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Contract

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

F03: Contract award notice

Notice identifier: 2025/S 000-085930

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

Published 23 December 2025, 3:37pm

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.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 Norfolk & Waveney Integrated Care Board intends to award the following providers for 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) to be awarded to Chilvers & McCrea Limited.
- Lot 2 - Alternative Provider Medical Services under an APMS contract at the Walk-in-Centre in Norwich to be awarded to Chilvers & McCrea Limited.
- Lot 3 -Alternative Provider Medical Services under an APMS contract at the Inclusion Health Hub in Norwich to be awarded to OneMedicare T/A One Primary Care LLP.

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

Representations by providers must be made to the relevant authority by Midnight on 8th January 2026.

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: £4,270,825

II.2) Description

II.2.1) Title

C. Lot 1 Specific Questions - Norwich Health Centre

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

II.2.4) Description of the procurement

NHS Norfolk & Waveney Integrated Care Board intends to award a General Medical Services (GMS) contract to Chilvers & McCrea Limited 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 following a robust Competitive Process.

This will be a General Medical Services (GMS) contract held in perpetuity and the service commencement date is Wednesday 1st April 2026.

The annual contract value will be £1,973,360

This is an existing service and has been awarded to a new provider.

Please note in terms of the awarded contract value advertised, this is a General Medical Services (GMS) contract held in perpetuity so the figure of £1,973,360 is based on the per annum amount.

II.2.5) Award criteria

Quality criterion - Name: Key Criteria 1: Quality and Innovation / Weighting: 30

Quality criterion - Name: Key Criteria 2: Value: / Weighting: 20

Quality criterion - Name: Key Criteria 3: Integration, Collaboration and Service Sustainability / Weighting: 20

Quality criterion - Name: Key Criteria 4: Improving Access, Reducing Health Inequalities and Facilitating Choice / Weighting: 20

Quality criterion - Name: Key Criteria 5: Social Value / Weighting: 10

Price - Weighting: 0

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) Description

II.2.1) Title

D. Lot 2 Specific Questions - Walk-in-Centre

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 & Waveney Integrated Care Board intends to award a Alternative Provider Medical Services (APMS) contract to Chilvers & McCrea Limited for the provision of primary medical services at the Walk-in-Centre in Norwich following a robust Competitive Process.

The service commencement date is Wednesday 1st April 2026 and the contract will be for a duration of 3 years with the option to extend for up to a further 2 years until 31 March 2031.

The annual contract value will be £1,844,233

This is an existing service and has been awarded to a new provider.

II.2.5) Award criteria

Quality criterion - Name: Key Criteria 1: Quality and Innovation / Weighting: 30

Quality criterion - Name: Key Criteria 2: Value / Weighting: 20

Quality criterion - Name: Key Criteria 3: Integration, Collaboration and Service Sustainability / Weighting: 20

Quality criterion - Name: Key Criteria 4: Improving Access, Reducing Health Inequalities and Facilitating Choice / Weighting: 20

Quality criterion - Name: Key Criteria 5: Social Value / Weighting: 10

Price - Weighting: 0

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

E. Lot 3 Specific Questions - Inclusion Health Hub

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 & Waveney Integrated Care Board intends to award a Alternative Provider Medical Services (APMS) contract to OneMedicare T/A One Primary Care LLP for the provision of primary medical services at the Inclusion Health Hub in Norwich following a robust Competitive Process.

The service commencement date is Wednesday 1st April 2026 and the contract will be for a duration of 3 years with the option to extend for up to a further 2 years until 31 March 2031.

The annual contract value will be £453,232

This is an existing service and has been awarded to a new provider.

