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Tender

Primary Medical Services at Norwich Health Centre, Beechcroft and Old Palace surgeries, Walk-in-Centre and Inclusion Health Hub in Norwich.

NHS Norfolk and Waveney Integrated Care Board

F02: Contract notice

Notice identifier: 2025/S 000-048042

Procurement identifier (OCID): ocids-h6vhtk-0552e6

Published 12 August 2025, 1:37pm

Section I: Contracting authority

I.1) Name and addresses

NHS Norfolk and Waveney Integrated Care Board

8th Floor, County Hall, Martineau Lane

Norwich

NR1 2DH

Contact

Claire Pickard

Email

claire.pickard@nhs.net

Country

United Kingdom

Region code

UKH15 - Norwich and East Norfolk

Internet address(es)

Main address

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

Buyer's address

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

Tenders or requests to participate must be submitted to the above-mentioned address

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<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

Primary Medical Services at Norwich Health Centre, Beechcroft and Old Palace surgeries, Walk-in-Centre and Inclusion Health Hub in Norwich.

Reference number

AG25501

II.1.2) Main CPV code

- 85121100 - General-practitioner services

II.1.3) Type of contract

Services

II.1.4) Short description

NHS Arden and Greater East Midlands Commissioning Support Unit (AGCSU) on behalf of NHS Norfolk and Waveney Integrated Care Board (ICB) (The Commissioner) would like to notify the market of an opportunity to provide the following services;

- Lot 1 - General Medical Services under a GMS Contract at Norwich Health Centre (main practice site at Norwich Health Centre and branch sites at Beechcroft Surgery and Old Palace Medical practice). Estimated Annual Contract Value: £1,973,360. Contract Length: this will be a GMS contract held in perpetuity.
- Lot 2 - Alternative Provider Medical Services under an APMS contract at the Walk-in-Centre in Norwich. Estimated Annual Contract Value: £1,844,233. Contract Length: duration of 3 years with the option to extend for up to a further 2 years.
- Lot 3 -Alternative Provider Medical Services under an APMS contract at the Inclusion Health Hub in Norwich. Estimated Annual Contract Value: £453,232. Contract Length: duration of 3 years with the option to extend for up to a further 2 years.

The service commencement dates for all three contracts is 1st April 2026.

Please note the deadline for responses to the Competitive Process is 12:00PM (Mid-day) on 12th September 2025.

Note - the Estimated Total Value in section II.1.5 Estimated total value is based on the annual contract value of all 3 lots due to Lot 1 being in perpetuity.

II.1.5) Estimated total value

Value excluding VAT: £4,270,825

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

II.2) Description

II.2.1) Title

Lot 1 - Norwich Health Centre (branch sites at Beechcroft & Old Palace)

Lot No

1

II.2.2) Additional CPV code(s)

- 85121100 - General-practitioner services

II.2.3) Place of performance

NUTS codes

- UKH15 - Norwich and East Norfolk

Main site or place of performance

Refer to Section: II.2.14.1 Additional information

II.2.4) Description of the procurement

NHS Norfolk and Waveney ICB are seeking to award a General Medical Services contract for the provision of primary medical services and other services at Norwich Health Centre in Norwich and branch surgeries in Beechcroft and Old Palace Road from 1st April 2026. The practice is non-dispensing and is within the Norwich locality.

Norwich Health Centre and its branch sites serve the population of Norwich, offering a full general practice service.

The patient list size is 18,068 (weighted 17,010.81) as of 1st April 2025.

Please note in terms of the contract length, this will be a GMS contract held in perpetuity.

The estimated annual contract value is £1,973,360 (currently using 25/26 GMS price of £121.79 * weighted patient plus Out of Hours deduction).

