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Award

Care Navigator Services (BHR)

NHS North East London Integrated Care Board

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-044926

Procurement identifier (OCID): ocds-h6vhtk-056a9e

Published 31 July 2025, 4:53pm

Scope

Reference

PRJ4006

Description

The service aims to:

- Support adult patients with frailty and multiple long-term conditions to self-manage, ensuring they have maximum support at home, enabling choices and access to services in the community to achieve the best possible quality of life and independence
- Have strong links with Emergency Departments, frailty units and frailty SDECs across Queen's Hospital, King George Hospital and Whipps Cross Hospital sites to support safe and effective discharge particularly for *pathway 0 patients
- Utilising services across health, social care and voluntary sectors to self-manage
- Support patients who are registered with a GP practice in Barking & Dagenham, Havering or Redbridge

Contract 1

Supplier

- AGE UK REDBRIDGE, BARKING AND HAVERING LTD

Contract value

- £202,500 excluding VAT
- £202,500 including VAT

Below the relevant threshold

Award decision date

30 July 2025

Earliest date the contract will be signed

13 August 2025

Contract dates (estimated)

- 1 September 2025 to 31 March 2028
- Possible extension to 31 March 2030

- 4 years, 7 months

Description of possible extension:

Extension issued as per contract

Main procurement category

Services

CPV classifications

- 85112200 - Outpatient care services

Contract locations

- UKI - London

Information about tenders

- 1 tender received
 - 1 tender assessed in the final stage:
 - 0 submitted by small and medium-sized enterprises (SME)
 - 1 submitted by voluntary, community and social enterprises (VCSE)
 - 1 supplier awarded contracts
 - 0 suppliers unsuccessful (details included for contracts over £5 million)
-

Procedure

Procedure type

Below threshold - limited competition

Special regime

Light touch

Supplier

AGE UK REDBRIDGE, BARKING AND HAVERING LTD

- Companies House: 04246504
- Public Procurement Organisation Number: PXWZ-3138-PMWP

4th Floor, 103 Cranbrook Road

Ilford

IG1 4PU

United Kingdom

Email: admin@ageukrbh.org.uk

Website: <http://www.ageuk.org.uk/redbridgebarkinghavering/>

Region: UKI53 - Redbridge and Waltham Forest

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): Yes

Contract 1

Contracting authority

NHS North East London Integrated Care Board

- NHS Organisation Data Service: QMF
- Public Procurement Organisation Number: PMLZ-8385-VMTM

4th Floor - Unex Tower, 5 Station Street

London

E15 1DA

United Kingdom

Email: hub.queries@nhs.net

Region: UKI41 - Hackney and Newham

Organisation type: Public authority - sub-central government

Other organisation

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

NHS LONDON COMMERCIAL HUB

Summary of their role in this procurement: Procurement Services

- Public Procurement Organisation Number: PBWD-3998-QHRQ

4th Floor - Unex Tower, 5 Station Street

London

E15 1DA

United Kingdom

Email: hub.queries@nhs.net

Region: UKI41 - Hackney and Newham

Contact organisation

Contact NHS LONDON COMMERCIAL HUB for any enquiries.