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Tender

Provision of NHS Friends and Family Test Solution

Lewisham and Greenwich NHS Trust
NHS South East London Integrated Care Board

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-011263

Procurement identifier (OCID): ocds-h6vhtk-064ab9 ([view related notices](#))

Published 9 February 2026, 10:19am

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Scope

Reference

C420902

Description

The Authority is seeking a provider to deliver the NHS Friends and Family Test (FFT) patient experience feedback solution. The FFT project aims to procure a modern, NHS-compliant and innovative system that enables enhanced digital and multi-channel feedback collection, automated analysis, robust reporting, and seamless integration with existing Trust systems.

This project seeks to improve current cost levels while significantly enhancing usability, scalability, accessibility, and reporting efficiency. The solution must fully align with NHS England reporting standards, digital transformation objectives, and NHS data governance requirements.

The procurement exercise is designed to provide the NHS FFT Solution for Lewisham and Greenwich NHS Trust.

Members of the South East London Integrated Care System will have the option of joining the contract at a later date.

Total value (estimated)

- £271,975 excluding VAT
- £326,370 including VAT

Above the relevant threshold

Contract dates (estimated)

- 5 May 2026 to 4 May 2029
- Possible extension to 4 May 2031
- 5 years

Description of possible extension:

2 x 12 months

Main procurement category

Services

CPV classifications

- 64212100 - Short Message Service (SMS) services

- 79311100 - Survey design services

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

23 February 2026, 3:00pm

Tender submission deadline

11 March 2026, 12:00pm

Submission address and any special instructions

The Tendering Portal can be accessed via the link: <https://health-family.force.com/s/Welcome>

All communications (including submission of Tenders) should be carried out via the e-Tendering Portal. The procurement documents are available for unrestricted full direct

access, free of charge via the e-Tendering Portal. To access this opportunity you will need to register at <https://health-family.force.com/s/Welcome> as a Supplier and search for the opportunity C420902.

To respond to this Invitation to Tender, Bidders must register on the portal, log in, complete the tender response documents and submit them via the e-tendering portal.

Please note that any communication from the Authority regarding this tender will be via Atamis. Bidders must use the e-tendering messaging board for their communication with the Authority regarding this procurement.

Should Tenderers have any queries, or having problems using the portal, they should contact the Atamis Helpdesk at: Phone: 0800 9956035; E-mail: support-health@atamis.co.uk

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

20 April 2026

Award criteria

Name	Type	Weighting
Technical Envelope	Quality	50.00%
Commercial Envelope	Price	40.00%
Social Value Envelope	Quality	10.00%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Contracting authorities

Lewisham and Greenwich NHS Trust

- Public Procurement Organisation Number: PXWX-8443-ZQYT

High Street

London

SE13 6LH

United Kingdom

Contact name: Sandra Baiden

Email: sandra.baiden1@nhs.net

Website: <https://www.health-family.force.com/s/Welcome>

Region: UKI44 - Lewisham and Southwark

Organisation type: Public authority - central government

NHS South East London Integrated Care Board

- Public Procurement Organisation Number: PMLZ-8385-VMTM

Southwark Coucil 160 Tooley Street

London

SE1 2QH

United Kingdom

Contact name: Sandra Baiden

Email: sandra.baiden1@nhs.net

Website: <https://www.selondonics.org/icb>

Region: UKI44 - Lewisham and Southwark

Organisation type: Public authority - central government

Contact organisation

Contact Lewisham and Greenwich NHS Trust for any enquiries.

