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Tender

Community Based Alternative Crisis Support Service

Central and North West London NHS Foundation Trust
West London NHS Trust

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-034913

Procurement identifier (OCID): ocids-h6vhtk-055304

Published 25 June 2025, 9:16am

Scope

Description

Central North West London NHS Foundation Trust (CNWL) and West London NHS Trust (WLT) are seeking to commission an organisation who can co-produce six/eight community crisis alternative services, with our Experts by Experience (EBE) advisors, service users and carers, to be based in geographical locations across NW London boroughs. The service will be a non-clinical service which will offer an open access safe space and calm environment for people who are experiencing mental health distress, in crisis, or need mental health advice. Without requiring an appointment, the provision will offer drop-in support, a warm drink, a listening ear, practical assistance, and the ability to refer or direct individuals to additional services if needed. The services will provide immediate practical support to reduce mental health distress and guide those with complex or urgent needs to the appropriate urgent care services. They help individuals manage their distress, develop healthy coping strategies, and ultimately aim to instil hope, self-worth, and purpose. CNWL & WLT are committed to achieving the right balance of preventative community provision, access to home treatment in the community and inpatient care and the increase in the demand for inpatient beds means that a revised approach to the provision of services is required. Sufficient community and crisis care options are required to support patients in crisis and prevent reoccurrence, and this crisis provision is a key initiative to support this endeavour. A core outcome for North

West London is 'to reduce A&E attendances' with particular attention to High Intensity Users. It is vitally important that this service meets the needs of patients that frequently attend emergency settings if their needs could be met in a nonmedical environment. The provider will be expected to work with Liaison psychiatry teams and SPA's to ensure access and outreach to particular service users is in place. The services would form part of the CNWL & WLT mental health pathway alongside statutory services to bolster mental health support to CNWL service users (16+) and WLT service users 18+. This service will be available to people from North West London and consideration needs to be given to maximising access through careful location of 6/8 sites, with respect to population hubs, transport networks and areas of high need and maximising access for the population of the 8 Boroughs: • Ealing • Hounslow • Hammersmith & Fulham • Brent, • Harrow, • Hillingdon • Kensington & Chelsea and Westminster This procurement is divided into lots. Lot 1 - Central & North West London Foundation Trust boroughs (Brent, Harrow, Hillingdon, Kensington & Chelsea, Westminster). Lot 2 - West London Trust boroughs (Ealing, Hammersmith & Fulham, Hounslow). The contract will be for 3 years with the option to extend for a further 2 x 1 years. The start date of the contract will be 01 April 2026. TUPE may apply to this contract. The Trusts have conducted preliminary market engagement (2025/S 000-015982) and held a virtual Market Engagement Event on 30 April 2025, the purpose was to maximise transparency and competition for the upcoming tender and to ensure as wide an audience as possible were aware and informed of the Trusts' intentions. The Trusts are utilising an electronic Tendering system ("E-Tendering Portal") to manage this procurement and communicate with Tenderers. Accordingly, there will be no hard copy documents issued to Tenderers and all communications, including the submission of Tender responses will be conducted solely via the following link: <https://health-family.force.com/s/Welcome> Please also ensure that you are registered on the 'Central Digital Platform' as per the cabinet office guidance. Central Digital Platform link - <https://signin.account.gov.uk/sign-in-or-create>

Total value (estimated)

- £8,800,000 excluding VAT
- £10,560,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 April 2026 to 31 March 2029

- Possible extension to 31 March 2031
- 5 years

Description of possible extension:

2 x 1 year extensions

Main procurement category

Services

CPV classifications

- 85312300 - Guidance and counselling services
 - 85312320 - Counselling services
-

Lot 1. Lot 2 - WLT

Description

West London NHS Trust boroughs (Ealing, Hammersmith & Fulham, Hounslow)

Lot value (estimated)

- £3,800,000 excluding VAT
- £4,560,000 including VAT

Same for all lots

CPV classifications and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 2. Lot 1 - CNWL

Description

Central & North West London NHS Foundation Trust boroughs (Brent, Harrow, Hillingdon, Kensington & Chelsea, Westminster)

Lot value (estimated)

- £5,000,000 excluding VAT
- £6,000,000 including VAT

Same for all lots

CPV classifications and contract dates are shown in the Scope section, because they are the same for all lots.

Participation

Particular suitability

Lot 1. Lot 2 - WLT

Lot 2. Lot 1 - CNWL

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

Submission

Tender submission deadline

11 August 2025, 12:00pm

Submission address and any special instructions

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Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

29 September 2025

Award criteria

Name	Type	Weighting
Quality	Quality	70.00%
Cost	Cost	30.00%

Other information

Applicable trade agreements

- Government Procurement Agreement (GPA)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Contracting authorities

Central and North West London NHS Foundation Trust

- Public Procurement Organisation Number: PQNQ-2236-WRPR

60 Gray's Inn Road

London

WC1X 8AQ

United Kingdom

Email: emma.taylor199@nhs.net

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

Region: UKI31 - Camden and City of London

Organisation type: Public authority - central government

West London NHS Trust

- Public Procurement Organisation Number: PPPZ-6647-QHWH

1 Armstrong Way

Southall

UB2 4SD

United Kingdom

Email: emma.taylor199@nhs.net

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

Region: UKI73 - Ealing

Organisation type: Public authority - central government

Contact organisation

Contact [Central and North West London NHS Foundation Trust](#) for any enquiries.