begins on the day after the publication of this notice. Representations by providers must be made to decision makers by 04/03/2026. This contract has not yet formally been awarded; this notice serves as an intention to award under the PSR.

Written representations should be sent to ciosicb.procure@nhs.net.

Decision-makers: Relationship director, Deputy programme lead for urgent, emergency and intermediate care, Transformation and change manager, Procurement manager, Procurement officer, Finance business partner, Quality manager, Emergency Department Consultant.

Conflicts of interest identified among the assessment team: 2 minor conflicts of interest. The non-conflicted members have assessed the nature and risk of this conflict, and have decided which steps to take to avoid or manage it. It was decided this member would assess the information and be involved in the assessment process, but would not be responsible in the final decision making or sign off of this project.

The relevant authority is of the view that the existing provider is satisfying the existing contract to a sufficient standard, according to the detail outlined in the contract, and considering the key criteria and applying the basic selection criteria.

The relevant authority is of the view that the existing provider will likely satisfy the proposed contract to a sufficient standard considering the key criteria and applying the basic selection criteria.

The relevant authority is satisfied where all Basic Selection Criteria are assessed as passed (including any assessment of criteria as non-applicable) and all Key Selection Criteria are assessed as 'Assured'. The assessment viewed each criterion as stated above to be of equal importance and proportionate to the deliverables within the contract. All criterion is in line with PSR legislation.

VI.4) Procedures for review

VI.4.1) Review body

Centre for Effective Dispute Resolution

70 Fleet Street

London

EC4Y 1EU

Email

info@cedr.com

Country

United Kingdom

Internet address

<https://www.cedr.com/>