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Tender

NHS Herefordshire and Worcestershire Integrated Care Board (ICB) Procurements of an Urgent Access Primary Care Service (Single Point of Access, Out of Hours, and Outbreak Management)

NHS Herefordshire and Worcestershire Integrated Care Board (ICB)

F02: Contract notice

Notice identifier: 2025/S 000-033623

Procurement identifier (OCID): ocds-h6vhtk-050444

Published 19 June 2025, 11:34am

Section I: Contracting authority

I.1) Name and addresses

NHS Herefordshire and Worcestershire Integrated Care Board (ICB)

Kirkham House, John Comyn Drive, Perdiswell

Worcester

WR3 7NS

Contact

Lyle Lloyd, MCIPS, Senior Procurement Officer

Email

lyle.lloyd@nhs.net

Country

United Kingdom

Region code

UKG12 - Worcestershire

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

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

Buyer's address

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

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

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

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

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

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 Herefordshire and Worcestershire Integrated Care Board (ICB) Procurements of an Urgent Access Primary Care Service (Single Point of Access, Out of Hours, and Outbreak Management)

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

This is a Provider Selection Regime (PSR) Contract Notice. The awarding of the contract(s) is subject to the Health Care Services (Provider Selection Regime (PSR)) Regulations 2023. For the avoidance of doubt, the provisions of the Public Contracts Regulations 2015 do not apply to this notice.

Following market engagement activities which took place between 16th April and 30th May 2025 including a virtual Market Engagement Event on 20th May 2025, NHS Midlands and Lancashire Commissioning Support Procurement Unit is issuing this Contract Notice on behalf of NHS Herefordshire and Worcestershire Integrated Care Board (ICB) who is seeking to procure an Urgent Access Primary Care Service (Single Point of Access, Out of Hours, and Outbreak Management) for the registered patient population of Herefordshire and Worcestershire, UK.

The ICB is intending to award two contracts for the above services, divided into two lots i.e., Lot 1 - Herefordshire, and Lot 2 - Worcestershire, for a period of 3 years with the option to extend for another 2 years plus 1 year at its discretion.

Bidding organisations may submit bids for either lot, or for both lots.

If the winning bidding organisation is the same for both lots, the ICB reserves the right to combine the requirements into one contract.

If submitting bids for both lots, bidders must ensure that each bid is independently viable, i.e., if you were the successful bidder for one lot (and therefore not for both) your organisation is capable of delivering the service in one area only as set out in your bid submission for that lot.

The contract(s) will mobilise from the 8th July 2026 following a formal Competitive Process in accordance with Regulation 11 of the Health Care Services (Provider Selection Regime) Regulations 2023.

The proposed service is for the provision of urgent face-to-face and/or virtual primary care assessment and treatment services delivered in Herefordshire and Worcestershire. The delivery of the service will form part of integrated urgent care including provision of 24/7 NHS General Practice, covering 'out-of-hours' general practice, provision of 24/7 infectious disease surge and outbreak management response, and daily medical input into the local Single Point of Access.

This notice has been issued subject to the Provider Selection Regime (PSR) regulations 2023 for the Procurement of Healthcare Services.

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

Maximum number of lots that may be awarded to one tenderer: 2

II.2) Description

II.2.1) Title

Lot 1 - Herefordshire

Lot No

1

II.2.2) Additional CPV code(s)

- 85100000 - Health services

II.2.3) Place of performance

NUTS codes

- UKG11 - Herefordshire, County of

Main site or place of performance

The County of Herefordshire, UK

II.2.4) Description of the procurement

Under Lot 1, the ICB intends to award one contract for the provision of Urgent Access Primary Care Service (Single Point of Access, Out of Hours, and Outbreak Management) to cover the patient population of the County of Herefordshire, UK.

The main aims of the above service are to:

- (i) provide primary care advice as part of an interagency Single Point of Access
- (ii) to respond to infectious disease surge by providing an outbreak management response
- (iii) to provide primary care appointments for people living in Herefordshire with urgent clinical need when it is not appropriate to wait until the opening hours of their usual General Practice.

The key objectives of the above service are:

- For people to have their urgent primary care needs met in a timely and appropriate manner outside the core working hours of primary care. This will include same day appointments.
- For people to be directed appropriately to emergency care settings for the management of primary care needs outside the core hours of primary care services, including the provision of advice to other health professionals.
- For people to see the most appropriate clinician for their urgent need, delivered by a multi-disciplinary health team with effective joint-working with other local services.
- For people to receive swift and effective local clinical support in the event of infectious diseases outbreaks, surge responses and other health protection incidents that risk harm to health.

The contract commencement date is 8th July 2026.

The contract duration shall be 3 years, with the option to extend for another 2 years plus 1 year at the discretion of the ICB.

