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Planning

Provision of NHS 111 Crisis Text Support Service

South London and Maudsley NHS Foundation Trust

F01: Prior information notice

Prior information only

Notice identifier: 2025/S 000-025338

Procurement identifier (OCID): ocids-h6vhtk-051f50

Published 22 May 2025, 5:17pm

Section I: Contracting authority

I.1) Name and addresses

South London and Maudsley NHS Foundation Trust

Bethlem Royal Hospital

Beckenham

BR3 3BX

Contact

Charlotte Facer

Email

charlotte.facer3@nhs.net

Telephone

+44 7725483774

Country

United Kingdom

Region code

UKI - London

Internet address(es)

Main address

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

Buyer's address

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

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

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Provision of NHS 111 Crisis Text Support Service

Reference number

ST25 - P132

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

The Authority intends to award a contract for the provision of 24/7 crisis text support service offering immediate mental health assistance via text messaging to individuals in distress. SLaM will act as the lead provider, delivering the service across the 12 South London boroughs covered by the South East London and South West London Integrated Care boards, these are Bexley, Bromley, Greenwich, Lambeth, Lewisham, Southwark, Croydon, Kingston, Merton, Richmond, Sutton and Wandsworth.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 85140000 - Miscellaneous health services

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

South London and Maudsley NHS Foundation Trust will lead the delivery of 24/7 all-age text based mental health crisis service, mobilised by October 2025. It must offer safe and inclusive digital support, including triage and signposting to NHS 111 and crisis services, reduce emergency department pressure and ensure robust training, supervision and governance. Provider must demonstrate experience in delivering mental health services via digital platforms.

II.2.14) Additional information

This Prior Information Notice is published in accordance with the NHS Provider Selection Regime (PSR). The Authority intends to follow the Most Suitable Provider Process for this procurement. This notice serves to inform the market and allow potential providers to express interest. A minimum period of 14 days will be observed from the date of this notice before proceeding with any decision. Interested providers are invited to engage in early dialogue to help shape the final specification and procurement approach.

II.3) Estimated date of publication of contract notice

22 May 2025

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: No

Section VI. Complementary information

VI.3) Additional information

This Prior Information Notice is published in accordance with the NHS Provider Selection Regime (PSR). The Authority intends to follow the Most Suitable Provider Process for this procurement. This notice serves to inform the market and allow potential providers to express interest. A minimum period of 14 days will be observed from the date of this notice before any contract award decision is made.