

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/037490-2025>

Contract

North Cumbria Waiting Well Service - iCan

NHS NORTH EAST AND NORTH CUMBRIA INTEGRATED CARE BOARD

F03: Contract award notice

Notice identifier: 2025/S 000-037490

Procurement identifier (OCID): ocds-h6vhtk-05594c

Published 4 July 2025, 3:00pm

Section I: Contracting authority

I.1) Name and addresses

NHS NORTH EAST AND NORTH CUMBRIA INTEGRATED CARE BOARD

PEMBERTON HOUSE COLIMA AVENUE SUNDERLAND ENTERPRISE PARK

Sunderland

SR53XB

Email

nencicb.procurement@nhs.net

Country

United Kingdom

Region code

UKC23 - Sunderland

NHS Organisation Data Service

QHM

Internet address(es)

Main address

<https://northeastnorthcumbria.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

North Cumbria Waiting Well Service - iCan

II.1.2) Main CPV code

- 85323000 - Community health services

II.1.3) Type of contract

Services

II.1.4) Short description

This contract has been awarded under the urgent circumstances provision of the Provider Selection Regime (PSR). This contract has been awarded under the Health Care Services (Provider Selection Regime) Regulations 2023. For the avoidance of doubt, the provisions of the Public Contracts Regulations 2015 and Procurement Regulations 2024 do not apply to this award.

Do to urgent need, an implied contract has been in place since 01 April 2025 but contracts were signed off 27 June 2025.

The contract is to provide the waiting well service for patients registered with General Practices that are part of the waiting well programme. The aim of the service is to support the target cohort of patients to use the time they wait for surgery to prepare mentally, emotionally, socially and physically for their procedure, with a view to helping minimise those not ready/fit for surgery, minimise recovery time post surgery and maximise surgical outcomes.

The Waiting Well programme is a sub project under of the Healthier Fairer programme. This programme was started as a proof of concept.

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: £58,116

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKD1 - Cumbria

Main site or place of performance

North Cumbria

II.2.4) Description of the procurement

This contract has been awarded under the urgent circumstances provision of the Provider Selection Regime (PSR). This contract has been awarded under the Health Care Services (Provider Selection Regime) Regulations 2023. For the avoidance of doubt, the provisions of the Public Contracts Regulations 2015 and Procurement Regulations 2024 do not apply to this award.

Do to urgent need, an implied contract has been in place since 01 April 2025 but contracts were signed off 27 June 2025.

The contract is to provide the waiting well service for patients registered with General Practices that are part of the waiting well programme. The aim of the service is to support the target cohort of patients to use the time they wait for surgery to prepare mentally, emotionally, socially and physically for their procedure, with a view to helping minimise those not ready/fit for surgery, minimise recovery time post surgery and maximise surgical outcomes. iCan Wellbring group will provide a tiered service offer to patients providing personalised care based on their individual needs/complexity.

The provider will provides a tiered service offer will consist of;

Complex / high level

- Up to 12x 1:1 appointment
- 12 weeks access to fitness sessions
- 12 weeks access to wellbeing sessions
- Continue check in for referral opportunities

Targeted / medium level

- Up to 6x 1:1 appointment
- 6-10 weeks access to fitness sessions
- 6-10 weeks access to wellbeing sessions
- Continue check in for referral opportunities

Universal / low level

- Up to 3x 1:1 appointment
- Sign posting and copies of service support guides
- Continue check in for referral opportunities

This will be for a 6 month contract with the option to extend for a maximum of an additional 6 months. Resulting in the opportunity of this contract length being for 12 months.

II.2.5) Award criteria

Quality criterion - Name: No realistic alternative provider / Weighting: 100

Cost criterion - Name: Agreed financial envelope / Weighting: 100

II.2.11) Information about options

Options: 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:

Proof of concept services. An implied contract has been in place since 01 April but contracts were signed off 27 June 2025.

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

Title

North Cumbria Waiting Well Service - iCan

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 April 2025

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

iCan Wellbring Group

Unit 18, The Maltings, Bridge Street

Carlisle

CA25SR

Country

United Kingdom

NUTS code

- UKD1 - Cumbria

Charity Commission (England and Wales)

1203783

The contractor is an SME

Yes

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

Initial estimated total value of the contract/lot: £58,116

Total value of the contract/lot: £58,116

Section VI. Complementary information

VI.3) Additional information

This contract has been awarded under the urgent circumstances provision of the Provider Selection Regime (PSR). This contract has been awarded under the Health Care Services (Provider Selection Regime) Regulations 2023. For the avoidance of doubt, the provisions of the Public Contracts Regulations 2015 and Procurement Regulations 2024 do not apply to this award.

Decision to award made via the NENC ICB Contracting Subcommittee - 27 June 2025.
Conflicts of Interest were managed and no conflicts of interest declared.

VI.4) Procedures for review

VI.4.1) Review body

NHS North East and North Cumbria Integrated Care Board

PEMBERTON HOUSE COLIMA AVENUE SUNDERLAND ENTERPRISE PARK

Sunderland

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Proof of concept services. An implied contract has been in place since 01 April but contracts were signed off 27 June 2025.