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Pipeline

R/WP - 25/26 - Patient/Citizen Communication & Engagement Solutions

King's College Hospital NHS Foundation Trust

UK1: Pipeline notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-029358

Procurement identifier (OCID): ocds-h6vhtk-052b2c ([view related notices](#))

Published 3 June 2025, 9:07am

Scope

Reference

W189676

Description

To ensure that the proper tools are in place to provide consistent Patient/Citizen Communication and Engagement Solutions by the Supplier. This will reduce the number of patients who miss appointments and put patients in control with technology as a key step towards tackling the elective care backlog.

Total value (estimated)

- £3,750,000 excluding VAT
- £4,500,000 including VAT

Contract dates (estimated)

- 1 September 2025 to 31 August 2028
- Possible extension to 31 August 2030
- 5 years

Main category

Services

CPV classifications

- 48814200 - Patient-administration system
- 72000000 - IT services: consulting, software development, Internet and support

Contract locations

- UK - United Kingdom
 - UKI45 - Lambeth
 - UKI - London
-

Participation

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Publication date of tender notice (estimated)

30 June 2025

Procedure

Above or below total value threshold

Above or equal to threshold

Contracting authority

King's College Hospital NHS Foundation Trust

- Public Procurement Organisation Number: PXLV-9225-PRBN

KCH Business Park, 129 Coldharbour Lane

London

SE5 9NY

United Kingdom

Email: kch-tr.corporateprocurement@nhs.net

Website: <https://www.kch.nhs.uk/>

Region: UKI45 - Lambeth

Organisation type: Public authority - central government