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Planning

## Care Navigator Service

The Mayor and Commonalty and Citizens of the City of London

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

Notice identifier: 2025/S 000-007540

Procurement identifier (OCID): ocds-h6vhtk-04e8ad ([view related notices](#))

Published 28 February 2025, 2:31pm

## Scope

## Reference

prj\_77

## Description

Care Navigators help support the City of London residents aid hospital discharge and maintain their independence. The role of Care Navigators is to work closely with the City of London Adult Social Care (ASC), Duty Hospital and other partners in Health & Social Care to support individuals in the hospital and ensure they have a safe discharge from the hospital. The aim is to reduce/narrow hospital re-admittance as part of the prevention agenda of the Care Act 2014 and to provide information & advice referrals to relevant agencies and partners who would support the individual after discharge.

## **Total value (estimated)**

- £250,000 excluding VAT
- £300,000 including VAT

Below the relevant threshold

## **Contract dates (estimated)**

- 1 September 2025 to 30 August 2027
- Possible extension to 30 August 2029
- 3 years, 11 months, 30 days

## **Main procurement category**

Services

## **CPV classifications**

- 85000000 - Health and social work services

## **Contract locations**

- UKI - London
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# Engagement

## Engagement deadline

28 March 2025

## Engagement process description

Please note that this is not a call for competition.

The City Care Navigator service helps support City of London residents, aid hospital discharge and to maintain their independence. The role of the Care Navigator service is to work closely with City of London Adult Social Care (ASC), Duty Hospital and other partners in Health & Social Care to support individuals in hospital and ensure they have a safe discharge from hospital. The aim is to reduce/narrow hospital re-admittance as part of the prevention agenda of the Care Act 2014 and to provide information & advice referrals to relevant agencies and partners who would support the individual after discharge.

### Preliminary Market Engagement (PME)

PME, in this case, is where the City, at an early stage in the development of its proposals but prior to formulating any formal procurement opportunity, seeks input from the market as to what might be the most attractive way of packaging and scoping a future procurement opportunity.

This exercise will provide an opportunity for the City to obtain insight into how participants might approach the delivery of the service in question. It also gives a useful early insight into the likely level of interest in a proposed project from that market.

Participants must also note that a response to this notice does not guarantee an invitation to participate in this or any future procurement that the City may conduct, nor that the City will procure any such supply and services or accept any proposals offered. Any Procurement of the supply and services by the City will be carried out strictly in accordance with the Procurement Act (PA23).

The City has developed a questionnaire on the tender portal(<https://cityoflondon.ukp.app.jaggaer.com/>) that they would like interested parties to complete.

As stated above, the outcome of the PME exercise will inform an options appraisal with recommendations.

For the avoidance of doubt, this notice is for the purpose of conducting a Preliminary Market Engagement (PME) exercise and will not formally begin the procurement or constitute any commitment by the City of London Corporation to undertake any procurement exercise. Participation in the PME will be at each organisations own cost. No expense in responding to this PME will be reimbursed by the City.

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## **Procedure**

### **Special regime**

Light touch

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## **Contracting authority**

### **The Mayor and Commonalty and Citizens of the City of London**

- Public Procurement Organisation Number: PYQD-1693-MYXR

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Region: UKI43 - Haringey and Islington

Organisation type: Public authority - sub-central government