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Tender

NELFT - Crisis Alternatives

North East London NHS Foundation Trust

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-011819

Procurement identifier (OCID): ocds-h6vhtk-04fa2d ([view related notices](#))

Published 28 March 2025, 2:58pm

Scope

Description

The Place Based Partnership within North East London (NEL) has identified key priority areas to enhance local mental health acute pathways. This initiative aims to develop effective community alternatives to hospital admission for residents experiencing a mental health crisis. The North East London Joint Forward Plan emphasises prevention, leveraging community assets, and providing person-centered, integrated care. The goal is to support more individuals in appropriate settings outside of hospitals, ensuring that those in crisis receive timely and suitable support. A significant focus is placed on improving mental health crisis management and offering alternatives to hospital admission. This ensures that high-quality inpatient care is available for those who truly need it, aligning with the principle of delivering the right support at the right time and place. The scope of services varies across localities, and a procurement process via Lots has been established to cater to the specific needs of each Local Borough and its demographics. This approach also fosters collaboration with Voluntary, Community, and Social Enterprise (VCSE) partners, enhancing the overall benefit to service users. VCSE (Voluntary, Community, and Social Enterprise) partners will play a crucial role in the Place Based Partnership within NELFT. Their involvement will include: Service Delivery: VCSE organisations will provide community-based services that offer alternatives to hospital admission. These services might include crisis intervention, counselling, peer support, and other mental health support programs tailored to local needs. Collaboration and Integration: VCSE partners will work closely with NELFT and other healthcare providers to

ensure a seamless integration of services. This collaboration aims to create a cohesive support network that can respond effectively to mental health crises. **Community Engagement:** VCSE organisations often have strong ties to the local community and can engage residents in mental health initiatives. They can help raise awareness, reduce stigma, and encourage individuals to seek help early. **Tailored Support:** By understanding the unique demographics and needs of each locality, VCSE partners can offer personalised support that aligns with the specific challenges faced by different communities. **Innovation and Flexibility:** VCSE organisations can bring innovative approaches to mental health care, offering flexible and responsive services that can adapt to changing needs and circumstances. Overall, the involvement of VCSE partners is essential for building a comprehensive, community-centered approach to mental health care that prioritises prevention, early intervention, and support outside of hospital settings.

Total value (estimated)

- £2,600,000 excluding VAT
- £3,120,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 11 August 2025 to 27 October 2027
- Possible extension to 27 October 2029
- 4 years, 2 months, 17 days

Description of possible extension:

The initial contract term shall be two (2) years with the potential for two (2) twelve (12) months in Contract extension periods by election of the Contracting Authority, on such notice and for such periods as is specified by the Contract.

Main procurement category

Services

CPV classifications

- 75200000 - Provision of services to the community

Lot constraints

Maximum number of lots a supplier can bid for: 1

Maximum number of lots a supplier can be awarded: 1

Description of how multiple lots may be awarded:

The Contracting Authority anticipates that it will enter into a contract with a maximum of one (1) Service Provider for each of the Lots. However, there is no restriction on the number of lots awarded to each Service Provider.

Not the same for all lots

Contract locations are shown in Lot sections, because they are not the same for all lots.

Lot a2iSr000005ma3JIAQ. Havering

Description

The service is for Havering adult residents or those presenting to Havering emergency services who perceive themselves to be in, or at risk of moving into, mental health crisis

(self-defined). This is the defining criteria for the service and robust screening procedures will be required that ensure access and prioritisation of those in most need. Those with multiple needs and co-morbidities are to be welcomed provided that the primary need is mental health crisis.

Lot value (estimated)

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

Contract locations

- UKI52 - Barking & Dagenham and Havering

Same for all lots

CPV classifications and contract dates are shown in the Scope section, because they are the same for all lots.

Lot a2iSr000005mYfeIAE. Redbridge

Description

This specification outlines the development of a Mental Health Crisis Alternative in Redbridge, a service providing non-clinical, community-based mental health support. The service will focus on supporting those experiencing a self-defined mental health crisis who do not require immediate medical attention. It will offer timely interventions aimed at preventing escalation to statutory services like psychiatric liaison or emergency departments. This initiative aligns with local needs, addressing the unique demographic and socio-economic factors of Redbridge.

Lot value (estimated)

- £600,000 excluding VAT
- £720,000 including VAT

Contract locations

- UKI53 - Redbridge and Waltham Forest

Same for all lots

CPV classifications and contract dates are shown in the Scope section, because they are the same for all lots.

