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Contract

East of England Crisis Text Support Service

NHS Cambridgeshire and Peterborough Integrated Care Board

F03: Contract award notice

Notice identifier: 2026/S 000-007257

Procurement identifier (OCID): ocids-h6vhtk-059933

Published 27 January 2026, 4:09pm

Section I: Contracting authority

I.1) Name and addresses

NHS Cambridgeshire and Peterborough Integrated Care Board

Gemini House, Bartholomew's Walk, Cambridgeshire Business Park, Angel Drove

Ely

CB7 4EA

Contact

Hanna Chipchase

Email

hanna.chipchase@eoecph.nhs.uk

Country

United Kingdom

Region code

UKH12 - Cambridgeshire CC

Internet address(es)

Main address

<https://www.cpics.org.uk/>

Buyer's address

<https://www.cpics.org.uk/>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

East of England Crisis Text Support Service

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

The East of England NHS Collaborative Procurement Hub (“EoECPH”), acting on behalf of Cambridgeshire & Peterborough Integrated Care Board (the “Authority”) is intending to award a contract to a sole Provider for the provision of a regional East of England 24/7 all age Crisis Text Support Service.

The host Contracting Authority is Cambridgeshire & Peterborough Integrated Care Board

(ICB).

The services to be provided under the Contract are for the benefit of all Integrated Care Boards and Integrated Care Systems within the East of England region:

- NHS CAMBRIDGESHIRE AND PETERBOROUGH (C&P)
- NHS NORFOLK AND WAVENEY (NWPC)
- NHS SUFFOLK AND NORTH EAST ESSEX (SNEE)
- NHS BEDFORDSHIRE, LUTON AND MILTON KEYNES (BLMK)
- NHS HERTFORDSHIRE AND WEST ESSEX (HWE)
- NHS MID AND SOUTH ESSEX (MSE)

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: £2,108,800

II.2) Description

II.2.2) Additional CPV code(s)

- 85323000 - Community health services

II.2.3) Place of performance

NUTS codes

- UKH - East of England

Main site or place of performance

East of England Region

II.2.4) Description of the procurement

This notice is an intention to award a contract under the PSR competitive process.

The approximate lifetime value of the contract is £2,108,800 over the maximum 3 year contract duration (2+1 term).

The services are intended to be provided from 31/03/2026 until 30/03/2028, with an option to extend for a further 1 year period until 30/03/2029.

This is a new service for the East of England region. C&P ICB have an existing crisis text service provision, however this will be captured under this regional contract following this procurement process.

Description of Services

The East of England NHS Collaborative Procurement Hub (“EoECPH”), acting on behalf of Cambridgeshire & Peterborough Integrated Care Board (the “Authority”) is intending to award a sole Provider for the provision of a regional East of England 24/7 all age Crisis Text Support Service.

The Crisis Text Service should provide urgent, confidential, and accessible support via text messaging for individuals of all ages experiencing a mental health crisis. This service aims to offer timely crisis text intervention, emotional support, and appropriate referrals to further care. It provides a support tool that can be seamlessly integrated into the NHS to address mental health crises effectively to ensure people do not fall between gaps across services.

II.2.5) Award criteria

Quality criterion - Name: Key Criteria / Weighting: 75

Price - Weighting: 25

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

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: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2025/S 000-056096](#)

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

23 January 2026

V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 3

Number of tenders received by electronic means: 3

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

V.2.3) Name and address of the contractor

NXG Enterprises

86-90 Paul Street, London, EC2A 4NE

London

EC2A 4NE

Telephone

+44 3332100949

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Initial estimated total value of the contract/lot: £2,400,000

Total value of the contract/lot: £2,108,800

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. The standstill period begins on the day after the publication of this notice. Representations by providers must be made to the relevant authority by 6th February 2026. This contract has not yet formally been awarded; this notice serves as an intention to award a contract under the competitive process of the PSR.

Written representations should be emailed to estates&digital@eocph.nhs.uk.

The award decision-makers were as set out below:

- Bedfordshire, Luton and Milton Keynes Integrated Care Board (ICB)
Mental Health Programme Manager
Business & Transformation Manager for Milton Keynes Mental Health Services

- Cambridge and Peterborough Integrated Care Board (ICB)
Delivery Partner
- Hertfordshire and West Essex Integrated Care Board (ICB)
CYPMHS Senior Commissioning Manager
Senior Commissioning Manager
- Hertfordshire and West Essex Integrated Care System (ICS)
Deputy Head of Adult Mental Health
- Mid and South Essex Integrated Care System (ICS)
Lead for Mental Health (inc Learning Disability & Specialist Commissioning)
Quality Lead Nurse for Mental Health
- Norfolk and Suffolk NHS Foundation Trust
Social Worker & AMHP
Head of Crisis Improvement Programme
- Norfolk & Waveney Integrated Care Board (ICB)
Adult Mental Health Senior Collaborative Lead
CYP Senior Programme Manager – Urgent and Emergency Care and Eating Disorders
- NHS England – East of England
Mental Health Senior Programme Manager
Mental Health Programme Manager
Safeguarding Clinical Lead
- Suffolk and North East Essex Integrated Care Board (ICB)
Transformation Programme Manager – Mental Health & Dementia

No conflicts of interest were identified.

The weighting of the key criteria was decided by the region based on what was important to the successful delivery of the 24/7 crisis text service.

All submitted Tender responses were scored in accordance with the Evaluation Criteria set out within the Invitation to Tender (ITT) document.

NXG Enterprises achieved with the highest score and ranked in first place across both the key criteria and commercial criteria

NXG Enterprises consistently evidenced their ability to meet the requirements to a high standard across all sub-criteria. The response provided assurance that the bidder can

deliver the technical and clinical requirements.

VI.4) Procedures for review

VI.4.1) Review body

NHS Litigation Authority

8th Floor, 10 South Colonnade, Canary Wharf

London

E14 4PU

Country

United Kingdom

Internet address

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

VI.4.2) Body responsible for mediation procedures

NHS Litigation Authority

8th Floor, 10 South Colonnade, Canary Wharf

London

E14 4PU

Country

United Kingdom

Internet address

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