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Contract

Mental Health Recovery Pathway Service - Crisis Cafe

NHS North Central London Integrated Care Board

F03: Contract award notice

Notice identifier: 2025/S 000-013419

Procurement identifier (OCID): ocids-h6vhtk-04fe2c

Published 7 April 2025, 2:32pm

Section I: Contracting authority

I.1) Name and addresses

NHS North Central London Integrated Care Board

Laycock PDC, Laycock Street

London

N1 1TH

Email

nclcb.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

Mental Health Recovery Pathway Service - Crisis Cafe

Reference number

C352232

II.1.2) Main CPV code

- 85121270 - Psychiatrist or psychologist services

II.1.3) Type of contract

Services

II.1.4) Short description

Part of Recovery Pathway - Mental Health

Psychologically informed crisis intervention services for Mental Health. Delivered as part of an integrated crisis pathway with NHS services.

The Crisis Café Service will help people in crisis by offering a range of interventions that support better self-management of their symptoms and reduced distress in a safe and appropriate environment.

The service will be available to Islington residents or people not resident in the borough but who are registered with an Islington GP surgery, aged 18+. This will include people with a formal mental health diagnosis and those who self-identify as experiencing a mental health crisis.

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: £163,769

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKI43 - Haringey and Islington

Main site or place of performance

Provision of service in London Borough of Haringey and Islington

II.2.4) Description of the procurement

The notice relates to Part of Recovery Pathway - Mental Health Psychologically informed crisis intervention services for Mental Health. Delivered as part of an integrated crisis pathway with NHS services.

The Crisis Café Service will help people in crisis by offering a range of interventions that support better self-management of their symptoms and reduced distress in a safe and appropriate environment.

The service will be available to Islington residents or people not resident in the borough but who are registered with an Islington GP surgery, aged 18+. This will include people with a formal mental health diagnosis and those who self-identify as experiencing a mental health crisis.

This notice is an intention to award a contract to the existing provider following direct award process C.

The lifetime value of the contract is £163,769

The expiring contract ends 31 Mar 25

The contract term will be 1 year with no option to extend.

The contract will start on 01/04/2025 and end 31/03/2026.

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:

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 the relevant authority by 22 April 2025. 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

4 April 2025

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

Hestia Housing and Support

Beaufort House, 15 St Botolph St, London EC3A 7BB

London

SE1 1LB

Telephone

+44 7896240666

Country

United Kingdom

NUTS code

- UKI43 - Haringey and Islington

National registration number

02020165

Internet address

<http://hestia.org>

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: £163,769

Lowest offer: £163,769 / Highest offer: £163,769 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.

Representations by providers must be made to decision makers by 22 April 2025. 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

- The decision to award the contract was made by the Chief Strategy & Population Health Officer.
- No declarations of actual, or potential interests by those officers involved in this decision.
- The incumbent provider has delivered the following key criteria
 - 1: Quality and Innovation with a value of 25% by achieving the contractual KPIs,
 - 2: Value with a score of 16% by providing a service that is value for money compared to other providers,
 - 3: Integration, collaboration and service sustainability with a value of 17% by collaborative working within the local system,
 - 4: Improving access, reducing health inequalities and facilitating choice with a value of 16% by reducing health inequalities,
 - 5: Social Value with a value of 7% by ensuring the provider is meeting London Living Wage (LLW).

The existing provider is satisfying the original contract and will likely satisfy the proposed contract to a sufficient standard.

The authority has selected and weighted the above key criteria in line with the perceived importance of each of the criterion. The provider has been selected based on the combined scores which confirms the providers ability to continue to fulfill the contract in line with PSR - Direct Award Process C.

VI.4) Procedures for review

VI.4.1) Review body

NHS London Commercial Hub

UNEX Tower 5 Station Street

London

E15 1DA

Country

United Kingdom