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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 x 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
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## **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)

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## **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

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## **Award criteria**

<b>Name</b>	<b>Type</b>	<b>Weighting</b>
Quality	Quality	80.00%
Cost	Cost	20.00%

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## **Other information**

### **Applicable trade agreements**

- Government Procurement Agreement (GPA)

### **Conflicts assessment prepared/revised**

Yes

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## Procedure

### Procedure type

Open procedure

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## Contracting authority

### NHS North West London Integrated Care Board

- Public Procurement Organisation Number: PNBL-2185-DWXM

15 Marylebone Rd,

London

NW1 5JD

United Kingdom

Contact name: Emma Taylor

Email: [emma.taylor199@nhs.net](mailto:emma.taylor199@nhs.net)

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

Region: UKI32 - Westminster

Organisation type: Public authority - central government