The total lifetime value of the contract for Lot 1 is £15,266,411 (i.e., for 3 years plus the optional extension period of an additional 2 years plus 1 year). The Commissioner reserves the right to reject Bids where the proposed value exceeds £2,544,402 per annum for Lot 1.

Interested parties are invited to submit bids within Atamis project C358203 with regards to provision of the above service in Herefordshire.

Details of the service are set out in the Service Specification and accompanying tender documentation which are available to view in the Atamis Documents section of the above project.

II.2.5) Award criteria

Quality criterion - Name: A. Quality and Innovation / Weighting: 25.00%

Quality criterion - Name: C. Integration, Collaboration and Service Sustainability / Weighting: 20.00%

Quality criterion - Name: D. Section D: Improving Access, reducing health inequalities and Facilitating Choice / Weighting: 10.00%

Quality criterion - Name: E. Social Value / Weighting: 10.00%

Cost criterion - Name: B. Value / Weighting: 35.00%

II.2.6) Estimated value

Value excluding VAT: £15,266,411

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

Duration in months

72

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2) Description

II.2.1) Title

Lot 2 - Worcestershire

Lot No

2

II.2.2) Additional CPV code(s)

- 85100000 - Health services

II.2.3) Place of performance

NUTS codes

- UKG12 - Worcestershire

Main site or place of performance

The County of Worcestershire, UK

II.2.4) Description of the procurement

Under Lot 2, the ICB intends to award one contract for the provision of Urgent Access Primary Care Service (Single Point of Access, Out of Hours, and Outbreak Management) to cover the patient population of the County of Worcestershire, UK.

The main aims of the above service are to:

- (i) provide primary care advice as part of an interagency Single Point of Access
- (ii) to respond to infectious disease surge by providing an outbreak management response
- (iii) to provide primary care appointments for people living in Herefordshire with urgent clinical need when it is not appropriate to wait until the opening hours of their usual General Practice.

The key objectives of the above service are:

- For people to have their urgent primary care needs met in a timely and appropriate manner outside the core working hours of primary care. This will include same day appointments.
- For people to be directed appropriately to emergency care settings for the management of primary care needs outside the core hours of primary care services, including the provision of advice to other health professionals.
- For people to see the most appropriate clinician for their urgent need, delivered by a multi-disciplinary health team with effective joint-working with other local services.
- For people to receive swift and effective local clinical support in the event of infectious diseases outbreaks, surge responses and other health protection incidents that risk harm to health.

The contract commencement date is 8th July 2026.

The contract duration shall be 3 years, with the option to extend for another 2 years plus 1 year at the discretion of the ICB.

The total lifetime value of the contract for Lot 2 is £45,932,114 (i.e., for 3-years plus the optional extension period of an additional 2 years plus 1 year). The Commissioner reserves the right to reject Bids where the proposed value exceeds £7,655,352 per annum for Lot 2.

Interested parties are invited to submit bids within Atamis project C358203 with regards to provision of the above service in Worcestershire.

Details of the service are set out in the Service Specification and accompanying tender documentation which are available to view in the Atamis Documents section of the above project.

II.2.5) Award criteria

Quality criterion - Name: A. Quality and Innovation / Weighting: 25.00%

Quality criterion - Name: C. Integration, Collaboration and Service Sustainability / Weighting: 20.00%

Quality criterion - Name: D. Improving Access, Reducing health inequalities and Facilitating Choice / Weighting: 10.00%

Quality criterion - Name: E. Social Value / Weighting: 10.00%

Cost criterion - Name: B. Value / Weighting: 35.00%

II.2.6) Estimated value

Value excluding VAT: £45,932,114

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

Duration in months

72

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

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: [2025/S 000-015648](#)

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

6 August 2025

Local time

12:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.7) Conditions for opening of tenders

Date

6 August 2025

Local time

12:15pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

INSTRUCTIONS ON HOW TO SUBMIT BIDS:

NHS Midlands and Lancashire CSU is conducting this procurement exercise on behalf of NHS Herefordshire and Worcestershire Integrated Care Board with whom the successful bidder(s) will enter into contracts for the supply of the healthcare

services.

The contract conditions will be set out in the Invitation to Tender.

This procurement exercise will be conducted via the Atamis e-tendering portal at:

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

Please search for Atamis Project Reference: C358203.

(i) Candidates should register on the portal at

<https://health-family.force.com/s/Welcome> (registration and use of the website is free of charge). If your organisation has registered previously, you do not need to reregister;

(ii) Once registered, candidates must submit your bid(s) via the Atamis e-tendering portal by the deadline stated.

Should providers have any queries, or having problems

using the portal, you should contact the Atamis Helpdesk at:

Phone: 0800 9956035

E-mail: support-health@atamis.co.uk

VI.4) Procedures for review

VI.4.1) Review body

NHS Herefordshire and Worcestershire Integrated Care Board

The Coach House, John Comyn Drive, Perdiswell,

Worcester

WR3 7NS

Country

United Kingdom