

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/048436-2025>

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

Telephone: 07725483774

Email: [charlotte.facer3@nhs.net](mailto:charlotte.facer3@nhs.net)

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

Region: UKI61 - Bromley

Organisation type: Public authority - central government