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Contract

Norfolk & Waveney Mental Health Advice, Support and Access Service 2022 - 2025 / CCS MHASAS 2022-2025

NHS NORFOLK AND WAVENEY INTEGRATED CARE BOARD

F20: Modification notice

Notice identifier: 2025/S 000-086288

Procurement identifier (OCID): ocds-h6vhtk-05fdb3

Published 29 December 2025, 12:43pm

Section I: Contracting authority/entity

I.1) Name and addresses

NHS NORFOLK AND WAVENEY INTEGRATED CARE BOARD

8th Floor, County Hall, Martineau Lane

Norwich

NR12DH

Email

nwicb.contractsandprocurement@nhs.net

Country

United Kingdom

Region code

UKH15 - Norwich and East Norfolk

NHS Organisation Data Service

26a

Internet address(es)

Main address

<https://improvinglivesnw.org.uk/>

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Norfolk & Waveney Mental Health Advice, Support and Access Service 2022 - 2025 /
CCS MHASAS 2022-2025

Reference number

2526-122

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

- UKH14 - Suffolk
- UKH15 - Norwich and East Norfolk
- UKH16 - North and West Norfolk
- UKH17 - Breckland and South Norfolk

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

NHS Arden & Greater East Midlands Commissioning Support Unit (AGCSU) on behalf of

the Commissioner, NHS Norfolk and Waveney CCG, commissioned an Integrated Front Door for Children and Young Peoples Mental Health Services across Norfolk and Waveney. Interested providers were invited to submit their expression of interest for this service. There was only one successful provider who is now responsible for the successful delivery of the service, Cambridgeshire Community Services.

The service was procured under the Public Contract Regulations 2015.

Providers that expressed interest were required to respond to a series of questions scored on a "Pass/Fail" basis. The scoring criteria for each question was stipulated within the question. Only providers who scored a "Pass" on all "Pass/Fail" questions were deemed compliant & capable. The commissioner reserved the right to direct award to a provider with no further competition,

depending on the number of providers who expressed an interest and cleared the "pass/fail" questions.

The annual value of this procurement was estimated to be £640,357 for year one, and then £544,357 thereafter. The contract was awarded for an initial 2 year term with the potential to extend for a further 2 years. The contract was due to commence between October 2022 and January 2023 but due to mobilisation issues didn't commence until April 2023.

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

Duration in months

48

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

2022/S 000-009434

V.2) Award of contract/concession

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

1 April 2023

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

Cambridge Community Services NHS Trust

St. Ives

Country

United Kingdom

NUTS code

- UKH12 - Cambridgeshire CC

NHS Organisation Data Service

RYV

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: £3,266,710

Section VI. Complementary information

VI.3) Additional information

This is a Provider Selection Regime (PSR) contract modification notice, under the Health Care Services (Provider Selection Regime) Regulations 2023. For the avoidance of doubt, the provisions of the Procurement Act Regulations 2024 do not apply to this award. This contract has been formally modified.

Triple lock approval by ICB and NHS England.

Modification approved by ICB Interim Director of Finance.

No conflicts of interest were declared.

VI.4) Procedures for review

VI.4.1) Review body

NHS Norfolk and Waveney Integrated Care Board (ICB)

Norwich

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

- UKH14 - Suffolk
- UKH15 - Norwich and East Norfolk
- UKH16 - North and West Norfolk
- UKH17 - Breckland and South Norfolk

VII.1.4) Description of the procurement:

Recurrent investment in administrative support due to increased demand on the service. Additional funding is required to strengthen the staffing establishment for administrative duties, ensuring timely and efficient processing of referrals, documentation and service coordination to support overall service delivery.

Admin Support from 01/10/2024 - £193,738 broken down annually to (24-25 - £38,000, 25-26 - £77,869, 26-27 - £77,869)

This modification is permissible in line with Section 13 - 2A and 2B (ii) of The Health Care Services (Provider Selection Regime) Regulations 2023.

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

Duration in months

30

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

Total value of the contract/lot/concession:

£3,266,710

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

Cambridgeshire Community Services NHS Trust

St Ives

Country

United Kingdom

NUTS code

- UKH12 - Cambridgeshire CC

NHS Organisation Data Service

RYV

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):

This service was procured as an expression of interest on FTS in April 2022 and mobilised in April 2023. However, by June 2023 it was evident that the original staffing model within the procured financial envelope was not sufficient either in size or senior experience to meet current and anticipated increases in demand. Additional funding was put in place by the ICB via Regulation 72 to manage unexpected patient demand and adhering to the PCR 2015 guidelines in place at that time.

This modification is to further support this developing service and is justified as follows:

These changes are made at the discretion of the relevant authority and the modification does not render the contract or framework agreement materially different in character and the cumulative change in the lifetime value of the contract or framework agreement, compared to its value when it was entered into, remains under 25%.

VII.2.2) Reasons for modification

Need for additional works, services or supplies by the original contractor/concessionaire.

Description of the economic or technical reasons and the inconvenience or duplication of cost preventing a change of contractor:

Recurrent investment in administrative support due to increased demand on the service. Additional funding is required to strengthen the staffing establishment for administrative duties, ensuring timely and efficient processing of referrals, documentation and service coordination to support overall service delivery.

VII.2.3) Increase in price

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

Value excluding VAT: £3,643,070

Total contract value after the modifications

Value excluding VAT: £3,836,808