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Tender

NEL Single Point of Access - Ophthalmology and Enhanced Optometry Services

NHS North East London Integrated Care Board

F02: Contract notice

Notice identifier: 2026/S 000-013642

Procurement identifier (OCID): ocids-h6vhtk-065462

Published 13 February 2026, 5:43pm

Section I: Contracting authority

I.1) Name and addresses

NHS North East London Integrated Care Board

20 Churchill Place, Canary Wharf

London

E14 5HJ

Contact

Thomas Crouch

Email

hub.queries@nhs.net

Country

United Kingdom

Region code

UKI41 - Hackney and Newham

NHS Organisation Data Service

QMF

Internet address(es)

Main address

<https://northeastlondon.icb.nhs.uk/>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://atamis.co.uk/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://atamis.co.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

NEL Single Point of Access - Ophthalmology and Enhanced Optometry Services

Reference number

PRJ2241

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

North East London (NEL) Integrated Care Board (ICB) is seeking to procure an NEL wide ophthalmology SPOA service that ensures referrals are managed by one provider across the system, serving all our providers equitably with reduced costs, delivering efficiencies and identifying issues to help support the NEL population with targeted and improved education and feedback to referrers.

North East London (NEL) Integrated Care Board (ICB) is looking to procure the SPOA across its seven places (Barking & Dagenham, Havering, Redbridge, Newham, Waltham Forest, Tower Hamlets and City and Hackney).

The services need to be able to provide fast access improved pathway to enhance referral processing and clinical triage. The SPOA will facilitate digital enablement and innovations with a dynamic system to coordinate advice and refer, capacity planning and implement patient choice. Thereby reducing the pressure and avoidable referrals to specialist led services.

The SPOA should provide a strong collaboration between primary, optometry, community and secondary care systems as we are looking for a partnership in delivering the best quality service for NEL patients.

The service specification provides details of what will need to be delivered, and we welcome providers who can demonstrate suitable experience of delivering similar services in the community that are both effective and of high quality.

The procurement will be undertaken under the Provider Selection Regime regulations, competitive process.

Applications are now open from Friday 13th February 2026 with a deadline for applying of the 20th March 2026 17:00. Applications must be made through Atamis.

II.1.5) Estimated total value

Value excluding VAT: £500,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

North East London (NEL) Integrated Care Board (ICB) is seeking to procure a NEL wide ophthalmology SPOA service to manage all referrals from optometrists and GPs to ophthalmology services.

The successful provider will work in partnership with commissioners, providers and referrers (GPs and Optometrists) to ensure referrals are processed efficiently and all NEL patients are seen at the right place at the right time.

The service will include clinical triage, administration of referrals, referrer/patient education, development of pathways and capacity in the NEL system whilst driving for a reduction in unnecessary referrals and secondary care activity with increased management of eye related issues in primary care and community services.

The ICB is looking for a provider that understands how to ensure equitable access that tackles inequalities, enables referrers to learn from feedback and can reduce the overall costs within the NEL system but still help to improve the patients experience and outcomes.

The NEL population is diverse and is approximately over 2.2 million people covering seven boroughs (places); Barking & Dagenham, Havering, Redbridge (outer NEL), Newham, Waltham Forest, Tower Hamlets and City and Hackney (Inner NEL).

Potential providers should be forward thinking looking to incorporate digitalisation to improve efficiency and build on the core service by using appropriate new technologies to enhance referral and provider capacity management. The SPOA will facilitate the use of technology to coordinate advice and guidance/refer, capacity planning and implement patient choice where required. Thereby reducing the pressure and avoidable referrals to specialist led services.

The service specification provides details of the service and outcomes that will need to be delivered, and we welcome providers who can demonstrate suitable experience of delivering similar services in the community that are both effective and of high quality.

II.2.5) Award criteria

Quality criterion - Name: PSR five key criteria / Weighting: 75

Cost criterion - Name: FMT / Weighting: 25

II.2.6) Estimated value

Value excluding VAT: £500,000

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

Two 12 month periods at the authorities discretion.

II.2.10) Information about variants

Variants will be accepted: No

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

Date

14 February 2026

Local time

5:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

15 February 2026

Local time

5:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

NHS England (London Region)

London

Country

United Kingdom