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Contract

Whole Family Support Framework (Re-Opening 2025)

East Ayrshire Council

F03: Contract award notice

Notice identifier: 2025/S 000-015035

Procurement identifier (OCID): ocds-h6vhtk-04ce8c

Published 14 April 2025, 3:37pm

Section I: Contracting authority

I.1) Name and addresses

East Ayrshire Council

Corporate Procurement Team, London Road HQ

Kilmarnock

KA3 7BU

Email

zoe.wilson@east-ayrshire.gov.uk

Telephone

+44 1563576000

Country

United Kingdom

NUTS code

UKM93 - East Ayrshire and North Ayrshire mainland

Internet address(es)

Main address

<http://www.east-ayrshire.gov.uk>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00223

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

Whole Family Support Framework (Re-Opening 2025)

Reference number

PS/24/18

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 service will work with each of the six HEART (Help Everyone at The Right Time) areas to identify and support children and families in need of support at the earliest possible point. The aim is to prevent, mitigate and recover from the challenges they are experiencing by recognizing and building on family strengths. The service will provide direct early family focused support to achieve more consistency in identifying and responding to families' needs within each providers' area of expertise.

II.1.6) Information about lots

This contract is divided into lots: Yes

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £2,000,000

II.2) Description

II.2.1) Title

Children & Young People's Mental Health & Wellbeing Services

Lot No

3

II.2.2) Additional CPV code(s)

- 79411100 - Business development consultancy services

II.2.3) Place of performance

NUTS codes

- UKM93 - East Ayrshire and North Ayrshire mainland

II.2.4) Description of the procurement

Lot 3 - Children & Young People's Mental Health & Wellbeing Services

The service will work with each of the six HEART (Help Everyone at The Right Time) areas to identify and support children and families in need of support at the earliest possible point. The aim is to prevent, mitigate and recover from the challenges they are experiencing by recognizing and building on family strengths. The service will provide direct early family focused support to achieve more consistency in identifying and responding to families' needs within each providers' area of expertise.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 100

Price - 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

II.2) Description

II.2.1) Title

Specialist & Therapeutic Support Services

Lot No

4

II.2.2) Additional CPV code(s)

- 79411100 - Business development consultancy services

II.2.3) Place of performance

NUTS codes

- UKM93 - East Ayrshire and North Ayrshire mainland

II.2.4) Description of the procurement

Lot 4 – Specialist & Therapeutic Support Services

The service will work with each of the six HEART (Help Everyone at The Right Time) areas to identify and support children and families in need of support at the earliest possible point. The aim is to prevent, mitigate and recover from the challenges they are experiencing by recognizing and building on family strengths. The service will provide direct early family focused support to achieve more consistency in identifying and responding to families' needs within each providers' area of expertise.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 100

Price - 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.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

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 000-000649](#)

Section V. Award of contract

Lot No

3

Title

Children & Young People's Mental Health & Wellbeing Services

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

18 March 2025

V.2.2) Information about tenders

Number of tenders received: 5

Number of tenders received from SMEs: 4

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 5

Number of tenders received by electronic means: 5

The contract has been awarded to a group of economic operators: Yes

V.2.3) Name and address of the contractor

East Ayrshire Carers Centre

39 Barrhill Road

Cumnock

KA18 1PG

Country

United Kingdom

NUTS code

- UKM93 - East Ayrshire and North Ayrshire mainland

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Mind Of My Own Ltd

24 Old Bond Street

London

W1S 4AP

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Kooth Digital Health Limited

5 Merchant Square

London

W2 1AY

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

V.2.3) Name and address of the contractor

Neighbourhood Networks

Pavilion 5A Moorpark Court , 25 Dava Street

Glasgow

G51 2JA

Country

United Kingdom

NUTS code

- UKM82 - Glasgow City

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

UCAN Learn.Work.Live

5 Willock Street

Kilmarnock

KA1 4HE

Country

United Kingdom

NUTS code

- UKM93 - East Ayrshire and North Ayrshire mainland

The contractor is an SME

Yes

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

Total value of the contract/lot: £2,000,000

Section V. Award of contract

Lot No

4

Title

Specialist & Therapeutic Support Services

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

18 March 2025

V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 2

Number of tenders received by electronic means: 2

The contract has been awarded to a group of economic operators: Yes

V.2.3) Name and address of the contractor

Includem

Unit 6000 Academy Park , Gower Street

Glasgow

G51 1PR

Country

United Kingdom

NUTS code

- UKM - Scotland

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Kooth Digital Health Limited

5 Merchant Square

London

W2 1AY

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Total value of the contract/lot: £2,000,000

Section VI. Complementary information

VI.3) Additional information

The is the Re-Opening of an existing Framework to new providers. Any company who was successfully appointed to the framework in April 2024 does not need to re-apply. New tenderers will be included for the remaining duration of the framework including any extensions.

This process is being ran through PCS-Tender where documents can be downloaded and any questions raised through the Message facility.

(SC Ref:796345)

VI.4) Procedures for review

VI.4.1) Review body

Kilmarnock Sheriff Court

St Marnock Street

Kilmarnock

KA1 1ED

Country

United Kingdom