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Contract

High Intensity User Service

Central London Community Healthcare NHS Trust

F03: Contract award notice

Notice identifier: 2025/S 000-037571

Procurement identifier (OCID): ocds-h6vhtk-04e5d3

Published 4 July 2025, 4:51pm

Section I: Contracting authority

I.1) Name and addresses

Central London Community Healthcare NHS Trust

Ground Floor, 15 Marylebone Road

London

NW1 5JD

Email

simon.rooney5@nhs.net

Country

United Kingdom

Region code

UKI32 - Westminster

Internet address(es)

Main address

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

Buyer's address

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

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

High Intensity User Service

Reference number

C335300

II.1.2) Main CPV code

- 85112000 - Hospital support services

II.1.3) Type of contract

Services

II.1.4) Short description

The Trust seeks to commission a Provider to adopt a social-led approach to support this cohort of patients who frequently present to A&E and/or are re-admitted into hospital within a short period of time, as well as those at risk of this. The Provider will take a holistic, social, non-clinical approach to support an identified cohort of these patients in North West London. The aim is to understand and address the causes of their high intensity use of unscheduled care services and/or their repeated need for hospitalisation, and in turn release capacity to those who need it the most

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £965,062.34

II.2) Description

II.2.2) Additional CPV code(s)

- 85112000 - Hospital support services

II.2.3) Place of performance

NUTS codes

- UKI3 - Inner London – West

Main site or place of performance

CNWL NHS Trust

II.2.4) Description of the procurement

The Trust seeks to commission a Provider to adopt a social-led approach to support this cohort of patients who frequently present to A&E and/or are re-admitted into hospital within a short period of time, as well as those at risk of this. The Provider will take a holistic, social, non-clinical approach to support an identified cohort of these patients in North West London. The aim is to understand and address the causes of their high intensity use of unscheduled care services and/or their repeated need for hospitalisation, and in turn release capacity to those who need it the most

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2025/S 000-006518](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

2 July 2025

V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received by electronic means: 2

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

The British Red Cross

44 Moorfields, London, EC2Y 9AL

London

M50 2GT

Telephone

+44 3448711111

Country

United Kingdom

NUTS code

- UKI3 - Inner London – West

Internet address

<https://www.redcross.org.uk/about-us/contact-us>

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £965,062.34

Total value of the contract/lot: £965,062.34

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

High Court and Court of Appeal of England and Wales

Strand

London

WC2A 2LL

Email

internationalrelations@judiciary.uk

Country

United Kingdom

Internet address

<https://www.judiciary.uk/>