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Tender

Community Ear Wax Removal (Aural Care) Service

NHS South East London Integrated Care Board

F21: Social and other specific services – public contracts

Prior information notice with call for competition

Notice identifier: 2026/S 000-014781

Procurement identifier (OCID): ocds-h6vhtk-065718

Published 18 February 2026, 1:31pm

Section I: Contracting authority

I.1) Name and addresses

NHS South East London Integrated Care Board

160 Tooley Street

London

SE1 2TZ

Contact

Joyel Shaju

Email

joyel.maledath-shaju@nhs.net

Country

United Kingdom

Region code

UKI - London

NHS Organisation Data Service

QKK

Internet address(es)

Main address

<https://www.selondonics.org/icb/>

Buyer's address

<https://www.selondonics.org/icb/>

I.3) Communication

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

<https://forms.office.com/e/zwHqfmk70m>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted to the above-mentioned address

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

Community Ear Wax Removal (Aural Care) Service

Reference number

PRJ-2248

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

NHS South East London Integrated Care Board (SEL ICB) intends to procure a Community Ear Wax Removal (Aural Care) Service for patients registered with a GP practice within the South East London ICB area (Bexley, Bromley, Greenwich, Lambeth, Lewisham and Southwark).

The service will provide safe, community-based clinical management of impacted cerumen (ear wax) for adults aged 18 years and over. The aim of the service is to improve hearing and communication, support appropriate ear examination, prevent complications associated with ear wax impaction, and enable care to be delivered closer to home.

Please note that the contract value specified in the notice is an indicative value with potential to change.

Market engagement detail:

Date: Monday 10 March 2026

Time: 10:30 to 12.00

Location: MS Teams (we will be sending the calendar invite for the event closer to the time.)

The market engagement will cover the following:

- present the proposed service model
- test deliverability
- understand workforce and supply chain capacity

- Procurement guidance and tips

Who should attend?

Any organisation interested in delivering or partnering for the commissioning of Community Ear Wax Removal (Aural Care) in the London Boroughs of Bexley, Bromley, Greenwich, Lambeth, Lewisham and Southwark.

Please note that the market engagement sessions will not be recorded, and attendees are not permitted to record the sessions or use AI tools/bots to transcribe the event.

Registration:

Please complete the Market Engagement Event Registration Form by no later than 12:00pm (Noon) on Tuesday 03 March 2026, if you are interested to attend the event:

<https://forms.office.com/e/zwHqfmk70m>

II.1.5) Estimated total value

Value excluding VAT: £4,000,000

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

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The provider will be required to deliver:

Clinical care

- otoscopic examination and assessment
- clinical suitability assessment
- identification of red-flag symptoms and escalation
- advice regarding conservative management
- ear wax removal using micro-suction
- manual removal techniques where clinically appropriate

Access and delivery

- community clinic provision across all six boroughs
- accessible booking and communication arrangements
- reasonable adjustments for patients with additional needs
- domiciliary visits for eligible housebound patients and care home residents

Pathway management

- referral acceptance via e-RS or authorised referrers
- communication with referring GP
- onward referral to audiology or ENT services where clinically indicated
- agreed escalation protocols

Quality and governance

- named clinical lead
- safeguarding processes
- infection prevention and control compliance

- incident reporting and patient safety arrangements
- activity and performance reporting

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Section IV. Procedure

IV.1) Description

IV.1.1) Form of procedure

Open procedure

IV.2) Administrative information

IV.2.2) Time limit for receipt of expressions of interest

Date

3 March 2026

Local time

12:00pm

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

English

Section VI. Complementary information

VI.3) Additional information

The Procurement is being managed by the NHS London Commercial Hub (NHS LCH) hosted by NEL ICB, on behalf of the Authority.

The procurement will be undertaken in accordance with the Health Care Services (Provider Selection Regime) Regulations 2023.

The Authority intends to use the Competitive Process.