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Contract

Provision of Integrated Healthcare Services in Norfolk prisons and Liaison and Diversion Service in Norfolk and Suffolk

NHS England

F03: Contract award notice

Notice identifier: 2025/S 000-068650

Procurement identifier (OCID): ocids-h6vhtk-055d61

Published 27 October 2025, 3:27pm

Section I: Contracting authority

I.1) Name and addresses

NHS England

Wellington House, 133-135 Waterloo Rd

London

SE1 8UG

Contact

Martyna Migas

Email

martyna.migas1@nhs.net

Country

United Kingdom

Region code

UKJ1 - Berkshire, Buckinghamshire and Oxfordshire

Internet address(es)

Main address

<https://www.england.nhs.uk/>

Buyer's address

<https://www.england.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

Provision of Integrated Healthcare Services in Norfolk prisons and Liaison and Diversion Service in Norfolk and Suffolk

Reference number

AG25503

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) intention to award notice following a competitive process for the provision Integrated Healthcare Services in Norfolk prisons and Liaison and Diversion Service in Norfolk and Suffolk.

This is a Provider Selection Regime (PSR) intention to award notice confirming the Contracting Authorities intention to award the following Lots:

Lot 1: Norfolk prisons consisting of HMP Bure, HMP Wayland and HMP Norwich

Lot 2: Liaison and Diversion (L&D) Services in Norfolk and Suffolk.

II.1.6) Information about lots

This contract is divided into lots: Yes

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £123,343,840

II.2) Description

II.2.1) Title

Lot 1: Norfolk Prisons

Lot No

1

II.2.2) Additional CPV code(s)

- 85100000 - Health services

II.2.3) Place of performance

NUTS codes

- UKH15 - Norwich and East Norfolk
- UKH17 - Breckland and South Norfolk

II.2.4) Description of the procurement

This is a Provider Selection Regime (PSR) intention to award notice following a competitive process for the provision Integrated Healthcare services in Norfolk prisons consisting of HMP Bure, HMP Wayland and HMP Norwich.

The Service will commence on 01/04/2025 for a period of 4 years with the Commissioner having the option to extend the Contract for up to a further 2 years

The total contract value including extensions is £104,457,921

Key criteria were as follows

Service Delivery - Section weighting total 8%

Key Criteria: Section 1: Quality & Innovation - Section weighting total 19%

Key Criteria: Section 2: Value - Section weighting total 20%

Key Criteria: Section 3: Integration, Collaboration & Service Sustainability- Section weighting total 25%

Key Criteria: Section 4 Improving Access, Reducing Health Inequalities and Facilitating Choice - Section weighting total 13%

Key Criteria: Section 5: Social Value - Section weighting total 10%

Provider Interviews - Section weighting total 5%

II.2.5) Award criteria

Quality criterion - Name: 80 / Weighting: Quality

Price - Weighting: 20

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

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 2023 do not apply to this award.

II.2) Description

II.2.1) Title

Lot 2: Norfolk and Suffolk Liaison & Diversion

Lot No

2

II.2.2) Additional CPV code(s)

- 85312500 - Rehabilitation services

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

This is a Provider Selection Regime (PSR) intention to award notice following a

competitive process for the provision of Liaison & Diversion in Norfolk and Suffolk.

The Service will commence on 01/04/2026 for a period of 4 years with the Commissioner having the option to extend the Contract for up to a further 2 years

The total contract value including extensions is £18,231,756

Key Criteria Questions were as follows

Key Criteria: Section 1: Quality & Innovation -Section weighting total 37%

Key Criteria: Section 2: Value - Section weighting total 20%

Key Criteria: Section 3: Integration, Collaboration & Service Sustainability - Section weighting total 13%

Key Criteria: Section 4 Improving Access, Reducing Health Inequalities and Facilitating Choice - Section weighting total 15%

Key Criteria: Section 5: Social Value - Section weighting total 10%

Provider Interviews - Section weighting total 5%

II.2.5) Award criteria

Quality criterion - Name: 80 / Weighting: Quality

Price - Weighting: 20

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

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 2023 do not apply to this award.

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 000-039154](#)

Section V. Award of contract

Lot No

1

Title

Lot 1: Integrated Healthcare services in Norfolk prisons consisting of HMP Bure, HMP Wayland and HMP Norwich

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

27 October 2025

V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 3

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

V.2.3) Name and address of the contractor

HCRG Care Services Limited

The Heath Business and Technical Park

Runcorn

WA7 4QX

Country

United Kingdom

NUTS code

- UKD6 - Cheshire

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: £104,457,921

Total value of the contract/lot: £104,457,921

Section V. Award of contract

Lot No

2

Title

Lot 2: Norfolk and Suffolk Liaison & Diversion service

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

27 October 2025

V.2.2) Information about tenders

Number of tenders received: 5

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 5

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

V.2.3) Name and address of the contractor

Norfolk and Suffolk NHS Foundation Trust

County Hall, Martineau Lane

Norwich

NR1 2DH

Country

United Kingdom

NUTS code

- UKH1 - East Anglia

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: £18,231,756

Total value of the contract/lot: £18,231,756

Section VI. Complementary information

VI.3) Additional information

This is a Provider Selection Regime (PSR) Contract Notice. The awarding of this contract is subject to the HealthCare 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 publication of this notice marks the start of the standstill period. Representations by providers must be made to decision makers by midnight on 6th November, 2025.

Award decision makers: NHS England - East of England

No conflict of interest were identified during the process.

The chosen providers were selected due to achieving the highest scores across the key criteria used. The provider has been assessed and passed against the relevant basic selection criteria.

VI.4) Procedures for review

VI.4.1) Review body

Independent Choice and Procurement Panel.

Wellington House

London

SE1 8UG

Country

United Kingdom

Internet address

<https://www.england.nhs.uk>