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Award

## Care Navigator Service

The Mayor and Commonalty and Citizens of the City of London

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-061645

Procurement identifier (OCID): ocds-h6vhtk-04e8ad ([view related notices](#))

Published 2 October 2025, 12:04pm

## Scope

## Reference

itt\_107

## Description

Care Navigators work closely with City of London Adult Social Care (ASC), the Duty Hospital, and other partners in Health & Social Care to support individuals in the hospital and ensure they are discharged safely. The aim is to reduce/narrow hospital re-admittance as part of the prevention agenda of the Care Act 2014 and to provide information & advice referrals to relevant agencies and partners who would support the individual after discharge. The contract is likely to provide one full-time post.

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## **Contract 1. Care Navigator Service**

### **Supplier**

- Imago Community

### **Contract value**

- £232,976.60 excluding VAT
- £279,571.92 including VAT

Below the relevant threshold

### **Award decision date**

27 August 2025

### **Earliest date the contract will be signed**

2 October 2025

### **Contract dates (estimated)**

- 1 November 2025 to 31 October 2027
- Possible extension to 31 October 2029
- 4 years

Description of possible extension:

Optional 2 years extension

## **Main procurement category**

Services

## **CPV classifications**

- 85000000 - Health and social work services

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## **Information about tenders**

- 3 tenders received
- 3 tenders assessed in the final stage:
  - 3 submitted by small and medium-sized enterprises (SME)
  - 3 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts
- 2 suppliers unsuccessful (details included for contracts over £5 million)

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## **Procedure**

### **Procedure type**

Below threshold - open competition

### **Special regime**

Light touch

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## **Supplier**

### **Imago Community**

John Spare House, 17-19 Monson Road

Tunbridge Wells

TN1 1LS

United Kingdom

Email: [liz.james@imago.community](mailto:liz.james@imago.community)

Region: UKJ46 - West Kent

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): Yes

Contract 1. Care Navigator Service

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## **Contracting authority**

### **The Mayor and Commonalty and Citizens of the City of London**

- Public Procurement Organisation Number: PYQD-1693-MYXR

PO Box 270

City of London

EC2P 2EJ

United Kingdom

Contact name: Mohammad Mostafa

Telephone: 020 7332 3819

Email: [CityProc.Operations@cityoflondon.gov.uk](mailto:CityProc.Operations@cityoflondon.gov.uk)

Website: <https://www.cityoflondon.gov.uk>

Region: UKI43 - Haringey and Islington

Organisation type: Public authority - sub-central government