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Tender

NHS 111 Crisis Text Service

South London and Maudsley NHS Foundation Trust

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

Notice identifier: 2025/S 000-048436

Procurement identifier (OCID): ocds-h6vhtk-05871b

Published 13 August 2025, 2:25pm

Scope

Description

South London and Maudsley NHS Foundation Trust (SLaM) seeks to commission a high-quality, accessible, and inclusive crisis text service, designed to support individuals in emotional distress through real-time, text-based communication.

Total value (estimated)

- £450,000 excluding VAT
- £540,000 including VAT

Below the relevant threshold

Contract dates (estimated)

- 1 January 2026 to 31 December 2028
- Possible extension to 31 December 2030
- 5 years

Description of possible extension:

2 x 12 months

Main procurement category

Services

CPV classifications

- 85100000 - Health services

Participation

Conditions of participation

Tender Documents

Particular suitability

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

Submission

Enquiry deadline

1 September 2025, 12:00pm

Tender submission deadline

8 September 2025, 12:00pm

Submission address and any special instructions

<https://www.health-family.force.com/s/Welcome>

Tenders may be submitted electronically

Yes

Award criteria

As per tender documents

Procedure

Procedure type

Below threshold - open competition

Contracting authority

South London and Maudsley NHS Foundation Trust

- Public Procurement Organisation Number: PVHW-2176-TRVQ

Bethlem Royal Hospital

Beckenham

BR3 3BX

United Kingdom

Contact name: Charlotte Facer

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Website: <https://www.health-family.force.com/s/Welcome>

Region: UKI61 - Bromley

Organisation type: Public authority - central government