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Tender

East of England Crisis Text Support Service

NHS Cambridgeshire and Peterborough Integrated Care Board

F02: Contract notice

Notice identifier: 2025/S 000-056096

Procurement identifier (OCID): ocids-h6vhtk-059933

Published 12 September 2025, 11:22am

Section I: Contracting authority

I.1) Name and addresses

NHS Cambridgeshire and Peterborough Integrated Care Board

Gemini House, Bartholomew's Walk, Cambridgeshire Business Park, Angel Drove

Ely

CB7 4EA

Contact

Hanna Chipchase

Email

hanna.chipchase@eoecph.nhs.uk

Country

United Kingdom

Region code

UKH12 - Cambridgeshire CC

Internet address(es)

Main address

<https://www.cpics.org.uk/>

Buyer's address

<https://www.cpics.org.uk/>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

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

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

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

Tenders or requests to participate must be submitted to the above-mentioned address

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

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

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

East of England Crisis Text Support Service

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

The East of England NHS Collaborative Procurement Hub (“EoECPH”), acting on behalf of Cambridgeshire & Peterborough Integrated Care Board (the “Authority”) is seeking to appoint a sole Provider for the provision of a regional East of England 24/7 all age Crisis Text Support Service.

II.1.5) Estimated total value

Value excluding VAT: £2,400,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 85323000 - Community health services

II.2.3) Place of performance

NUTS codes

- UKH - East of England

Main site or place of performance

East of England Region

II.2.4) Description of the procurement

The East of England NHS Collaborative Procurement Hub (“EoECPH”), acting on behalf of Cambridgeshire & Peterborough Integrated Care Board (the “Authority”) is seeking to appoint a sole Provider for the provision of a regional East of England 24/7 all age Crisis Text Support Service.

The Crisis Text Service should provide urgent, confidential, and accessible support via text messaging for individuals of all ages experiencing a mental health crisis. This service aims to offer timely crisis text intervention, emotional support, and appropriate referrals to further care. It provides a support tool that can be seamlessly integrated into the NHS to address mental health crises effectively to ensure people do not fall between gaps across services.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £2,400,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Start date

23 February 2026

End date

30 March 2028

This contract is subject to renewal

Yes

Description of renewals

Optional extension period of 1 year at the discretion of the Authority.

II.2.10) Information about variants

Variants will be accepted: No

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 III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

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: Yes

IV.2) Administrative information

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

13 October 2025

Local time

12:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Tender must be valid until: 30 March 2028

IV.2.7) Conditions for opening of tenders

Date

12 September 2025

Local time

1:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

This is a Provider Selection Regime (PSR) Contract Notice. The awarding of this contract is subject to the Health Care Services (Provider Selection Regime) Regulations 2023. For the avoidance of doubt, the provisions of the Public Contracts Regulations 2015 do not apply to this award.

VI.4) Procedures for review

VI.4.1) Review body

NHS Litigation Authority

8th Floor, 10 South Colonnade, Canary Wharf

London

E14 4PU

Country

United Kingdom

Internet address

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