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Planning

## **Community Based Alternative Crisis Support Service**

Central and North West London NHS Foundation Trust  
Central and North West London NHS Foundation Trust  
West London NHS Trust

F01: Prior information notice

Prior information only

Notice identifier: 2025/S 000-015982

Procurement identifier (OCID): ocds-h6vhtk-050508

Published 17 April 2025, 3:15pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Central and North West London NHS Foundation Trust

350 Euston Road

London

NW1 5JD

#### **Contact**

Emma Taylor

#### **Email**

[emma.taylor199@nhs.net](mailto:emma.taylor199@nhs.net)

#### **Country**

United Kingdom

**Region code**

UKI33 - Kensington & Chelsea and Hammersmith & Fulham

**Internet address(es)**

Main address

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

Buyer's address

<https://www.cnwl.nhs.uk/about/contact>

**I.1) Name and addresses**

Central and North West London NHS Foundation Trust

60 Gray's Inn Road

London

WC1X 8AQ

**Email**

[emma.taylor199@nhs.net](mailto:emma.taylor199@nhs.net)

**Country**

United Kingdom

**Region code**

UKI31 - Camden and City of London

**Internet address(es)**

Main address

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

Buyer's address

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

## **I.1) Name and addresses**

West London NHS Trust

1 Armstrong Way

Southall

UB2 4SD

### **Email**

[emma.taylor199@nhs.net](mailto:emma.taylor199@nhs.net)

### **Country**

United Kingdom

### **Region code**

UKI33 - Kensington & Chelsea and Hammersmith & Fulham

### **Internet address(es)**

Main address

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

Buyer's address

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

## **I.2) Information about joint procurement**

The contract involves joint procurement

In the case of joint procurement involving different countries, state applicable national procurement law

Joint procurement between Central and North West London NHS Foundation Trust and West London NHS Trust

### **I.3) Communication**

Additional information can be obtained from the above-mentioned address

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

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

### **I.4) Type of the contracting authority**

Body governed by public law

### **I.5) Main activity**

Health

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Community Based Alternative Crisis Support Service

Reference number

C352453

#### **II.1.2) Main CPV code**

- 85312300 - Guidance and counselling services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

As part of the urgent mental health care pathway, NHS North West London are recommissioning crisis alternative neighbourhood provisions (such as crisis cafés or safe space) to provide accessible places to support people, families and carers experiencing difficulties with their mental health. We require these services to be delivered by providers who are experts in the areas where provision is based, and understand the local needs and challenges of the community. The contract value will be for a maximum annual value of £1.76million (£1million for residents in Brent, Harrow, Hillingdon, Kensington and Chelsea and Westminster and £0.76m for Ealing, Hounslow and Hammersmith and Fulham residents) and it is intended this will run for a 3 year period.

The service will be a non-clinical service which will offer an open access safe space and calm environment for people who are experiencing mental health distress, in crisis, or need mental health advice. Without requiring an appointment, the provision will offer drop-in support, a warm drink, a listening ear, practical assistance, and the ability to refer or direct individuals to additional services if needed. The services will provide immediate practical support to reduce mental health distress and guide those with complex or urgent needs to the appropriate urgent care services. They help individuals manage their distress, develop healthy coping strategies, and ultimately aim to instil hope, self-worth, and purpose.

NHS North West London is seeking to commission an organisation who can co-produce seven/eight community crisis alternative services, with our Experts by Experience (EBE)

advisors, service users and carers, to be based in geographical locations across North West London boroughs. The services would form part of the CNWL & WLT mental health pathway alongside statutory services to bolster mental health support to CNWL service users (16+) and WLT service users 18+.

A core outcome for North West London is 'to reduce A&E attendances' with particular attention to High Intensity Users. It is vitally important that this service meets the needs of patients that frequently attend emergency settings if their needs could be met in a nonmedical environment. The provider will be expected to work with Liaison psychiatry teams and SPA's to ensure access and outreach to particular service users is in place.

### **II.1.5) Estimated total value**

Value excluding VAT: £8,800,000

### **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

### **II.2.2) Additional CPV code(s)**

- 85312320 - Counselling services

### **II.2.3) Place of performance**

NUTS codes

- UKI - London

Main site or place of performance

The areas that will be covered are: Brent, Harrow, Hillingdon, Kensington and Chelsea, Westminster, Ealing, Hounslow and Hammersmith and Fulham

### **II.2.4) Description of the procurement**

Central and North West London NHS Foundation Trust and West London NHS Trust (hereafter referred to as "The Authorities") invite interested providers to attend a Market Engagement Event in advance of publication of a collaborative procurement for Crisis Alternative Services across the boroughs of Brent, Ealing, Hammersmith and Fulham, Harrow, Hillingdon, Hounslow, Kensington and Chelsea and Westminster.

Please note, the main objectives for the event are:

- Allow the Authorities to provide an overview of the requirements and expectations of the service.
- Gauge and generate interest around the opportunity.
- Gauge whether the requirements are achievable within the financial envelope available.
- Obtain feedback and answer any questions on the requirement as currently defined.
- Provide an opportunity for providers to make suggestions on potential improvements and efficiencies.

The Authorities plan to hold this virtually via MS Teams, on Wednesday 30 April 2025 at 14:15 until 15:30.

This Market Engagement Event is open to any interested potential provider, however, we do ask that you limit attendance to a maximum of 2 people per organisation to allow for interaction by all attendees.

Registration closes at 12:00 (Noon) on 28 April 2025.

IMPORTANT: Providers interested in attending the engagement event must register their interest via the Atamis Portal. Once registered against the pre-procurement project, please complete the attendance form and return via the messaging function within the Atamis portal.

All presentation documentation, questions and answers will be published against the opportunity on the Portal following the event.

The purpose of this market engagement notice is to maximise transparency and competition for the upcoming tender and to ensure as wide an audience as possible are aware and informed of the Authorities' intentions. It is not a formal invitation to tender. You will need to respond to the subsequent tender notices to be considered.

## **II.3) Estimated date of publication of contract notice**

16 June 2025

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## **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: Yes

