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Contract

NW2023-13 NHS Talking Therapies (formerly known as IAPT)

NHS Norfolk and Waveney Integrated Care Board

F03: Contract award notice

Notice identifier: 2025/S 000-038740

Procurement identifier (OCID): ocids-h6vhtk-03f03d

Published 9 July 2025, 4:52pm

Section I: Contracting authority

I.1) Name and addresses

NHS Norfolk and Waveney Integrated Care Board

8th Floor, County Hall, Martineau Lane

Norwich

NR1 2DH

Contact

Karen Martin

Email

karen.martin31@nhs.net

Country

United Kingdom

Region code

UKH15 - Norwich and East Norfolk

Internet address(es)

Main address

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

Buyer's address

<https://www.improvinglivesnw.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

NW2023-13 NHS Talking Therapies (formerly known as IAPT)

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

NHS Norfolk and Waveney Integrated Care Board (referred to as the Commissioner) invited suitably qualified Providers to express their interest in the Provision of NHS Talking Therapies Service.

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: £147,000,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKH1 - East Anglia

Main site or place of performance

Norfolk and Waveney

II.2.4) Description of the procurement

The service shall provide community orientated, evidence-based psychological therapies to people in Norfolk and Waveney from the age of 16 years and over with 'common'

mental health problems, such as low mood and anxiety-based needs. This model should be aligned to the NHS Talking Therapies Manual (2023) and support the Norfolk and Waveney Mental Health ambitions.

The service shall be flexible and responsive to the population needs and operate a biopsychosocial model of care; taking an individual's needs into consideration to plan holistic and integrated interventions to improve and population wellbeing, relevant to the stage of life of the service user.

II.2.5) Award criteria

Quality criterion - Name: Service / Weighting: 23

Quality criterion - Name: Governance & Safety / Weighting: 8

Quality criterion - Name: Mobilisation / Weighting: 6

Quality criterion - Name: Service Development & Social Value / Weighting: 17

Quality criterion - Name: Business Intelligence & Digital / Weighting: 10

Quality criterion - Name: Quality, Equalities & Accessibility / Weighting: 13

Quality criterion - Name: Communication & Engagement / Weighting: 8

Cost criterion - Name: Cost / Weighting: 0

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: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-030481](#)

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

12 June 2025

V.2.2) Information about tenders

Number of tenders received: 5

Number of tenders received from SMEs: 5

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

V.2.3) Name and address of the contractor

Norfolk and Suffolk NHS Foundation Trust

County Hall Matineau Lane

NORWICH

NR1 2DH

Email

oli.matthews@nsft.nhs.uk

Telephone

+44 7968145454

Country

United Kingdom

NUTS code

- UKH1 - East Anglia

National registration number

CRN: N/A - 1103563

Internet address

www.nsft.nhs.uk

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: £147,000,000

Lowest offer: £147,000,000 / Highest offer: £147,000,000 taken into consideration

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

The High Court

The Strand

London

WC2A 2LL

Country

United Kingdom