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Planning

Ophthalmology Coordination Service Hub - Coventry and Warwickshire - Market Engagement

NHS Coventry and Warwickshire Integrated Care Board

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-067198

Procurement identifier (OCID): ocds-h6vhtk-05d0f2

Published 21 October 2025, 4:02pm

Scope

Description

THIS ADVERT IS FOR A MARKET ENGAGEMENT EVENT ONLY

NHS Arden and Greater East Midlands CSU on behalf of NHS Coventry and Warwickshire ICB are seeking to run a market engagement event for providers who have the relevant experience and skills to provide an Ophthalmology Coordination Service Hub

The Ophthalmology Coordination Service Hub (OCS) will support the system-wide approach to the management for all non-emergency (routine and urgent) ophthalmology referrals from community Optometry practices across Coventry and Warwickshire. The OCS will provide a single point of access, administering all incoming referrals from community Optometrists, offering patients a choice of providers in accordance with patient choice regulations, and submitting onward referrals to secondary care (accredited independent sector or NHS provision).

The OCS supports the streamlining of ophthalmology referrals across the ICS, reducing delays to patients being referred from the community to secondary care and freeing up primary care capacity. For every routine and urgent referral, the service will provide

patients with choice of access based on the referring condition, supporting patients being seen by the right person, in the right place, the first time.

The service will not undertake clinical triage of incoming referrals.

Total value (estimated)

- £783,333 excluding VAT
- £940,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 April 2026 to 1 April 2029
- Possible extension to 1 April 2031
- 5 years, 1 day

Main procurement category

Services

CPV classifications

- 75122000 - Administrative healthcare services
- 79512000 - Call centre

Contract locations

- UKG13 - Warwickshire

- UKG33 - Coventry

Engagement

Engagement deadline

4 November 2025

Engagement process description

NHS Arden and Greater East Midlands CSU on behalf of NHS Coventry and Warwickshire ICB are seeking to run a market engagement event for providers who have the relevant experience and skills to provide a Ophthalmology Coordination Service Hub.

The market engagement event shall take place on 5th November between 10.30 and 11.30 am via Microsoft Teams. Interested providers should ensure that they register their interest via the Atamis Health Family system: <https://atamis-1928.my.site.com/s/Welcome> and search for opportunity reference C396253. Providers should ensure that they complete the short survey providing their organisation's details as well as reviewing the documentation provided by the ICB for their perusal. The survey will provide the opportunity for providers both to register their interest and to provide any comments they may have regarding the draft service specification and any other aspects of the information provided by the ICB. An opportunity for providers to request a one to one to discuss the service with commissioners will also be given via completion of the survey. These will take place on the 6th November 2025. Sessions will be scheduled on a first come first serve basis. These will take place Providers should note that only those who complete the survey will be provided with the relevant MS teams link to attend.

Participation

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Publication date of tender notice (estimated)

1 December 2025

Procedure

Special regime

Light touch

Contracting authority

NHS Coventry and Warwickshire Integrated Care Board

- Public Procurement Organisation Number: PBZT-7637-QJTP

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Contact name: Michael Sum

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Website: <https://www.happyhealthylives.uk/>

Region: UKG13 - Warwickshire

Organisation type: Public authority - central government

Other organisation

These organisations are carrying out the procurement, or part of it, on behalf of the contracting authorities.

NHS Arden and Greater East Midlands Commissioning Support Unit

Summary of their role in this procurement: NHS Arden and Greater East Midlands CSU (AGCSU) is acting as an agent for and on behalf of the Commissioner and is supporting the procurement process.

- Public Procurement Organisation Number: PLVR-6647-BVMM

Cardinal Square, 10 Nottingham Road

Derby

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United Kingdom

Contact name: Michael Sum

Email: michael.sum1@nhs.net

Website: <https://www.ardengemcsu.nhs.uk/>

Region: UKF11 - Derby

Contact organisation

Contact NHS Arden and Greater East Midlands Commissioning Support Unit for any enquiries.