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Tender

NHS South West London ICB Crisis Cafes

NHS SOUTH WEST LONDON INTEGRATED CARE BOARD

F02: Contract notice

Notice identifier: 2025/S 000-065731

Procurement identifier (OCID): ocds-h6vhtk-058f7e

Published 15 October 2025, 5:34pm

Section I: Contracting authority

I.1) Name and addresses

NHS SOUTH WEST LONDON INTEGRATED CARE BOARD

120 The Broadway

London

SW191RH

Contact

Sara O'Donnell

Email

hub.queries@nhs.net

Country

United Kingdom

Region code

UKI63 - Merton, Kingston upon Thames and Sutton

NHS Organisation Data Service

QWE

Internet address(es)

Main address

<https://www.southwestlondon.icb.nhs.uk>

I.3) Communication

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

<https://atamis-1928.my.site.com/s/Welcome>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://atamis-1928.my.site.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

NHS South West London ICB Crisis Cafes

Reference number

PRJ-2216

II.1.2) Main CPV code

- 85323000 - Community health services

II.1.3) Type of contract

Services

II.1.4) Short description

NHS South West London ICB is seeking to procure five recovery/crisis cafes located in Sutton, Croydon, Wandsworth, Merton, Kingston & Richmond.

The Recovery /Crisis Cafés provide a safe space, non-clinical, and welcoming spaces for individuals experiencing mental health distress to receive immediate support and de-escalation, particularly during evenings and weekends when other services may be unavailable. These services offer a vital alternative to emergency departments for adults (18+) in mental health crisis across Southwest London.

SWL ICB's crisis café model aims to support early intervention, reduce ED presentations and improve access to out-of-hours support.

II.1.5) Estimated total value

Value excluding VAT: £6,434,350

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

II.2) Description

II.2.1) Title

Croydon

Lot No

1

II.2.2) Additional CPV code(s)

- 85323000 - Community health services

II.2.3) Place of performance

NUTS codes

- UKI - London

Main site or place of performance

Croydon

II.2.4) Description of the procurement

South West London ICB is seeking to appoint a provider/s for the five Recovery/Crisis Cafes across all six boroughs of Southwest London ICB - Sutton, Croydon, Wandsworth, Merton, Kingston & Richmond.

Service requirements are split into five geographic procurement lots with the same (a single) Service Specification for delivery across the lots. Bidders will have the options to bid for one, several or all lots. The services could be delivered by separate organisations, by the same organisation, or by different organisations bidding in partnership to provide a cohesive service.

II.2.5) Award criteria

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

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

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

Initial term of the contract is for 3 years. The Contract may be extended for an additional period(s) of two 12 months, at the sole discretion of the Authority.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

Initial term of the contract is for 3 years. The Contract may be extended for an additional period(s) of two 12 months, at the sole discretion of the Authority.

II.2) Description

II.2.1) Title

Sutton

Lot No

2

II.2.2) Additional CPV code(s)

- 85323000 - Community health services

II.2.3) Place of performance

NUTS codes

- UKI - London

Main site or place of performance

Sutton

II.2.4) Description of the procurement

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II.2) Description

II.2.1) Title

Kingston and Richmond

Lot No

3

II.2.2) Additional CPV code(s)

- 85323000 - Community health services

II.2.3) Place of performance

NUTS codes

- UKI - London

Main site or place of performance

Kingston and Richmond

II.2.4) Description of the procurement

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II.2) Description

II.2.1) Title

Wandsworth

Lot No

4

II.2.2) Additional CPV code(s)

- 85323000 - Community health services

II.2.3) Place of performance

NUTS codes

- UKI - London

Main site or place of performance

Wandsworth

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Description of options

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II.2) Description

II.2.1) Title

Merton

Lot No

5

II.2.2) Additional CPV code(s)

- 85323000 - Community health services

II.2.3) Place of performance

NUTS codes

- UKI - London

Main site or place of performance

Merton

II.2.4) Description of the procurement

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Description of options

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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: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2025/S 000-052047](#)

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

Date

12 November 2025

Local time

4:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

13 November 2025

Local time

1:00am

Place

Tenders are submitted electronically on the Atamis e-tendering portal.

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

This is a competitive process under the Health Care Services (Provider Selection Regime) Regulations 2023.

VI.4) Procedures for review

VI.4.1) Review body

<https://www.southwestlondon.icb.nhs.uk>

London

Country

United Kingdom