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Pipeline

Text Crisis Service

NHS North West London Integrated Care Board

UK1: Pipeline notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-085513

Procurement identifier (OCID): ocds-h6vhtk-05fbd1 ([view related notices](#))

Published 22 December 2025, 3:37pm

Scope

Description

24hr text crisis service for all ages

Total value (estimated)

- £960,000 excluding VAT
- £1,200,000 including VAT

Contract dates (estimated)

- 1 June 2026 to 31 May 2027
- Possible extension to 31 May 2030
- 4 years

Main category

Services

CPV classifications

- 85312320 - Counselling services
- 85312300 - Guidance and counselling services
- 79430000 - Crisis management services
- 85121270 - Psychiatrist or psychologist services

Contract locations

- UKI - London
- UKI3 - Inner London - West
- UKI31 - Camden and City of London
- UKI7 - Outer London - West and North West

Participation

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Publication date of tender notice (estimated)

16 February 2026

Procedure

Procedure type

Competitive flexible procedure

Above or below total value threshold

Above or equal to threshold

Contracting authority

NHS North West London Integrated Care Board

- Public Procurement Organisation Number: PNBL-2185-DWXM

15 Marylebone Rd,

London

NW1 5JD

United Kingdom

Contact name: Nichola Lane

Email: nichola.lane2@nhs.net

Website: <https://www.nwlondonics.nhs.uk>

Region: UKI32 - Westminster

Organisation type: Public authority - central government

Other organisation

These organisations are carrying out the procurement, or part of it, on behalf of the contracting authorities.

Central London Community Healthcare NHS Trust

Summary of their role in this procurement: North West London Procurement Services are hosted by Central London Community Healthcare, and are delivering Procurement Services to and for North West London Integrated Care Board.

- Public Procurement Organisation Number: PJXH-4297-MQQW

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NW1 5JD

United Kingdom

Contact name: Nichola Lane

Email: nichola.lane2@nhs.net

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

Region: UKI32 - Westminster

Contact organisation

Contact Central London Community Healthcare NHS Trust for any enquiries.