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Contract

## **South West London ICB Crisis Cafe Service**

NHS SOUTH WEST LONDON INTEGRATED CARE BOARD

F03: Contract award notice

Notice identifier: 2026/S 000-022038

Procurement identifier (OCID): ocds-h6vhtk-058f7e

Published 11 March 2026, 5:34pm

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

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

NHS SOUTH WEST LONDON INTEGRATED CARE BOARD

120 The Broadway

London

SW191RH

#### **Contact**

Sara O'Donnell

#### **Email**

[hub.queries@nhs.net](mailto:hub.queries@nhs.net)

#### **Country**

United Kingdom

#### **Region code**

UKI63 - Merton, Kingston upon Thames and Sutton

**NHS Organisation Data Service**

QWE

**Internet address(es)**

Main address

<https://www.southwestlondon.icb.nhs.uk/>

Buyer's address

<https://www.southwestlondon.icb.nhs.uk/>

**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**

South West London ICB Crisis Cafe Service

Reference number

PRJ2216

**II.1.2) Main CPV code**

- 85323000 - Community health services

**II.1.3) Type of contract**

Services

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

NHS South West London ICB is intending to award contracts for five recovery/crisis cafes located in, Sutton, Croydon, Wandsworth, Merton, Kingston & Richmond.

The Recovery /Crisis Cafés provide a safe space, non-clinical, and welcoming spaces for individuals experiencing mental health distress to receive immediate support and de-escalation, particularly during evenings and weekends when other services may be unavailable. These services offer a vital alternative to emergency departments for adults (18+) in mental health crisis across Southwest London.

SWL ICB's crisis café model aims to support early intervention, reduce ED presentations and improve access to out-of-hours support

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

This contract is divided into lots: Yes

#### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £6,428,476

### **II.2) Description**

#### **II.2.1) Title**

Crisis Cafe - Lot 1 Croydon

Lot No

1

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

- 85323000 - Community health services

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

NUTS codes

- UKI - London

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

NHS South West London ICB is intending to award contracts for five recovery/crisis cafes located in, Sutton, Croydon, Wandsworth, Merton, Kingston & Richmond.

The Recovery /Crisis Cafés provide a safe space, non-clinical, and welcoming spaces for individuals experiencing mental health distress to receive immediate support and de-escalation, particularly during evenings and weekends when other services may be unavailable. These services offer a vital alternative to emergency departments for adults (18+) in mental health crisis across Southwest London.

SWL ICB's crisis café model aims to support early intervention, reduce ED presentations and improve access to out-of-hours support

### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 100%

Price - Weighting: Pass/Fail

### **II.2.11) Information about options**

Options: Yes

Description of options

The contract will be for an initial period of 3 years with an option to extend up to two 12 month periods.

## **II.2) Description**

### **II.2.1) Title**

Crisis Cafe Service Lot 2 Sutton

Lot No

2

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

- 85323000 - Community health services

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

NUTS codes

- UKI - London

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

NHS South West London ICB is intending to award contracts for five recovery/crisis cafes located in, Sutton, Croydon, Wandsworth, Merton, Kingston & Richmond.

The Recovery /Crisis Cafés provide a safe space, non-clinical, and welcoming spaces for individuals experiencing mental health distress to receive immediate support and de-escalation, particularly during evenings and weekends when other services may be unavailable. These services offer a vital alternative to emergency departments for adults (18+) in mental health crisis across Southwest London.

SWL ICB's crisis café model aims to support early intervention, reduce ED presentations and improve access to out-of-hours support

### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 100%

Price - Weighting: Pass/Fail

### **II.2.11) Information about options**

Options: Yes

Description of options

The contract will be for an initial period of 3 years with an option to extend for up to two 12 month periods.

## **II.2) Description**

### **II.2.1) Title**

Crisis Cafe Service Lot 3 Kingston and Richmond

Lot No

3

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

- 85323000 - Community health services

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

NUTS codes

- UKI - London

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

NHS South West London ICB is intending to award contracts for five recovery/crisis cafes located in, Sutton, Croydon, Wandsworth, Merton, Kingston & Richmond.

The Recovery /Crisis Cafés provide a safe space, non-clinical, and welcoming spaces for individuals experiencing mental health distress to receive immediate support and de-escalation, particularly during evenings and weekends when other services may be unavailable. These services offer a vital alternative to emergency departments for adults (18+) in mental health crisis across Southwest London.

