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Contract

NHS London Emergency Department Digital Front Door solution

London North West University Healthcare NHS Trust

F03: Contract award notice

Notice identifier: 2025/S 000-054725

Procurement identifier (OCID): ocids-h6vhtk-0595fd

Published 8 September 2025, 3:09pm

Section I: Contracting authority

I.1) Name and addresses

London North West University Healthcare NHS Trust

Northwick Park Hospital, Watford Rd

Harrow

HA1 3UJ

Contact

Jitendra Patel

Email

clcht.nwlicsps-sourcing-it@nhs.net

Country

United Kingdom

Region code

UKI7 - Outer London – West and North West

Internet address(es)

Main address

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

Buyer's address

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

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

NHS London Emergency Department Digital Front Door solution

II.1.2) Main CPV code

- 72212517 - IT software development services

II.1.3) Type of contract

Services

II.1.4) Short description

Provision of an e-Triage service across 5 emergency departments in London

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: £1,191,668

II.2) Description

II.2.2) Additional CPV code(s)

- 48814400 - Clinical information system
- 72211000 - Programming services of systems and user software
- 72200000 - Software programming and consultancy services
- 48000000 - Software package and information systems
- 48810000 - Information systems

II.2.3) Place of performance

NUTS codes

- UKI - London

Main site or place of performance

Northwick Park Hospital
Watford Rd
Harrow
HA1 3UJ

II.2.4) Description of the procurement

G-Cloud 13 Lot 2, Direct Award Process

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: Yes

Description of options

This Call-Off Contract can be extended by the Authority for one period of up to 12 months

II.2.13) Information about European Union Funds

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

II.2.14) Additional information

Price was not the only award criteria as the Authority followed the contract award process under the G-Cloud 13 Framework. This involved the preparation of a set of requirements and undertaking a desktop capability assessment based on the application of search terms against the framework suppliers' solutions on the catalogue in line with the contract award process. The G-Cloud 13 Framework has expired and so the contract has been entered into under the replacement G-Cloud 14 Framework. The contract award process under G-Cloud 13 is the same as the process under G-Cloud 14.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

Authority followed the contract award process under the G-Cloud 13 Framework

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

The procurement is covered by the Government Procurement Agreement: Yes

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

29 July 2025

V.2.2) Information about tenders

Number of tenders received: 1

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

V.2.3) Name and address of the contractor

eConsult Health Limited

3rd Floor Moorfoot House 221 Marsh Wall London

London

E14 9FJ

Email

commercial@econsult.health

Telephone

+49 7943881778

Country

United Kingdom

NUTS code

- UKI32 - Westminster

National registration number

07628675

Internet address

www.econsult.net

The contractor is an SME

Yes

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

Initial estimated total value of the contract/lot: £1,191,668

Total value of the contract/lot: £1,191,668

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

The High Court

The Strand

London

WC2A 2LL

Country

United Kingdom