Lot a2iSr000005mbiLIAQ. Waltham Forest

Description

This specification outlines the development of a Mental Health Crisis Alternative in Waltham Forest, a third sector-led service providing non-clinical, community-based mental health support. The service will focus on supporting those experiencing or wanting to prevent a self-defined mental health crisis who do not require immediate medical attention. It will offer timely interventions aimed at preventing escalation to statutory services like psychiatric liaison or emergency departments. This initiative aligns with local needs, addressing the unique demographic and socio-economic factors of Waltham Forest. Although the term 'Crisis Alternative' is used here, the name of the initiative will be decided in collaboration with service users and will highlight that the spaces are welcoming, homely and peaceful e.g. incorporating words such as 'sanctuary', 'haven', 'harbour', 'welcome', 'healing' 'connection'. We aim to create a new model of care that combines the community and social collaboration of the Trieste model with the relational culture of Open Dialogue. Our plan is to bring together our NHS community and crisis provision in a single site, combine it with a range of non-statutory services, as well as 6-8 beds for overnight/crisis stay and bring all parties together to co-design and co-deliver the service. The teams will include third sector services, religious groups, housing providers/associations and people with lived experience, who have been involved in the development of our plans from the beginning.

Lot value (estimated)

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

Contract locations

- UKI53 - Redbridge and Waltham Forest

Same for all lots

CPV classifications and contract dates are shown in the Scope section, because they are the same for all lots.

Participation

Legal and financial capacity conditions of participation

Lot a2iSr000005ma3JIAQ. Havering

Lot a2iSr000005mYfelAE. Redbridge

Lot a2iSr000005mbiLIAQ. Waltham Forest

Please see associated Tender documentation.

Technical ability conditions of participation

Lot a2iSr000005ma3JIAQ. Havering

Lot a2iSr000005mYfelAE. Redbridge

Lot a2iSr000005mbiLIAQ. Waltham Forest

Please see associated Tender documentation.

Particular suitability

Lot a2iSr000005ma3JIAQ. Havering

Lot a2iSr000005mYfeIAE. Redbridge

Lot a2iSr000005mbiLIAQ. Waltham Forest

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

Submission

Enquiry deadline

25 April 2025, 5:00pm

Tender submission deadline

16 May 2025, 12:00pm

Submission address and any special instructions

The Contracting Authority is utilising an electronic Tendering system ("E-Tendering Portal") to manage this procurement and communicate with Tenderers. Accordingly, there will be no hard copy documents issued to Tenderers and all communications with the Contracting Authority, including the submission of Tender responses will be conducted solely via the following link: <https://health-family.force.com/s/Welcome> Contract Ref: C340086

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

24 July 2025

Award criteria

Name	Description	Type
Technical Questionnaire	50% weighting dedicated towards technical capability	Quality
Social Value Questionnaire	10% weighting dedicated towards technical capability	Quality
Commercial Questionnaire	40% weighting dedicated towards technical capability	Price

Weighting description

Technical Questionnaire - 50% Social Value Questionnaire - 10% Commercial Questionnaire - 40%

Other information

Payment terms

The payment profile for this Contract shall be monthly in arrears. The Contracting Authority will pay correctly addressed, valid and undisputed invoices within 30 days of the day on which the invoice is received or, if later, the day on which the payment falls due in accordance with the invoice in accordance with and subject to the requirements of the Contract. Service Providers to the Contracting Authority must ensure comparable payment provisions apply to the payment of their sub-contractors and the sub-contractors of their sub-contractors. General requirements for an invoice for the Contracting Authority include: A description of the good/services supplied is included. The Contracting Authority's reference number/Purchase Order number is included. It must be addressed to the following: North East London NHS Foundation Trust, ELFS Shared Services, Unit 2, PO Box 4418, Swindon, SN4 4RW Invoices should be emailed to be sent to: elfs.395nel@cloud-trade.com It must contain the relevant Contract Reference number (issued upon Contract Award). It must include any contract deductions as part of the Service Credit Regime.

Description of risks to contract performance

Unanticipated Population Growth: Population growth exceeds projections, resulting in increased demand for services that cannot be met. Capacity Issues: Existing services may not have the capacity to meet rising demand, leading to delays in access and increased pressure on emergency services. Service Utilisation: The service may not be utilised as intended, with individuals continuing to rely on emergency services instead. Operational: The service may face operational challenges, such as staffing shortages or logistical issues (venues), impacting its ability to provide timely support. Operational hours may not align with the needs of the community, limiting access to support during critical times. Insufficient staff to meet demand, impacting the ability to provide timely and effective support. Training Needs: Managing volunteers and staff, including ensuring they are adequately trained and supported with further training requirements. Commissioning: NELFT's funding may increase or decrease over the length of this contract to suit ICB requirements.

Applicable trade agreements

- Government Procurement Agreement (GPA)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Contracting authority

North East London NHS Foundation Trust

- Public Procurement Organisation Number: PHHT-9556-BWJJ

CEME Centre - West Wing, Marsh Way

Essex

RM13 8GQ

United Kingdom

Contact name: Dominic Caddle

Telephone: 03005551201

Email: procurement@nelft.nhs.uk

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

Region: UKI52 - Barking & Dagenham and Havering

Organisation type: Public authority - central government