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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

Participation

Particular suitability

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

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

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

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

Region: UKI44 - Lewisham and Southwark

Organisation type: Public authority - central government

Contact organisation

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