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Planning

Pre-Hospital Triage Services in Leicester, Leicestershire & Rutland - Pre-Procurement Engagement Exercise

NHS Leicester, Leicestershire and Rutland Integrated Care Board

F01: Prior information notice

Prior information only

Notice identifier: 2025/S 000-067847

Procurement identifier (OCID): ocds-h6vhtk-05d28a

Published 23 October 2025, 2:09pm

Section I: Contracting authority

I.1) Name and addresses

NHS Leicester, Leicestershire and Rutland Integrated Care Board

Room G30, Pen Lloyd Building, County Hall, Glenfield

Leicester

LE3 8TB

Email

llricb-llr.contracting@nhs.net

Country

United Kingdom

Region code

UKF - East Midlands (England)

NHS Organisation Data Service

QK1000

Internet address(es)

Main address

<https://leicesterleicestershireandrutland.icb.nhs.uk/>

Buyer's address

<https://health-family.force.com/s/Welcome>

I.3) Communication

Additional information can be obtained from the above-mentioned address

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

Pre-Hospital Triage Services in Leicester, Leicestershire & Rutland - Pre-Procurement Engagement Exercise

Reference number

WHISP-291

II.1.2) Main CPV code

- 85323000 - Community health services

II.1.3) Type of contract

Services

II.1.4) Short description

NHS Midlands and Lancashire Commissioning Support Procurement Unit are issuing this Prior Information Notice on behalf of NHS Leicester, Leicestershire and Rutland Integrated Care Board (ICB) who are seeking initial engagement and feedback from the market to establish potential interest to deliver the future provision of Pre-Hospital Triage Services in Leicester, Leicestershire & Rutland.

The notice has been issued subject to The Health Care Services (Provider Selection Regime) Regulations 2023 for the Procurement of Healthcare Services, to establish market interest in the services here described.

The ICB has not made any decisions with regards to which PSR process to follow in accordance with PSR at this time, and is looking for responses that may guide their decision-making in this regard for the future.

Potentially interested parties are invited to respond to the questions within Atamis project C300124 to express an interest and to give feedback on the specification and estimated financial envelope enclosed with this early supplier involvement advertisement. Full details of the service are set out in the Specification within Annex 1

II.1.5) Estimated total value

Value excluding VAT: £15,600,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKF21 - Leicester
- UKF22 - Leicestershire CC and Rutland

II.2.4) Description of the procurement

The vision for Leicester, Leicestershire and Rutland (LLR) is to deliver an integrated, coherent, and accessible urgent care system, ensuring that people are supported to

access the right service, at the right time, in the right place through improved navigation, triage, and coordination.

The proposed LLR Urgent Community SPoA will simplify access for health and care professionals, streamline referrals, and coordinate timely community responses for people with urgent but non-emergency needs. The overarching aim is to reduce avoidable conveyance and admissions to hospital, enabling more people to remain safely at home or in their usual place of residence, while promoting independence and self-care where appropriate.

The SPoA will:

- Provide effective triage and navigation: Clinical and non-clinical triage will ensure the right response is deployed at the right time, supporting early intervention and hospital avoidance.
- Redesign access pathways: Current multiple entry routes will be consolidated through the SPoA, simplifying access for referrers and improving consistency across the system.
- Be co-designed by partners: The model has been developed collaboratively with system partners and providers to reflect local operational realities and shared priorities.
- Deliver 24/7, 365-day coverage: The SPoA will operate continuously, with workforce models flexed in line with demand forecasting and capacity planning.
- Support all age groups: The service will provide access and triage for both adult and children's urgent care needs.
- Enable hospital avoidance: By coordinating rapid community-based interventions, the SPoA will reduce avoidable admissions and conveyances.
- Ensure equity of access: A consistent, inclusive offer across LLR will ensure all residents regardless of location, condition, or circumstance can access timely urgent care support.
- Embed digital integration: The SPoA will utilise shared IT systems and data interoperability to enable efficient triage, tracking, and communication across all services.

II.3) Estimated date of publication of contract notice

1 December 2025

Section IV. Procedure

IV.1) Description

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

The procurement is covered by the Government Procurement Agreement: No

Section VI. Complementary information

VI.3) Additional information

At this stage this is an engagement exercise. This engagement exercise will be operated via electronic means using the internet. Details will be made available via documentation and information released on the Atamis portal.

To express interest, please register via Atamis e-sourcing portal <https://health-family.force.com/s/Welcome>

Atamis Reference: C300124.

Providers are requested to answer the questions within the requirement section when registering interest by 17:00 hours on Wednesday 5th November 2025.

Should providers have any queries, or having problems using the portal, they should contact Helpdesk at: Phone: 0800 9956035 E-mail: supporthealth@atamis.co.uk