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Contract

Confidential Staff Liaison and Freedom To Speak Up Service

Central London Community Healthcare NHS Trust

F03: Contract award notice

Notice identifier: 2025/S 000-074743

Procurement identifier (OCID): ocids-h6vhtk-04e547

Published 18 November 2025, 12:39pm

Section I: Contracting authority

I.1) Name and addresses

Central London Community Healthcare NHS Trust

Ground Floor, 15 Marylebone Road

London

NW1 5JD

Contact

Joe Varghese

Email

joe.varghese@nhs.net

Country

United Kingdom

Region code

UKI32 - Westminster

Internet address(es)

Main address

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

Buyer's address

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

I.4) Type of the contracting authority

Other type

NHS

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Confidential Staff Liaison and Freedom To Speak Up Service

II.1.2) Main CPV code

- 85312300 - Guidance and counselling services

II.1.3) Type of contract

Services

II.1.4) Short description

The key aim of this tender is to seek formal proposals from experienced service providers to supply an independent Freedom to Speak Up Guardian Service for CLCH and its staff across all CLCH sites.

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: £421,701.71

II.2) Description

II.2.2) Additional CPV code(s)

- 85312300 - Guidance and counselling services

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

This Open Tender will be conducted with a Supplier Questionnaire. The evaluation criteria and their respective weightings are as follows:

Quality and Service Provision: 60%

Financial/Value for Money: 30%

Social Value: 10%

Total: 100%

II.2.5) Award criteria

Quality criterion - Name: Tender Quality Questions / Weighting: 60

Quality criterion - Name: Tender Social Value Questions / Weighting: 10

Cost criterion - Name: Tender Pricing / Weighting: 30

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 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.2.1) Previous publication concerning this procedure

Notice number: [2025/S 000-006330](#)

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

9 October 2025

V.2.2) Information about tenders

Number of tenders received: 2

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

V.2.3) Name and address of the contractor

The Guardian Service Ltd

8 Devonshire Square London EC2M 4PL

London

EC2M 4PL

Email

contact@theguardianservice.co.uk

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

09030131

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: £350,000

Total value of the contract/lot: £421,701

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

VI.4.2) Body responsible for mediation procedures

The High Court

The Strand

London

WC2A 2LL

Country

United Kingdom

Internet address

<https://www.judiciary.uk/courts-and-tribunals/high-court/>