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Contract

Online counselling and support service for children and young people - C406315

NHS North Central London Integrated Care Board

F03: Contract award notice

Notice identifier: 2026/S 000-008911

Procurement identifier (OCID): ocds-h6vhtk-061420

Published 2 February 2026, 12:19pm

Section I: Contracting authority

I.1) Name and addresses

NHS North Central London Integrated Care Board

Laycock PDC, Laycock Street

London

N1 1TH

Email

nclicb.nclcontractqueries@nhs.net

Country

United Kingdom

Region code

UKI41 - Hackney and Newham

Internet address(es)

Main address

<https://www.nclhealthandcare.org.uk/icb/north-central-london-integrated-care-board>

Buyer's address

<https://www.nclhealthandcare.org.uk/icb/north-central-london-integrated-care-board>

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

Online counselling and support service for children and young people - C406315

Reference number

C406315

II.1.2) Main CPV code

- 85121270 - Psychiatrist or psychologist services

II.1.3) Type of contract

Services

II.1.4) Short description

Early intervention online counselling and digital support service for children and young people aged 11–25 across Barnet, Camden, Enfield, Haringey and Islington. The service provides a safe web platform with drop-in and booked 1:1 text-based counselling (12:00–22:00 Mon–Fri; 18:00–22:00 Sat–Sun), moderated forums, self-help content and signposting, with step-up/step-down pathways to local CAMHS.

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: £811,860

II.2) Description

II.2.2) Additional CPV code(s)

- 85121270 - Psychiatrist or psychologist services

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

"This notice relates to Early intervention online counselling and digital support service for children and young people aged 11–25 across Barnet, Camden, Enfield, Haringey and Islington. The service provides a safe web platform with drop-in and booked 1:1 text-based counselling (12:00–22:00 Mon–Fri; 18:00–22:00 Sat–Sun), moderated forums, self-help content and signposting, with step-up/step-down pathways to local CAMHS. This notice is an intention to award a contract to the existing provider following direct award process C.

The annual value of the contract is £405,930.00

The lifetime value of the contract is £811,860.00

The expiring contract ends 31/03/2026

The contract term will be 2 Years with No Option to Extend

The contract will start 01/04/2026 and end 31/03/2028"

II.2.5) Award criteria

Price

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

Award of a contract without prior publication of a call for competition in the cases listed below

- New works/services, constituting a repetition of existing works/services

Explanation:

"Justification: Award of a contract without prior publication of a call for competition in the cases listed below

Reason: The procurement falls outside the scope of application of the regulations

Explanation: 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 publication of this notice marks the start of the standstill period.

Representations by providers must be made to decision makers by 16/02/2026

This contract has not yet formally been awarded; this notice serves as an intention to award under the PSR."

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

The procurement is covered by the Government Procurement Agreement: Yes

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

2 February 2026

V.2.2) Information about tenders

Number of tenders received: 1

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

V.2.3) Name and address of the contractor

Kooth Digital Health Limited

5 Merchant Square, London

London

W2 1AY

Telephone

+44 2039849337

Country

United Kingdom

NUTS code

- UKI41 - Hackney and Newham

National registration number

04154208

Internet address

<http://www.xenzone.co.uk>

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £811,860

Lowest offer: £811,860 / Highest offer: £811,860 taken into consideration

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 publication of this notice marks the start of the standstill period.

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This contract has not yet formally been awarded; this notice serves as an intention to award under the PSR.

Written representations should be sent to nclicb.nclcontractqueries@nhs.net

Decision to award this contract was made by NCL & NWL Executive Management Team on 11/12/2025 in line with the ICB's Standing Financial Instructions (SFI's)

No Conflicts of Interest have been identified

The decision to award this contract was based on the assessment of the providers current and likely future performance to deliver the commissioned activity against the following key criteria with the corresponding percentage value representing their importance.

A score of 34% for Quality and innovation was awarded out of a possible 34%

A score of 15% for Value was awarded out of a possible 20%

A score of 24% for Integration, collaboration and service sustainability was awarded out of a possible 24%

A score of 7.5% for Improving access, reducing health inequalities and facilitating choice was awarded out of a possible 12%

A score of 7.5% for Social value was awarded out of a possible 10%

With a combined score of 92.5% out of a possible 100% it demonstrates the providers current and likely future performance to deliver the commissioned activity."

VI.4) Procedures for review

VI.4.1) Review body

NHS North Central London Integrated Care Board

Laycock PDC, Laycock Street

London

N1 1TH

Country

United Kingdom

Internet address

<https://www.nclhealthandcare.org.uk/icb/north-central-london-integrated-care-board>