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#### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 100%

Price - Weighting: Pass/Fail

#### **II.2.11) Information about options**

Options: Yes

Description of options

The contract will be for an initial period of 3 years with an option to extend for up to two 12 month periods.

### **II.2) Description**

#### **II.2.1) Title**

Crisis Cafe Lot 4 Wandsworth

Lot No

4

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

- 85323000 - Community health services

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

NUTS codes

- UKI - London

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

NHS South West London ICB is intending to award contracts for five recovery/crisis cafes located in, Sutton, Croydon, Wandsworth, Merton, Kingston & Richmond.

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### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 100%

Price - Weighting: Pass/Fail

### **II.2.11) Information about options**

Options: Yes

Description of options

The contract will be for an initial period of 3 years with an option to extend for up to two 12 month periods.

## **II.2) Description**

### **II.2.1) Title**

Crisis Cafe Lot 5 Merton

Lot No

5

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

- 85323000 - Community health services

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

NUTS codes

- UKI - London

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

NHS South West London ICB is intending to award contracts for five recovery/crisis cafes located in, Sutton, Croydon, Wandsworth, Merton, Kingston & Richmond.

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## **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 100%

Price - Weighting: Pass/Fail

## **II.2.11) Information about options**

Options: Yes

Description of options

The contract will be for an initial period of 3 years with an option to extend for up to two 12 month periods.

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Open procedure

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

The procurement is covered by the Government Procurement Agreement: No

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2025/S 000-065731](#)

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## **Section V. Award of contract**

### **Lot No**

1

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

9 March 2026

#### **V.2.2) Information about tenders**

Number of tenders received: 2

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

#### **V.2.3) Name and address of the contractor**

Mind in Croydon

Orchard House 15A Purley Road South Croydon CR2 6EZ

London

Country

United Kingdom

NUTS code

- UKI - London

Companies House

03697578

The contractor is an SME

No

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

Total value of the contract/lot: £1,281,250

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## **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**

9 March 2026

#### **V.2.2) Information about tenders**

Number of tenders received: 2

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

#### **V.2.3) Name and address of the contractor**

Sutton Mental Health Foundation Charity Company

London

Country

United Kingdom

NUTS code

- UKI - London

Companies House

03549053

The contractor is an SME

Yes

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

Total value of the contract/lot: £1,386,750

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## **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**

9 March 2026

#### **V.2.2) Information about tenders**

Number of tenders received: 2

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

#### **V.2.3) Name and address of the contractor**

Richmond Borough Mind

,UK House, 82 Heath Road, Twickenham, TW1 4BW

London

Country

United Kingdom

NUTS code

- UKI - London

Companies House

7954134

The contractor is an SME

Yes

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

Total value of the contract/lot: £1,308,401

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## **Section V. Award of contract**

### **Lot No**

4

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

9 March 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**

Hestia Housing and Support

Beaufort House 4th Floor, 15 St. Botolph Street, London, EC3A 7DT

London

Country

United Kingdom

NUTS code

- UKI - London

Companies House

2020165

The contractor is an SME

No

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

Total value of the contract/lot: £1,160,200

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## **Section V. Award of contract**

### **Lot No**

5

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

9 March 2026

#### **V.2.2) Information about tenders**

Number of tenders received: 2

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

#### **V.2.3) Name and address of the contractor**

Community Drug and Alcohol Recovery Services

296a, Kingston Road Wimbledon Chase London SW20 8LX

London

Country

United Kingdom

NUTS code

- UKI - London

Companies House

02634372

The contractor is an SME

Yes

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

Total value of the contract/lot: £1,291,857

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## **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 Procurement Act 2023 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 via [hub.psrrepresentation@nhs.net](mailto:hub.psrrepresentation@nhs.net) by 24.03.2026. This contract has not yet formally been awarded; this notice serves as an intention to award under the PSR.

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

NHS South West London Integrated Care Board

London

Country

United Kingdom

#### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

The publication of this notice marks the start of the standstill period. Representations by providers must be made to the relevant authority via [hub.psrrepresentation@nhs.net](mailto:hub.psrrepresentation@nhs.net) by 24.03.2026. This contract has not yet formally been awarded; this notice serves as an intention to award under the PSR.