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Contract

Provision of an Urgent Access Primary Care Service (Out of Hours, Single Point of Access and Outbreak Management) in Herefordshire and Worcestershire

NHS Herefordshire and Worcestershire Integrated Care Board

F03: Contract award notice

Notice identifier: 2025/S 000-085512

Procurement identifier (OCID): ocids-h6vhtk-050444

Published 22 December 2025, 3:36pm

Section I: Contracting authority

I.1) Name and addresses

NHS Herefordshire and Worcestershire Integrated Care Board

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://herefordshireandworcestershire.icb.nhs.uk>

Buyer's address

<https://herefordshireandworcestershire.icb.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 an Urgent Access Primary Care Service (Out of Hours, Single Point of Access and Outbreak Management) in Herefordshire and Worcestershire

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

This Intention to Award Notice is issued in accordance with the Health Care Services (Provider Selection Regime) Regulations 2023. The Procurement relates to the Invitation to Tender for the provision of an Urgent Access Primary Care Service (Out of Hours, Single Point of Access and Outbreak Management) in the counties of Herefordshire and Worcestershire, UK.

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: £58,031,855.94

II.2) Description

II.2.1) Title

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

County of Herefordshire, UK.

II.2.4) Description of the procurement

This Intention to Award Notice is issued in accordance with the Health Care Services (Provider Selection Regime) Regulations 2023. The Procurement relates to the Invitation to Tender for the provision of an Urgent Access Primary Care Service (Single Point of Access, Out of Hours, and Outbreak Management).

The procurement was split into two lots. Lot 1 is service provision for the county of Herefordshire, UK.

This notice is an intention to award a contract under the competitive process.

The contract will be for a period of 3 (three) years with the option to extend for a further 2 (two) year period, plus 1 (one) further year, subject to mutual agreement. (The total lifetime of the contract is therefore 6 (six) years.)

NHS Standard Contract Terms and Conditions will apply.

The anticipated contract commencement date is 08th July 2026.

The approximate lifetime value of the contract for Lot 1 (Herefordshire) including the available extension periods is £15,225,917.94.

Contracts for existing GP-Led Out of Hours services in the counties of Herefordshire and Worcestershire are due to expire on 7th July 2026, therefore, the ICB has been seeking to procure a new Urgent Access Primary Care Service (to include an Out of Hours service, a contribution of clinical staff for the provision of primary care advice in the two existing Single Points of Access (SPoAs), and an Outbreak Management service) for the local resident patient population.

The proposed Urgent Access Primary Care Service (SPoA, Out of Hours, and Outbreak Management) will contribute towards the following outcomes for the local resident patient population:

- Improved access for patients to urgent and emergency care advice, assessments and interventions
- Positive patient-reported experience, resulting from timely and informative care
- Improved patient-reported ease of navigation to the most appropriate service
- Effective urgent care responses that prevent unnecessary acute hospital admissions and maximise independent living, including end-of-life care at home
- Effective urgent care responses that contribute to the reduction of health inequalities that people are experiencing.

These services are classed as Health Care services under The Health Care Services (Provider Selection Regime) Regulations 2023 (PSR). The ICB has adopted a Competitive Process in accordance with Regulations 6(7) and 11 of the PSR Regulations.

Under the PSR Regulations, the ICB was required to assess bids based on basic Selection Criteria, Five Key Criteria (as defined in Regulation 5 of the PSR), and any other elements relevant to contract award. The ICB applied the Crown Commercial Services Selection Questionnaire for the basic Selection Criteria.

II.2.5) Award criteria

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

Quality criterion - Name: B. Value (inclusive of Finance Model Template and Correlation with Service Model, and Financial Resilience Rating) / Weighting: 35.00%

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: Finance Model Template and Correlation with Service Model / Weighting: 32.50%

Cost criterion - Name: Financial Resilience Score / Weighting: 2.50%

II.2.11) Information about options

Options: No

II.2) Description

II.2.1) Title

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

This Intention to Award Notice is issued in accordance with the Health Care Services (Provider Selection Regime) Regulations 2023. The Procurement relates to the Invitation to Tender for the provision of an Urgent Access Primary Care Service (Single Point of Access, Out of Hours, and Outbreak Management).

The procurement was split into two lots. Lot 2 is service provision for the county of Worcestershire, UK.

This notice is an intention to award a contract under the competitive process.

The contract will be for a period of 3 (three) years with the option to extend for a further 2 (two) year period, plus 1 (one) further year, subject to mutual agreement. (The total lifetime of the contract is therefore 6 (six) years.)

NHS Standard Contract Terms and Conditions will apply.

The anticipated contract commencement date is 08th July 2026.

The approximate lifetime value of the contract for Lot 2 (Worcestershire) including the available extension periods is £42,805,938.00.

