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Contract

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

NHS Cambridgeshire and Peterborough Integrated Care Board

F03: Contract award notice

Notice identifier: 2025/S 000-076199

Procurement identifier (OCID): ocds-h6vhtk-05e6af

Published 21 November 2025, 4:52pm

Section I: Contracting authority

I.1) Name and addresses

NHS Cambridgeshire and Peterborough Integrated Care Board

Gemini House, Bartholomew's Walk, Cambridgeshire Business Park, Angel Drove

Ely

CB7 4EA

Contact

Rebeca Bents-Martin

Email

rebecca.bents-martin@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/>

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

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

Reference number

WHISP-216

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

This Intention to Award Notice is issued in accordance with the Health Care Services (Provider Selection Regime) Regulations 2023. The Procurement relates to the Invitation to Tender for the provision of Integrated Urgent Care (IUC) Services in Cambridgeshire and Peterborough.

The services include:

- NHS 111 call handling
- 24/7 Clinical Assessment Service (CAS)
- Out of Hours Primary Care Access

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: £103,505,950

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKH11 - Peterborough
- UKH12 - Cambridgeshire CC

II.2.4) Description of the procurement

This Intention to Award Notice is issued in accordance with the Health Care Services (Provider Selection Regime) Regulations 2023. The Procurement relates to the Invitation to Tender for the provision of Integrated Urgent Care (IUC) Services in Cambridgeshire and Peterborough.

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

The aim is to provide a clinically safe, competent and patient trusted IUC Service with equity of access to the local population across all of the Cambridgeshire and Peterborough catchment area, and associates.

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

- NHS 111 call handling

This IUC service shall be provided using the components of telephony via NHS 111 24/7, 365/6 days a year. The telephony service will deliver a 'consult and complete' model of care via the provision of health advice, based on algorithmic clinical assessment.

- 24/7 Clinical Assessment Service (CAS)

The CAS will provide clinical assessment to patients who require further assessment and clinical assessments of all 111 and 999 high acuity disposition validations from the NHS111 call handling function. The CAS will direct patients to the appropriate healthcare, direct booking or referrals, be the Trusted Assessor, work closely with the ICS Urgent Care Co-ordination Hub (or equivalent) and Same Day Emergency Care Services, to support patients being cared for by the most appropriate service and only attending Emergency Departments or dispatching an ambulance, when appropriate.

The CAS will provide a high quality Healthcare Professional line which will provide support 24/7 to all on scene HCPs in our system as per the National Specification.

- Out of Hours Primary Care Access.

During the Out of Hours periods, a Primary Care level service that provides telephony, operating within the CAS, and face to face consultation to treat all registered and temporarily resident patients and those visitors calling NHS 111.

The IUC service is required to be sustainable, based on a service model that is clinically and commercially robust, that can attract and retain suitably qualified competent practitioners, which can be integrated with other services in order to deliver the service to a high standard.

This notice is an intention to award a contract under the competitive process.

The contract will be for a period of 3 years with the option to extend for up to a further 24-month period. NHS Standard Contract Terms and Conditions will apply. The anticipated Contract go-live date is 01st April 2026. The approximate lifetime value including the available extension is £103,505,950

This is an existing service that is being re-commissioned, and it is being awarded to a new provider.

II.2.5) Award criteria

Quality criterion - Name: The contract award key criteria are specified in the procurement documents / Weighting: 65

Cost criterion - Name: The contract award key criteria are specified in the procurement documents / Weighting: 35

II.2.11) Information about options

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

Section V. Award of contract

Contract No

WHISP-216

Title

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

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

20 November 2025

V.2.2) Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 1

Number of tenders received by electronic means: 4

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

V.2.3) Name and address of the contractor

Integrated Care 24

Kingston House, The Long Barrow,

Ashford

TN24 0GP

Country

United Kingdom

NUTS code

- UKD6 - Cheshire

Justification for not providing organisation identifier

Not on any register

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £103,505,950

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 Wednesday 03rd December 2025, this can be made via email to cpicb.representations@nhs.net. 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.

Please note this notice relates to the procurement process rewind as advised by the ICB PSR Representation Panel. Previous notices are:

Contract Notice - 2024/S 000-031563

Intent to Award Notice prior to procurement process rewind - 2025/S 000-009537

1) The decision to award this procurement has been taken by the following approval committee at NHS Cambridgeshire and Peterborough ICB:

In accordance with the delegated authority provided by the ICB Board, following completion of the procurement process rewind, intent to award was approved on the 20/11/2025.

2) Conflicts or potential conflicts of interest of individuals making the decision and how these were managed:

All project team members were required to complete a Conflicts of Interest Declaration. A risk log was maintained outlining who could continue to participate, where mitigating action was required, or where a project team member was required to abstain from any further participation.

3) The selected provider was selected due to achieving the highest score across the key criteria used. The provider has been assessed and passed against the relevant basic criteria. The Key Criteria was:

PSR Key Criteria 1 - Quality and Innovation 43.25%

PSR Key Criteria 2 - Value 35.00%

PSR Key Criteria 3 - Integration, Collaboration and Service Sustainability 4.50%

PSR Key Criteria 4 - Improving Access, Reducing Health Inequalities and Facilitating Choice 7.25%

PSR Key Criteria 5 - Social Value 10.00%

VI.4) Procedures for review

VI.4.1) Review body

NHS Cambridgeshire and Peterborough Integrated Care Board

Gemini House, Bartholomew's Walk, Cambridgeshire Business Park, Angel Drove

Ely

CB7 4EA

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Representations by providers must be made to the relevant authority by Wednesday 03rd December 2025, this can be made via email to cpicb.representations@nhs.net.