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Planning

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

King's College Hospital NHS Foundation Trust  
Guy's and St Thomas' NHS Foundation Trust

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-034046

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

Published 20 June 2025, 12:35pm

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### **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. The contract is expected to facilitate the provision of digital and hybrid patient communication services, including SMS reminders, a patient engagement portal, hybrid mail, chatbot, and appointment management tools, integrated with the EPIC EPR system.

### **Total value (estimated)**

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

Above the relevant threshold

### **Contract dates (estimated)**

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

### **Main procurement 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

## **Engagement**

### **Engagement deadline**

31 July 2025

### **Engagement process description**

a. Identify potential suppliers through market research and supplier mapping b. Request for information (RFI) to gauge supplier interest and capabilities. c. Supplier co-design workshops and Q&A sessions. d. Soft market testing via pilot/POC

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## **Participation**

### **Particular suitability**

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

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## **Submission**

### **Publication date of tender notice (estimated)**

8 August 2025

## **Contracting authorities**

### **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](mailto:kch-tr.corporateprocurement@nhs.net)

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

Region: UKI45 - Lambeth

Organisation type: Public authority - central government

### **Guy's and St Thomas' NHS Foundation Trust**

- Public Procurement Organisation Number: PDZC-6438-DGPX

Great Maze Pond

London

SE1 9RT

United Kingdom

Contact name: Victoria Mene

Email: [victoria.mene2@nhs.net](mailto:victoria.mene2@nhs.net)

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

Region: UKI44 - Lewisham and Southwark

Organisation type: Public authority - central government

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## Contact organisation

Contact [King's College Hospital NHS Foundation Trust](#) for any enquiries.