Contracts for existing GP-Led Out of Hours services in the counties of Herefordshire and Worcestershire are due to expire on 7th July 2026, therefore, the ICB has been seeking to procure a new Urgent Access Primary Care Service (to include an Out of Hours service, a contribution of clinical staff for the provision of primary care advice in the two existing Single Points of Access (SPoAs), and an Outbreak Management service) for the local resident patient population

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The proposed Urgent Access Primary Care Service (SPoA, Out of Hours, and Outbreak Management) will contribute towards the following outcomes for the local resident patient population:

- Improved access for patients to urgent and emergency care advice, assessments and interventions
- Positive patient-reported experience, resulting from timely and informative care
- Improved patient-reported ease of navigation to the most appropriate service
- Effective urgent care responses that prevent unnecessary acute hospital admissions and maximise independent living, including end-of-life care at home
- Effective urgent care responses that contribute to the reduction of health inequalities that people are experiencing.

These services are classed as Health Care services under The Health Care Services (Provider Selection Regime) Regulations 2023 (PSR). The ICB has adopted a Competitive Process in accordance with Regulations 6(7) and 11 of the PSR Regulations. Under the PSR Regulations, the ICB was required to assess bids based on basic Selection Criteria, Five Key Criteria (as defined in Regulation 5 of the PSR), and any other elements relevant to contract award. The ICB applied the Crown Commercial Services Selection Questionnaire for the basic Selection Criteria.

II.2.5) Award criteria

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

Quality criterion - Name: B. Value (inclusive of Finance Model Template and Correlation with Service Model, and Financial Resilience Rating) / Weighting: 35.00%

Quality criterion - Name: C. Integration, collaboration and service sustainability /
Weighting: 20.00%

Quality criterion - Name: D. Improving access, reducing health inequalities, and facilitating
choice - Scoring Questions / Weighting: 10.00%

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

Cost criterion - Name: Finance Model Template and Correlation with Service Model
Template and Correlation with Service Model, and Financial Resilience Rating) /
Weighting: 32.50%

Cost criterion - Name: Financial Resilience Rating / Weighting: 2.50%

II.2.11) Information about options

Options: No

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 000-033623](#)

Section V. Award of contract

Lot No

1

Title

Herefordshire

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

19 November 2025

V.2.2) Information about tenders

Number of tenders received: 5

Number of tenders received from SMEs: 3

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

TAURUS HEALTHCARE LIMITED

Nelson House, Whitecross Road

Hereford

HR4 0DG

Country

United Kingdom

NUTS code

- UKG11 - Herefordshire, County of

Companies House

08030655

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £15,225,917.94

Section V. Award of contract

Lot No

2

Title

Worcestershire

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

16 December 2025

V.2.2) Information about tenders

Number of tenders received: 5

Number of tenders received from SMEs: 3

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

PRACTICE PLUS GROUP URGENT CARE LIMITED

Ground Floor , 1330 Arlington Business Park, Theale

Reading

RG7 4SA

Country

United Kingdom

NUTS code

- UKJ11 - Berkshire

Companies House

05232967

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £42,805,938

Section VI. Complementary information

VI.3) Additional information

This Intention to Award Notice is issued in accordance with the Health Care Services (Provider Selection Regime) Regulations 2023. The Procurement relates to the Invitation to Tender for the provision of an Urgent Access Primary Care Service (Single Point of Access, Out of Hours, and Outbreak Management).

The decisions to award the above contracts were ratified by the Board Meeting of the NHS Herefordshire and Worcestershire Integrated Care Board at its formal meeting on Wednesday 19th November 2025. The decision was based on the relative importance of the PSR 5 Key Criteria applied in the evaluation of bids, as detailed in the Award Criteria at Section 2.5 above.

Conflicts of Interest were identified during the governance process and the ICB Board Members with actual or potential conflicts of interest were excluded from the meeting and therefore did not have any involvement in any decision-making processes.

This Competitive Process (Regulations 6 and 11) is a procurement process under The Health Care Services (Provider Selection Regime) Regulations 2023 (the Regulations). The Commissioner has applied best procurement practice throughout the process. This process requires a standstill period as per Regulation 12 of the Regulations. Accordingly, a standstill period applies from the day after publication of this Find a Tender Service Intention to Award notice, starting on Tuesday 23rd December 2025 and concluding on midnight on Monday 12th January 2026 (to allow for the Christmas holiday period). Until this time, the ICB will not be concluding any contracts.

Subject to the ICB receiving no representation during the standstill period, the ICB aims to conclude the proposed contracts with the successful bidders on or after midnight on 13th January 2026.

To contact the contracting authority regarding a representation during the standstill period, please contact NHS Herefordshire and Worcestershire ICB, at hwicb.corpgov@nhs.net.

VI.4) Procedures for review

VI.4.1) Review body

NHS Hereford shire & Worcestershire Integrated Care Boardf

The Coach House, John Comyn Drive, Perdiswell,

Worcester

WR3 7NS

Country

United Kingdom