II.2.5) Award criteria

Quality criterion - Name: Key Criteria 1: Quality and Innovation / Weighting: 30

Quality criterion - Name: Key Criteria 2: Value / Weighting: 20

Quality criterion - Name: Key Criteria 3: Integration, Collaboration and Service Sustainability / Weighting: 20

Quality criterion - Name: Key Criteria 4: Improving Access, Reducing Health Inequalities and Facilitating Choice / Weighting: 20

Quality criterion - Name: Key Criteria 5: Social Value / Weighting: 10

Price - Weighting: 0

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 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 000-048042](#)

Section V. Award of contract

Lot No

1

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

18 December 2025

V.2.2) Information about tenders

Number of tenders received: 5

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

V.2.3) Name and address of the contractor

Chilvers and McCrea Limited

Prospect House, 108 High Street

Great Missenden

HP16 0BG

Country

United Kingdom

NUTS code

- UKJ13 - Buckinghamshire CC

The contractor is an SME

Yes

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

Initial estimated total value of the contract/lot: £1,973,360

Total value of the contract/lot: £1,973,360

Section V. Award of contract

Lot No

2

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

18 December 2025

V.2.2) Information about tenders

Number of tenders received: 6

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

V.2.3) Name and address of the contractor

Chilvers and McCrea Limited

Prospect House, 108 High Street

Great Missenden

HP16 0BG

Country

United Kingdom

NUTS code

- UKJ13 - Buckinghamshire CC

The contractor is an SME

Yes

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

Initial estimated total value of the contract/lot: £1,844,233

Total value of the contract/lot: £1,844,233

Section V. Award of contract

Lot No

3

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

18 December 2025

V.2.2) Information about tenders

Number of tenders received: 4

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

V.2.3) Name and address of the contractor

One Medicare t/a OnePrimaryCare LLP

The Business Centre, Bank Top Farm, Black Hill Road

Otley

LS21 1PY

Country

United Kingdom

NUTS code

- UKE4 - West Yorkshire

The contractor is an SME

Yes

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

Initial estimated total value of the contract/lot: £453,232

Total value of the contract/lot: £453,232

Section VI. Complementary information

VI.3) Additional information

This is a Provider Selection Regime (PSR) intention to award 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 standstill period begins on the day after the publication of this notice. Representations by providers must be made to the relevant authority by Midnight on 8th January 2026. This contract has not yet formally been awarded; this notice serves as an intention to award a contract under the competitive process of the PSR.

Written representations need to be sent via the Atamis e-tendering portal, Project Reference: C375914: COMPETITIVE: Norwich Health Centre, Walk-in-Centre & Inclusion Health Hub.

The evaluation panel completed individual evaluations for assigned questions and took part in moderation to agree and finalise scores and rationales. The panel comprised:

- Norfolk and Waveney Integrated Care Board: Deputy medical director and representatives from Primary Care Commissioning team, Norwich Place team, Nursing & Quality team, Finance team, Estates team, Workforce, Health inequalities team, Meds management and digital team ; and
- A senior clinician from a neighbouring Integrated Care Board.

The award decision makers: Primary Care Commissioning Committee.

At the outset of the process, two individuals declared potential conflicts, having both worked for the incumbent provider in the past, these two individuals took no further part in the procurement.

A further five individuals declared potential conflicts, of these four were deemed not relevant as the organisations involved did not bid for the tender opportunity and the fifth one was deemed safe to carry on following guidance from N&W ICB Corporate Governance team.

The Basic Selection Criteria Questions were Pass/Fail and the weightings for the Key Criteria Questions were as follows and were 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 preferred Providers were awarded the contract based on the highest overall weighted score for Key Criteria and meeting all of the Basic Selection Criteria.

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/>

VI.4.2) Body responsible for mediation procedures

NHS Arden and Greater East Midlands Commissioning Support Unit

Cardinal Square, 10 Nottingham Road

Derby

DE1 3QT

Country

United Kingdom

Internet address

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

VI.4.4) Service from which information about the review procedure may be obtained

NHS Arden and Greater East Midlands Commissioning Support Unit

Cardinal Square, 10 Nottingham Road

Derby

DE1 3QT

Country

United Kingdom

Internet address

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