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Contract

NHS 111 Integrated Urgent Care Contract

NHS NORTH EAST AND NORTH CUMBRIA INTEGRATED CARE BOARD

F03: Contract award notice

Notice identifier: 2025/S 000-082013

Procurement identifier (OCID): ocids-h6vhtk-05f3e4

Published 11 December 2025, 1:54pm

Section I: Contracting authority

I.1) Name and addresses

NHS NORTH EAST AND NORTH CUMBRIA INTEGRATED CARE BOARD

PEMBERTON HOUSE COLIMA AVENUE SUNDERLAND ENTERPRISE PARK

Sunderland

SR53XB

Email

nencicb.procurement@nhs.net

Country

United Kingdom

Region code

UKC - North East (England)

NHS Organisation Data Service

QHM

Internet address(es)

Main address

<https://northeastnorthcumbria.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

NHS 111 Integrated Urgent Care Contract

Reference number

NENC024

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

NHS 111 Integrated Urgent Care (IUC) service contract provided by North East Ambulance Service NHS Foundation Trust (NEAS) has been awarded via a Direct Award A process.

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: £75,730,850

II.2) Description

II.2.2) Additional CPV code(s)

- 85100000 - Health services

II.2.3) Place of performance

NUTS codes

- UKC - North East (England)

II.2.4) Description of the procurement

This is a Provider Selection Regime (PSR) confirmation of contract award notice. This contract has been awarded under 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.

NHS 111 Integrated Urgent Care (IUC) service contract provided by North East Ambulance Service NHS Foundation Trust (NEAS) has been awarded following a Direct Award A process.

NEAS provides management of 999 and 111 calls with established local pathways.

Contract Details - 1st October 2025 - 30th September 2028 with option to extend for 2 years up to 30th September 2030.

Contract Value - £75,730,850

II.2.5) Award criteria

Quality criterion - Name: No realistic alternative - Contract Review Group confirms satisfactory performance / Weighting: 100

Cost criterion - Name: No realistic alternative / Weighting: 100

II.2.11) Information about options

Options: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

Contract has been awarded under the Direct A Process of PSR2023.

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

The procurement is covered by the Government Procurement Agreement: Yes

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

NEAS.111.DOB.2324

Title

NHS 111 Integrated Urgent Care Contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 October 2025

V.2.2) Information about tenders

Number of tenders received: 1

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

V.2.3) Name and address of the contractor

North East Ambulance Service NHS Foundation Trust (NEAS)

Bernicia House

Newcastle Upon Tyne

NE15 8NY

Country

United Kingdom

NUTS code

- UKC - North East (England)

Companies House

00997295

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: £75,730,850

Total value of the contract/lot: £75,730,850

Section VI. Complementary information

VI.3) Additional information

This is a Provider Selection Regime (PSR) confirmation of contract award notice. This contract has been awarded under 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.

NENC ICB Board & Executive Committee approved the IUC (111) Contract to proceed as a Direct Award A process.

Conflicts of Interests were managed in line with NENC ICB policy and Regulation 21 of PSR 2023 and no conflicts of interest were identified during this process.

VI.4) Procedures for review

VI.4.1) Review body

North East and North Cumbria ICB

Sunderland

Country

United Kingdom