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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

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

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

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

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

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/>