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Tender

## High intensity User Services

Central and North West London NHS Foundation Trust

F02: Contract notice

Notice identifier: 2025/S 000-006518

Procurement identifier (OCID): ocds-h6vhtk-04e5d3

Published 21 February 2025, 9:06am

### Section I: Contracting authority

#### I.1) Name and addresses

Central and North West London NHS Foundation Trust

60 Gray's Inn Road

London

WC1X 8AQ

#### Contact

Simon Rooney

#### Email

[simon.rooney5@nhs.net](mailto:simon.rooney5@nhs.net)

#### Country

United Kingdom

#### Region code

UKI31 - Camden and City of London

**Internet address(es)**

Main address

<https://www.cnwl.nhs.uk>

Buyer's address

<https://www.cnwl.nhs.uk>

**I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

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

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

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

Tenders or requests to participate must be submitted to the above-mentioned address

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

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

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

Ministry or any other national or federal authority

**I.5) Main activity**

Health

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**Section II: Object**

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

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

High intensity User Services

Reference number

W156390

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

- 85112000 - Hospital support services

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

Services

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

High Intensity Use service across the four North West London Boroughs, including Brent, Harrow, Kensington & Chelsea and Westminster

### **II.1.5) Estimated total value**

Value excluding VAT: £975,000

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

This contract is divided into lots: No

## **II.2) Description**

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

NUTS codes

- UKI3 - Inner London – West

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

CNWL is looking to commission a bespoke High Intensity Use service across the North West London Boroughs of Kensington & Chelsea, Westminster and Hillingdon to support this cohort of individuals. The Trust would like to develop a different, non-clinical approach to address some of the underlying social needs that are not being met by the existing system.

The Trust seeks to commission a Provider to adopt a social-led approach to support this cohort of patients who frequently present to A&E and/or are re-admitted into hospital within a short period of time, as well as those at risk of this. The Provider will take a holistic, social, non-clinical approach to support an identified cohort of these patients in North West London. The aim is to understand and address the causes of their high intensity use of unscheduled care services and/or their repeated need for hospitalisation, and in turn release capacity to those who need it the most.

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

Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **II.2.6) Estimated value**

Value excluding VAT: £975,000

#### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

12

This contract is subject to renewal

No

#### **II.2.10) Information about variants**

Variants will be accepted: No

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

Options: Yes

Description of options

2 x 1 year extension periods

#### **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 III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

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## **Section IV. Procedure**

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

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

Open procedure

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

The procurement is covered by the Government Procurement Agreement: No

### **IV.2) Administrative information**

#### **IV.2.2) Time limit for receipt of tenders or requests to participate**

Date

24 March 2025

Local time

12:00pm

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

#### **IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 6 (from the date stated for receipt of tender)

#### **IV.2.7) Conditions for opening of tenders**

Date

25 March 2025

Local time

1:00am

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.2) Information about electronic workflows**

Electronic invoicing will be accepted

Electronic payment will be used

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

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

NHS England

7&8 Wellington Place

Leeds

LS1 4AP

Country

United Kingdom

Internet address

<https://www.england.nhs.uk/>