

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/000384-2026>

Planning

Text Crisis Service

NHS North West London Integrated Care Board

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-000384

Procurement identifier (OCID): ocids-h6vhtk-05fbd1

Published 5 January 2026, 3:07pm

Changes to notice

This notice has been edited. The [previous version](#) is still available.

To add the Atamis reference number

Scope

Description

24hr text crisis service for all ages

Total value (estimated)

- £960,000 excluding VAT
- £1,200,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 June 2026 to 31 May 2027
- Possible extension to 31 May 2030
- 4 years

Main procurement category

Services

CPV classifications

- 85312320 - Counselling services
- 85312300 - Guidance and counselling services
- 79430000 - Crisis management services
- 85121270 - Psychiatrist or psychologist services

Contract locations

- UKI - London

- UKI3 - Inner London - West
- UKI31 - Camden and City of London
- UKI7 - Outer London - West and North West

Engagement

Engagement deadline

15 January 2026

Engagement process description

Please refer to the digital Request For Information document on the Atamis project C409288.

This can be located via the Atamis Portal

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

Please review and advise as much as possible to help finalise next steps for the route to market.

Deadline for submitting your RFI responses is Midday 12pm, Thursday 15 January 2026.

Participation

Particular suitability

- Small and medium-sized enterprises (SME)

- Voluntary, community and social enterprises (VCSE)

Submission

Publication date of tender notice (estimated)

16 February 2026

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: Nichola Lane

Email: nichola.lane2@nhs.net

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

Region: UKI32 - Westminster

Organisation type: Public authority - central government

Other organisation

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

Central London Community Healthcare NHS Trust

Summary of their role in this procurement: North West London Procurement Services are hosted by Central London Community Healthcare, and are delivering Procurement Services to and for North West London Integrated Care Board.

- Public Procurement Organisation Number: PJXH-4297-MQQW

Ground Floor, 15 Marylebone Road

London

NW1 5JD

United Kingdom

Contact name: Nichola Lane

Email: nichola.lane2@nhs.net

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

Region: UKI32 - Westminster

Contact organisation

Contact Central London Community Healthcare NHS Trust for any enquiries.