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £1,973,360

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

Start date

1 April 2026

End date

31 March 2040

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.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

Places of Performance:

Main site is based at Rouen House, Rouen Road, Norwich, NR1 1RB

Branch sites are as follows:

Beechcroft Surgery, 23 Beechcroft, New Costessey, Costessey, Norwich NR5 0RS

Old Palace medical practice, 148 Old Palace Rd, Norwich NR2 4JA

II.2) Description

II.2.1) Title

Lot 2 - Walk-in-Centre in Norwich

Lot No

2

II.2.2) Additional CPV code(s)

- 85121100 - General-practitioner services

II.2.3) Place of performance

NUTS codes

- UKH15 - Norwich and East Norfolk

Main site or place of performance

Norwich Walk in Centre, Rouen House, Rouen Road, Norwich, NR1 1RB

II.2.4) Description of the procurement

NHS Norfolk and Waveney ICB are seeking to award an Alternative Provider Medical Services contract for the provision of primary medical services at the Walk-in-Centre in Norwich from 1 April 2026.

The service operates between 7am-7pm, 7 days a week and has an annual footfall of around 70,000 attendances.

The contract will be for a duration of 3 years with the option to extend for up to a further 2 years.

Estimated annual baseline contract value: £1,844,233 (£9, 221,165 for the total duration).

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £9,221,165

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

Start date

1 April 2026

End date

31 March 2031

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: Yes

Description of options

The contract will be for a duration of 3 years with the option to extend for up to a further 2 years.

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

Lot 3 - Inclusion Health Hub in Norwich

Lot No

3

II.2.2) Additional CPV code(s)

- 85121100 - General-practitioner services

II.2.3) Place of performance

NUTS codes

- UKH15 - Norwich and East Norfolk

Main site or place of performance

Under 1 Roof, Westwick Street, Norwich, NR2 4SZ

II.2.4) Description of the procurement

NHS Norfolk and Waveney ICB are seeking to award an Alternative Provider Medical Services contract for the provision of primary medical services at the Inclusion Health Hub in Norwich from 1st April 2026. The service tends to work with around 100 patients at any given time. The contract will be for a duration of 3 years with the option to extend for up to a further 2 years. Estimated annual baseline contract value: £453,232 (£2,266,160 for the total duration).

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £2,266,160

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

Start date

1 April 2026

End date

31 March 2031

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: Yes

Description of options

The contract will be for a duration of 3 years with the option to extend for up to a further 2 years.

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: 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 000-034863](#)

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

Date

12 September 2025

Local time

12:00pm

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

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 4 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

12 September 2025

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

This is a Provider Selection Regime (PSR) Contract 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 Regulations 2023 do not apply to this award.

The Contracting Authority will be using an eTendering system for this procurement exercise.

Further information and the Competitive Process documentation can be found via the 'Live Opportunities' list on the e-tendering system at the following link:

<https://atamis-1928.my.salesforce-sites.com/?SearchType=Projects>

You can also register your interest via this page. You can search for the opportunity by entering the following contract reference: C375914 - COMPETITIVE: Norwich Health Centre, Walk-in-Centre & Inclusion Health Hub.

The Basic Selection Questions are Pass/Fail and the award criteria for the Key Criteria Questions are as follows and these will be scored on a 0-5 scoring mechanism;

Key Criteria 1: Quality and Innovation 30.00%

Key Criteria 2: Value: 20.00% (Plus 1 Pass/Fail Question)

Key Criteria 3: Integration, Collaboration and Services Sustainability: 20.00%

Key Criteria 4: Improving Access, Reducing Health Inequalities and Facilitating Choice: 20.00%

Key Criteria 5: Social Value: 10.00%

The evaluation stages are as follows;

Stage 1: Preliminary compliance review

Stage 2: Preliminary compliance of the Financial Model Template (Lot 2 and 3 Only)

Stage 3a: Evaluation of the Basic Selection Question responses (Sections A – L) and Key Criteria Questions (Sections 1 – 5)

Stage 3b: Moderation of Basic Selection and Key Criteria Questions

Stage 3c: Clarification (if required)

Stage 3d: Moderation (if required)

Stage 4: Provider notification of evaluation outcome

Neither the publication of this notice nor the employment of any particular terminology nor any other indication shall be taken to mean that the Contracting Authority intends to hold itself bound by any of the Regulations.

Please see published procurement documentation for further details.

VI.4) Procedures for review

VI.4.1) Review body

NHS England Independent Patient Choice and Procurement Panel

London

London

SE1 8UG

Country

United Kingdom

Internet address

<https://www.england.nhs.uk/commissioning/how-commissioning-is-changing/nhs-provider-selection-regime/independent-patient-choice-and-procurement-panel/>