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Contract

Provision of Integrated Urgent Care (IUC) in Cambridgeshire and Peterborough

NHS CAMBRIDGESHIRE AND PETERBOROUGH INTEGRATED CARE BOARD

F20: Modification notice

Notice identifier: 2025/S 000-072926

Procurement identifier (OCID): ocids-h6vhtk-05defe

Published 11 November 2025, 3:58pm

Section I: Contracting authority/entity

I.1) Name and addresses

NHS CAMBRIDGESHIRE AND PETERBOROUGH INTEGRATED CARE BOARD

Gemini House, 1 Bartholomews Walk

Ely

CB74EA

Email

cpicb.procurement@nhs.net

Country

United Kingdom

Region code

UKH12 - Cambridgeshire CC

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

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

Buyer's address

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

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Provision of Integrated Urgent Care (IUC) in Cambridgeshire and Peterborough

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKH11 - Peterborough
- UKH12 - Cambridgeshire CC

II.2.4) Description of the procurement at the time of conclusion of the contract:

The ICB is committed to the provision of a high-quality IUC by offering the following services:

- NHS 111 call handling,

- 24/7 Clinical Assessment Service (CAS),
- GP Out of Hours (OOH).

The IUC service will meet the values, rights, obligations and expectations of patients as set out in the NHS Constitution.

Aims and objectives of the service:

The IUC service is required to be sustainable, based on a service model that is clinically and commercially robust, that delivers high quality patient care, and can be integrated with other services. The service will meet the ICB's IUC requirements.

II.2.7) Duration of the contract, framework agreement, dynamic purchasing system or concession

End date

31 March 2026

Section IV. Procedure

IV.2) Administrative information

IV.2.1) Contract award notice concerning this contract

Notice number: [2099/S 001-999999](#)

Section V. Award of contract/concession

Contract No

n/a

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract/concession award decision:

19 October 2016

V.2.2) Information about tenders

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

V.2.3) Name and address of the contractor/concessionaire

HERTS URGENT CARE (HUC) LIMITED

Ascots Lane

Welwyn Garden City

AL7 4HL

Country

United Kingdom

NUTS code

- UKH12 - Cambridgeshire CC

Mutuals Public Register

IP30301R

The contractor/concessionaire is an SME

No

V.2.4) Information on value of the contract/lot/concession (at the time of conclusion of the contract;excluding VAT)

Total value of the procurement: £58,364,527

Section VI. Complementary information

VI.3) Additional information

This is a Provider Selection Regime (PSR) urgent modification 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 Public Contracts Regulations 2015 do not apply to this award.

This Urgent Modification Notice is being published to extend an existing contract to ensure continuity of service is maintained whilst the Contracting Authority concludes ongoing Representations made under the PSR process, and allows for mobilisation of any service.

VI.4) Procedures for review

VI.4.1) Review body

NHS England

7-8 Wellington Place

Leeds

LS1 4AP

Country

United Kingdom

Section VII: Modifications to the contract/concession

VII.1) Description of the procurement after the modifications

VII.1.1) Main CPV code

- 85100000 - Health services

VII.1.3) Place of performance

NUTS code

- UKH11 - Peterborough
- UKH12 - Cambridgeshire CC

VII.1.4) Description of the procurement:

This modification is being put in place to allow time for ongoing Representations made against the ICB's current Procurement Exercise to be concluded, and for mobilisation of any new service.

The service to be delivered through the course of this modification does not differ to the existing service currently in place.

VII.1.5) Duration of the contract, framework agreement, dynamic purchasing system or concession

End date

31 March 2026

VII.1.6) Information on value of the contract/lot/concession (excluding VAT)

Total value of the contract/lot/concession:

£8,317,255

VII.1.7) Name and address of the contractor/concessionaire

HERTS URGENT CARE (HUC) LIMITED

Ascots Lane

Welwyn Garden City

AL7 4HL

Country

United Kingdom

NUTS code

- UKH12 - Cambridgeshire CC

Mutuals Public Register

30301R

The contractor/concessionaire is an SME

No

VII.2) Information about modifications

VII.2.1) Description of the modifications

Nature and extent of the modifications (with indication of possible earlier changes to the contract):

The service is being modified to extend the duration this service will be delivered for. This service will now run until 31 March 2026, to allow the new Integrated Urgent Care (IUC) service to be mobilised following representations made to the contracting authority on the award of the IUC service.

VII.2.2) Reasons for modification

Need for modification brought about by circumstances which a diligent contracting authority/entity could not foresee.

Description of the circumstances which rendered the modification necessary and explanation of the unforeseen nature of these circumstances:

This contract is being modified under the PSR Urgent Modification Route to extend the duration of the contract to ensure service continuity is maintained whilst the contracting authority seek to resolve ongoing representations made against the procurement of its Integrated Urgent Care (IUC) service, and to allow for mobilisation of any new service.

VII.2.3) Increase in price

Updated total contract value before the modifications (taking into account possible earlier contract modifications, price adaptations and average inflation)

Value excluding VAT: £104,393,826

Total contract value after the modifications

Value excluding VAT: £112,711,081