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Contract

## **Online counselling and support service for children and young people**

NHS North Central London Integrated Care Board

F03: Contract award notice

Notice identifier: 2025/S 000-003540

Procurement identifier (OCID): ocids-h6vhtk-04db35

Published 3 February 2025, 4:42pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

NHS North Central London Integrated Care Board

Laycock PDC, Laycock Street

London

N1 1TH

#### **Email**

[nclcb.nclcontractqueries@nhs.net](mailto:nclcb.nclcontractqueries@nhs.net)

#### **Country**

United Kingdom

#### **Region code**

UKI41 - Hackney and Newham

#### **Internet address(es)**

Main address

<https://www.nclhealthandcare.org.uk/icb/north-central-london-integrated-care-board>

Buyer's address

<https://www.nclhealthandcare.org.uk/icb/north-central-london-integrated-care-board>

#### **I.4) Type of the contracting authority**

Body governed by public law

#### **I.5) Main activity**

Health

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Online counselling and support service for children and young people

Reference number

C335375

#### **II.1.2) Main CPV code**

- 85121270 - Psychiatrist or psychologist services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

Free online counselling and emotional well-being support service providing young people aged 11-18 years, and up to 25 years for vulnerable groups with a safe and secure means of accessing support from a professional team of qualified counsellors.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

#### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £386,600

### **II.2) Description**

#### **II.2.3) Place of performance**

NUTS codes

- UKI43 - Haringey and Islington

Main site or place of performance

Service delivered in London Borough of Haringey and Islington

#### **II.2.4) Description of the procurement**

Free online counselling and emotional well-being support service providing young people aged 11-18 years, and up to 25 years for vulnerable groups with a safe and secure means of accessing support from a professional team of qualified counsellors.

Service description/care pathway. The Service Provider shall provide:

- ? a young person friendly, safe and easy to use website which is secure and allows a secure exchange of communication between the service provider and service user.
- ? active local promotion of service (including marketing materials) to schools and other appropriate community settings to both professionals and young people.
- ? a choice of qualified psychotherapists and counsellors to deliver counselling sessions who are trained to address mental health concerns.
- ? drop in online chats for service users with qualified psychotherapists, counsellors and Emotional Well Being Practitioners
- ? booked 1:1 counselling sessions for service users with qualified psychotherapists and counsellors.

This notice is an intention to award a contract to the existing provider following direct award process C.

The approximate lifetime value of the contract is 386,600

The expiring contract ends 31 March 2025

The contract term will be 1 year with no option to extend.

The dates between which the services are intended to be provided is 1st April 2025 - 31st March 2026

#### **II.2.5) Award criteria**

Price

#### **II.2.11) Information about options**

Options: No

#### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Award of a contract without prior publication of a call for competition in the cases listed below

- New works/services, constituting a repetition of existing works/services

Explanation:

This is a Provider Selection Regime (PSR) intention to award notice. The awarding of this contract is subject to the Health Care Services (Provider Selection Regime) Regulations 2023. For the avoidance of doubt, the provisions of the Public Contracts Regulations 2015 do not apply to this award. The publication of this notice marks the start of the standstill period. Representations by providers must be made to decision makers by 13 February 2025. This contract has not yet formally been awarded; this notice serves as an intention to award under the PSR.

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

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## **Section V. Award of contract**

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

27 January 2025

#### **V.2.2) Information about tenders**

Number of tenders received: 1

The contract has been awarded to a group of economic operators: No

#### **V.2.3) Name and address of the contractor**

Kooth Digital Health Limited

5 Merchant Square, London

London

W2 1AY

Telephone

+44 2039849337

Country

United Kingdom

NUTS code

- UKI32 - Westminster

National registration number

04154208

Internet address

<http://www.xenzone.co.uk>

The contractor is an SME

No

#### **V.2.4) Information on value of contract/lot (excluding VAT)**

Initial estimated total value of the contract/lot: £386,600

Lowest offer: £386,600 / Highest offer: £386,600 taken into consideration

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## **Section VI. Complementary information**

### **VI.3) Additional information**

This is a Provider Selection Regime (PSR) intention to award notice. The awarding of this contract is subject to the Health Care Services (Provider Selection Regime) Regulations

2023. For the avoidance of doubt, the provisions of the Public Contracts Regulations 2015 do not apply to this award.

Representations by providers must be made to decision makers by 13 February 2025.

This contract has not yet formally been awarded; this notice serves as an intention to award under the PSR.

Written representations should be sent to [nclicb.nclcontractqueries@nhs.net](mailto:nclicb.nclcontractqueries@nhs.net)

- The decision to award the contract was made by the Chief Strategy & Population Health Officer.

- No declarations of actual, or potential interests by those officers involved in this decision.

- The incumbent provider has delivered the following key criteria

1: Quality and Innovation with a value of 27% by achieving the contractual KPIs,

2: Value with a score of 16% by providing a service that is value for money compared to other providers,

3: Integration, collaboration and service sustainability with a value of 16% by collaborative working within the local system,

4: Improving access, reducing health inequalities and facilitating choice with a value of 16% by reducing health inequalities,

5: Social Value with a value of 5% by ensuring the provider is meeting London Living Wage (LLW).

The existing provider is satisfying the original contract and will likely satisfy the proposed contract to a sufficient standard.

The authority has selected and weighted the above key criteria in line with the perceived importance of each of the criterion. The provider has been selected based on the combined scores which confirms the providers ability to continue to fulfil the contract in line with PSR - Direct Award Process C.

## **VI.4) Procedures for review**

### **VI.4.1) Review body**

NHS London Commercial Hub

UNEX Tower 5 Station Street

London

E15 1DA

Country

United Kingdom