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Tender

Community Support Service NHS Norfolk and Waveney Integrated Care Board

NHS Norfolk and Waveney Integrated Care Board

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-010154

Procurement identifier (OCID): ocds-h6vhtk-064759

Published 4 February 2026, 4:14pm

Scope

Reference

NW2025-107

Description

NHS Norfolk and Waveney Integrated Care Board seeks competitive bids for the Provision of a Community Support Service.

Norfolk and Waveney Community Support Service (NWCSS) provides a single point of access to rapid response short-term, informal support to individuals in the community, particularly those being discharged from hospitals and those needing assistance to remain safe at home. The service primarily supports elderly individuals (aged 70 years and older), especially those living alone, who have a long-term condition and those from our Core20 communities.

The key functions of NWCSS include:

- Welfare checks

- Support with daily activities to promote recovery/independence and improved health outcomes - Food shopping support/food bank support, support for light household jobs, medication support, equipment collection/delivery.
- Wellbeing and loneliness – connection to community services/groups,
- Support to access services – housing, adaptations, financial, digital literacy.
- Onward referrals, and where possible ensuring a warm handover, to community services for individuals requiring further support beyond the initial intervention period.

The new service is expected to support 1,800 to 2,000 referrals per year and aligns with the move towards neighbourhood health services that will deliver more care at home or closer to home, improve people's access, experience and outcomes, and ensure the sustainability of health and social care delivery.

Norfolk and Waveney Integrated Care Board is looking to ensure continued delivery of a Community Support Service across Norfolk and Waveney to provide rapid access (within one working day) to short term informal support to help avoid admission/readmission or support safe timely discharge from hospital.

The contract will be for a period of 2 years with the option to extend for up to an additional 1 year.

The annual contract value will be circa £448,700 with 2 year contract value circa £897,500 and a 3 year contract value of circa £1,346,200.

At the discretion of NHS Norfolk and Waveney ICB and depending on demand, client need and financial availability, up to an additional £100,000 may be awarded per financial year of the contract award, in response to this tender opportunity. This is not a guaranteed available sum and should not be factored into financial planning for the service.

To apply for this opportunity please respond via <https://health-family.force.com/s/Welcome>. You can search for the opportunity by entering the following contract ref C402946.

Total value (estimated)

- £1,646,100 excluding VAT
- £1,646,100 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 October 2026 to 30 September 2028
- Possible extension to 1 October 2028
- 2 years, 1 day

Description of possible extension:

The contract is for a period of 2 years with the option to extend for up to an additional 1 year.

The annual contract value will be circa £448,700 with 2 year contract value circa £897,500 and a 3 year contract value of circa £1,346,200.

At the discretion of NHS Norfolk and Waveney ICB and depending on demand, client need and financial availability, up to an additional £100,000 may be awarded per financial year of the contract award, in response to this tender opportunity. This is not a guaranteed available sum and should not be factored into financial planning for the service.

Main procurement category

Services

CPV classifications

- 85320000 - Social services
- 98513310 - Home-help services

Submission

Enquiry deadline

27 February 2026, 12:00pm

Tender submission deadline

9 March 2026, 12:00pm

Submission address and any special instructions

<https://health-family.force.com/s/Welcome>. You can search for the opportunity by entering the following contract ref C402946.

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

1 June 2026

Award criteria

Name	Description	Type
Technical	The Technical Evaluation will be set out in full within the ITT documentation.	Quality

Weighting description

The award criteria will set out in full within the Procurement documentation.

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Special regime

Light touch

Contracting authority

NHS Norfolk and Waveney Integrated Care Board

- Public Procurement Organisation Number: PZYC-6286-DWHT

8th Floor, County Hall, Martineau Lane

Norwich

NR1 2DH

United Kingdom

Contact name: David Bailey

Email: david.bailey1@nhs.net

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

Region: UKH15 - Norwich and East Norfolk

Organisation type: Public authority - central government

Other organisation

These organisations are carrying out the procurement, or part of it, on behalf of the contracting authorities.

NHS Arden and Greater East Midlands Commissioning Support Unit

Summary of their role in this procurement: NHS Norfolk and Waveney Integrated Care Board (referred to as the Commissioner) is inviting suitably qualified and experienced

providers to express interest in delivering the Service. NHS Arden and Greater East Midlands CSU (AGCSU) is acting as an agent for and on behalf of the Commissioner and is supporting the provider selection process.

- Public Procurement Organisation Number: PLVR-6647-BVMM

Cardinal Square, 10 Nottingham Road

Derby

DE1 3QT

United Kingdom

Contact name: David Bailey

Email: david.bailey1@nhs.net

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

Region: UKF11 - Derby

Contact organisation

Contact NHS Norfolk and Waveney Integrated Care Board for any enquiries.