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Planning

Humber & North Yorkshire Crisis Text Support Service

HUMBER TEACHING NHS FOUNDATION TRUST

F01: Prior information notice

Prior information only

Notice identifier: 2026/S 000-007896

Procurement identifier (OCID): ocids-h6vhtk-0611ac

Published 29 January 2026, 10:41am

Section I: Contracting authority

I.1) Name and addresses

HUMBER TEACHING NHS FOUNDATION TRUST

Trust HQ, Willerby Hill, Beverley Road, Willerby

Hull

HU106ED

Email

hnf-tr.contracting@nhs.net

Country

United Kingdom

Region code

UKE12 - East Riding of Yorkshire

NHS Organisation Data Service

RV9

Internet address(es)

Main address

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

I.3) Communication

Additional information can be obtained from the above-mentioned address

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

Humber & North Yorkshire 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

This is a notice to invite the market to make expressions of interest to provide a mental health crisis text service for the population of Humber & North Yorkshire ICB.

This service will align with the national Crisis Text Support Guidance and Specification published by NHS England in 2024. This document can be found at <https://www.humber.nhs.uk/media/empeuqav/crisis-text-support-guidance-and-specification-v10.pdf>

The final specification will include local considerations and performance requirements.

The initial contract term will be for 1 year with the option of a 1 year extension. Following receipt of expressions of interest Humber Teaching NHS Foundation Trust intend to award this contract under an appropriate Provider Selection Regime process.

II.1.5) Estimated total value

Value excluding VAT: £290,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKE - Yorkshire and the Humber

II.2.4) Description of the procurement

The expectations of a crisis text service is to provide support to all age-groups as a 24 hour, 365 day service by trained practitioners who can engage in real-time conversations to provide immediate support, helping to de-escalate situations and prevent the need for more intensive crisis intervention. Service users may choose to text rather than call to retain anonymity, because they have difficulty expressing emotions verbally, to reduce real-time pressure, for safety reasons (e.g. in domestic abuse situations) or because it is their generational preference as a means of communication.

II.2.14) Additional information

The estimated contract value of £290000 is over the maximum term of 2 years. It is noted that year 1 may include mobilisation costs so the value may not be a 50:50 split across the 2 years.

In expressing interest suppliers are asked to outline (in no more than 500 words) their relevant experience and expertise to deliver this type of service, including examples of any similar services currently or previously provided.

Expressions of interest will be accepted until 23:59pm 11th February 2026. After this point the Trust will decide which Provider Selection Regime process is most appropriate to award the contract.

II.3) Estimated date of publication of contract notice

1 March 2026

Section IV. Procedure

IV.1) Description

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

The procurement is covered by the Government Procurement Agreement: No