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Tender

Community Frailty Service (Brent)

NHS North West London Integrated Care Board

UK4: Tender notice - Procurement Act 2023 - view information about notice types

Notice identifier: 2025/S 000-078578

Procurement identifier (OCID): ocds-h6vhtk-05ec26

Published 1 December 2025, 3:31pm

Scope

Reference

C404367

Description

Northwest London faces unique challenges in delivering a community frailty service due to its diverse population, significant health inequalities, and a growing elderly demographic. This service aims to provide comprehensive, proactive, and coordinated care to support people with frailty living in the community, ensuring they receive the right care in the right place at the right time.

North West London Integrated Care Board is looking to establish a unified, high-quality community frailty service in Brent with the following outcomes and benefits:

- Improved Patient Outcomes: Delayed progression of frailty, reduced inappropriate hospital admissions, and enhanced quality of life for people living with frailty.
- Cost-Effectiveness: Reduced use of unplanned care and more efficient use of healthcare resources.

• Enhanced Patient and Carer Experience: Better coordination of care and increased satisfaction with services provided.

The successful Bidder will align the service with national guidelines and best practice guidelines, the NHS Frailty toolkit, the Fit for Frailty Guidelines and the recommendations from the NWL ICB Community Frailty Common Core Offer Framework. As well as:

- Build from and consolidate good practice across the boroughs
- Improve efficiency, integration between services and provides a more scaled up and consistent offer for community frailty services across the boroughs
- Develop an improved delivery mechanism supported by proactive identification, and integrated multi-agency teams to support patients with frailty
- Have a greater (and timely) impact on people with escalating risks, with better experience and outcomes and if delivered effectively, overall greater sustainability.
- Address the inequality and differential access to services and focus on the right care, at the right place and at the right time.

The ICB will be following the PSR Competitive Process.

The contract will be for 3 years with the option to extend for a further 2×12 months i.e. 3+1+1. The start date of the contract will be 01 July 2026.

TUPE may apply to this contract.

The Trusts are utilising an electronic tendering system ("E-Tendering Portal") to manage this procurement and communicate with Tenderers. Accordingly, there will be no hard copy documents issued to Tenderers and all communications, including the submission of Tender responses will be conducted solely via the following link:

https://health-family.force.com/s/Welcome

Please also ensure that you are registered on the 'Central Digital Platform' as per the cabinet office guidance.

Central Digital Platform link - https://signin.account.gov.uk/sign-in-or-create

Total value (estimated)

- £11,178,526 excluding VAT
- £13,414,231 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 July 2026 to 30 June 2029
- Possible extension to 30 June 2031
- 5 years

Description of possible extension:

2 x 12 months extension i.e. +1+1

Main procurement category

Services

CPV classifications

- 85100000 Health services
- 85323000 Community health services

Contract locations

• UKI72 - Brent

Participation

Legal and financial capacity conditions of participation

As per ITT documents

Technical ability conditions of participation

As per ITT documents

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Enquiry deadline

9 January 2026, 5:00pm

Tender submission deadline

19 January 2026, 12:00pm

Submission address and any special instructions

https://health-family.force.com/s/Welcome

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

12 March 2026

Award criteria

Name	Туре	Weighting	
Quality	Quality	80.00%	
Cost	Cost	20.00%	

Other information

Applicable trade agreements

• Government Procurement Agreement (GPA)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Contracting authority

NHS North West London Integrated Care Board

• Public Procurement Organisation Number: PNBL-2185-DWXM

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London

NW1 5JD

United Kingdom

Contact name: Emma Taylor

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Website: https://www.nwlondonics.nhs.uk

Region: UKI32 - Westminster

Organisation type: Public authority - central government