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Contract

Care Navigation Services on behalf of NHS Nottingham and Nottinghamshire ICB

NHS Nottingham and Nottinghamshire Integrated Care Board

F03: Contract award notice

Notice identifier: 2025/S 000-040504

Procurement identifier (OCID): ocids-h6vhtk-04dc35

Published 16 July 2025, 12:46pm

Section I: Contracting authority

I.1) Name and addresses

NHS Nottingham and Nottinghamshire Integrated Care Board

Sir John Robinson House Sir John Robinson Way Arnold Nottingham

Nottingham

NG5 6DA

Contact

Tom Greenwood

Email

thomas.greenwood2@nhs.net

Country

United Kingdom

Region code

UKF14 - Nottingham

Internet address(es)

Main address

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

Buyer's address

<https://www.notts.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

Care Navigation Services on behalf of NHS Nottingham and Nottinghamshire ICB

Reference number

C351509

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

NHS Nottingham and Nottinghamshire Integrated Care Board (ICB) have undertaken a Competitive Process under the Provider Selection Regime (PSR) regulations to invite

suitably qualified and experienced providers to deliver a Care Navigation 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: £4,501,923

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKF1 - Derbyshire and Nottinghamshire

II.2.4) Description of the procurement

NHS Nottingham and Nottinghamshire Integrated Care Board (ICB) have undertaken a Competitive Process under the Provider Selection Regime (PSR) regulations to invite suitably qualified and experienced providers to deliver a Care Navigation Service.

The service will focus on the identification and management of vulnerable patients (initially those with moderate and severe frailty and subsequently those living with long term conditions). The Care Navigation Service will undertake the daily operational Multidisciplinary Team (MDT) coordination using the newly formed workflows to help with identification and management of patients. The function has a key role within the Primary Care Network, and is the interface between patients and their carers, primary care, community services, secondary care, social care, and the voluntary sector. The Service will be available to all patients aged 18 and over, registered with a GP practice across Nottingham and Nottinghamshire Integrated Care System.

This notice is to communicate the intention to award a contract under the Provider Selection Regime (PSR) Competitive Process.

This contract relates to an existing service with the intention to award being made to an existing provider.

The contract will be for an initial period of 3 years commencing 1st October 2025 with the Commissioner having the option to extend the contract for up to a further 2 years.

The Approximate lifetime value of the contract is £4,501,923.00.

II.2.5) Award criteria

Quality criterion - Name: Integration, Collaboration & Service Sustainability / Weighting:

36%

Quality criterion - Name: Quality and Innovation / Weighting: 36%

Quality criterion - Name: Improving access, reducing health inequalities and facilitating Choice / Weighting: 8%

Quality criterion - Name: Social Value / Weighting: 10%

Cost criterion - Name: Value / Weighting: 10%

II.2.11) Information about options

Options: Yes

Description of options

The contract will be for an initial period of 3 years commencing 1st October 2025 with the Commissioner having the option to extend the contract for up to a further 2 years.

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: [2025/S 000-013078](#)

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

3 July 2025

V.2.2) Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 2

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

V.2.3) Name and address of the contractor

Nottingham CityCare Partnership CIC

Aspect House, Aspect Business Park, Bennerley Road, Bulwell

Nottingham

NG6 8WR

Country

United Kingdom

NUTS code

- UKF1 - Derbyshire and Nottinghamshire

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: £4,501,923

Total value of the contract/lot: £4,501,923

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 Procurement Act 2023 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 23:59 on the 29th July 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.

Written representations should be sent to thomas.greenwood2@nhs.net

Award decision-makers: The award decision has been made by the NHS Nottingham and Nottinghamshire Integrated Care Board Strategic Planning and Integration Committee on the 3rd July 2025.

Conflicts of Interest: 1 perceived Conflict of Interest was identified throughout the process. Due to the nature of the perceived conflict, the mitigation provided and the robust open, fair and transparent procurement process being undertaken, it was agreed that no further action was required at the time.

The lifetime value of the contract is expected to be £4,501,923.00.

The Key Criteria used and weighted by the authority were as follows:

- Quality and Innovation: 36.00%
- Integration, Collaboration & Service Sustainability: 36.00%
- Improving access, reducing health inequalities and facilitating Choice: 8.00%
- Social Value: 10.00%
- Value: 10.00%

The rationale for this was based on the detailed list of all requirements according to the specification and requirements of the integrated care system.

VI.4) Procedures for review

VI.4.1) Review body

NHS England

Wellington House, 133-135 Waterloo Rd

London

SE1 8UG

Email

england.commercialqueries@nhs.net

Country

United Kingdom

Internet address

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