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Contract

HAC5952 - Adult Mental Health Recovery and Wellbeing Service

Tower Hamlets

F03: Contract award notice

Notice identifier: 2025/S 000-012426

Procurement identifier (OCID): ocids-h6vhtk-045389

Published 2 April 2025, 10:22am

Section I: Contracting authority

I.1) Name and addresses

Tower Hamlets

New Town Hall, 160 Whitechapel Road London

London

E1 1BJ

Contact

Ms Kelly Kerr

Email

kelly.kerr@towerhamlets.gov.uk

Telephone

+44 244778066

Country

United Kingdom

Region code

UKI42 - Tower Hamlets

Internet address(es)

Main address

<http://www.towerhamlets.gov.uk>

Buyer's address

<http://www.towerhamlets.gov.uk>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

HAC5952 - Adult Mental Health Recovery and Wellbeing Service

Reference number

DN718687

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

The successful bidder will be expected to:

- Develop the service as a recognised source of up-to-date information about wider borough wellbeing and recovery resources for service users, carers, clinical professionals and other colleagues.
- Deliver a phone line and face-to-face offer to all Tower Hamlets residents who have concerns or queries related to their wellbeing, signposting residents to the most appropriate support.
- Deliver a tiered model of support from brief, medium to enhanced level working to identified wellbeing and recovery goals based on a person's aspirations and needs.
- Deliver co-produced programme of activities and groups, that includes a specific Art and non-verbal component.
- Have provision for a Peer Support Co-ordination Function.
- Have provision of drop-in session/s with an overarching aim to increase support networks and community connections.
- Develop pathways and partnerships across the four localities that support a holistic, integrated, coordinated, neighbourhood approach to supporting people with lived experience of mental health in the community.
- Provide Specialist welfare benefit and housing advice.
- Have dedicated provision for a joint working arrangement that links directly with the supported accommodation pathway to ensure engagement and one to one support with information, advice, navigation, access to groups and activities.
- Achieve target life satisfaction rates.
- Actively promote mental health awareness and reduce stigma.

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: £3,771,564

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKI42 - Tower Hamlets

II.2.4) Description of the procurement

The Authority is procuring this contract using the Light Touch Regime under Schedule 3 (Social and other specific services) of the Public Contract Regulations 2015 (the Regulations).

The Contract Period is initially for a period of 3 years although the Authority reserves the right to extend the Contract on the same terms for a further period or periods of up to 12 months making a total possible Contract Period of 4 years.

II.2.5) Award criteria

Cost criterion - Name: quality/cost / Weighting: 0

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: [2024/S 000-012760](#)

Section V. Award of contract

Contract No

HAC5952 - Adult Mental Health Recovery and Wellbeing Service

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

11 November 2024

V.2.2) Information about tenders

Number of tenders received: 4

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

V.2.3) Name and address of the contractor

Mind in Tower Hamlets, Newham and Redbridge

Open House 13 Whitethorn Street

London

E3 4DA

Country

United Kingdom

NUTS code

- UKI42 - Tower Hamlets

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £3,771,564

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice

London

WC2A 2LL

Country

United Kingdom