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Contract

Lived Experience Services across the South East Health and Justice Secure Estate

NHS England

F03: Contract award notice

Notice identifier: 2025/S 000-026807

Procurement identifier (OCID): ocds-h6vhtk-04b01f

Published 23 May 2025, 3:50pm

Section I: Contracting authority

I.1) Name and addresses

NHS England

Wellington House, 133-135 Waterloo Road

London

SE1 8UG

Contact

Ashley Preece

Email

Scwcsu.procurement@nhs.net

Country

United Kingdom

Region code

UKJ - South East (England)

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

<https://atamis-1928.my.salesforce.com/?ec=302&startURL=/visualforce/session?url=https://atamis-1928.lightning.force.com/lightning/page/home>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Lived Experience Services across the South East Health and Justice Secure Estate

Reference number

WA17305 / C324855

II.1.2) Main CPV code

- 75122000 - Administrative healthcare services

II.1.3) Type of contract

Services

II.1.4) Short description

NHS England Health & Justice South East (the Commissioner) seeks to re-commission

Lived Experience Services within the South East Secure Adult estate and Secure Children's and Young People's (CYP) estate. The procurement is split into 6 lots:

Lot 1: Kent & Medway prisons - HMP Swaleside, HMP Elmley, HMP Stanford Hill, HMP Maidstone, HMP/YOI Rochester, HMP/YOI East Sutton Park and HMP Cookham Wood

Lot 2: Surrey prisons - HMP Send, HMP/YOI Downview, HMP Coldingley, HMP/YOI High Down and HMP/YOI Bronzefield

Lot 3: Thames Valley prisons - HMP Grendon, HMP Springhill, HMP Huntercombe, HMP Bullingdon and HMP Aylesbury

Lot 4: Sussex, Hampshire & Isle of Wight (IOW) prisons - HMP Ford, HMP Lewes, HMP/YOI Winchester and HMP IOW

Lot 5: South East Immigration Removal Centres (IRCs) - Gatwick IRC (Brook House & Tinsley House) and Campsfield House IRC

Lot 6: South East CYP establishments - Lansdowne Secure Children's Home (SCH), Swanwick Lodge SCH, Oasis Restore Secure School and the South East Framework for Integrated Care Community Services.

The contribution of service users who have first-hand experience of using the health and wellbeing services within the secure settings is essential to the delivery of effective services and informing the commissioning process. The Commissioner is committed to listening and acting upon the voice of the service user in the design, delivery and ongoing performance of health and wellbeing services.

The key aims of the Service are:

- To ensure all service users are able to effectively contribute to the continuous improvement of health and wellbeing services, as well as being supported to have an independent voice, through various forms of engagement and regular feedback to secure setting management, the healthcare providers and commissioners
- To enable Commissioners to receive clearly the voice of their service users to inform decision-making in relation to healthcare provision in South East secure settings
- To help commissioners and healthcare providers ensure that patient/service user outcomes for patients in the South East secure settings are equivalent to those in the wider community.
- To hold commissioners and healthcare providers to account around their delivery against statutory duties.

The service will be expected to consult / engage with service users on the full range of health and wellbeing services delivered within the establishments via delivery of both on-site and remote service user engagement / participation activities.

The service must hold independence from other (e.g. healthcare) service provision in the specified secure settings in order to have the ability to act as an independent and critical friend.

The Lived Experience Services will be expected to support Commissioners and facilitate service user involvement in procurement processes for the provision of healthcare services within the establishments (as required over the life of the contract).

Currently, there are no planned procurement processes scheduled within the South East Detained Estates. Should this position change, the Commissioners will engage in dialogue with the successful provider to understand the financial implications (if any) of the required procurement support and the relevant contract/s may be varied to include additional funding, if required.

It is anticipated that the contracts will commence on 1st July 2025. The Contracts will be for an initial term of 3 years, with an option to extend for a further 3 years, at the sole discretion of the Commissioner.

TUPE may apply.

The maximum annual contract value for each lot is:

- Lot 1 = £119,000
- Lot 2 = £85,000
- Lot 3 = £85,000
- Lot 4 = £68,000
- Lot 5 = £34,000
- Lot 6 = £59,000

This procurement is being carried out by NHS South, Central and West Commissioning Support Unit (SCW) on behalf of the Commissioner.

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: £1,350,000

II.2) Description

II.2.1) Title

Kent and Medway prisons

Lot No

1

II.2.2) Additional CPV code(s)

- 75122000 - Administrative healthcare services

II.2.3) Place of performance

NUTS codes

- UKJ - South East (England)

Main site or place of performance

Kent & Medway prisons - HMP Swaleside, HMP Elmley, HMP Standford Hill, HMP Maidstone, HMP/YOI Rochester, HMP/YOI East Sutton Park and HMP Cookham Wood

II.2.4) Description of the procurement

The key aims of the Service are:

- To ensure all service users are able to effectively contribute to the continuous improvement of health and wellbeing services, as well as being supported to have an independent voice, through various forms of engagement and regular feedback to secure setting management, the healthcare providers and commissioners
- To enable Commissioners to receive clearly the voice of their service users to inform decision-making in relation to healthcare provision in South East secure settings
- To help commissioners and healthcare providers ensure that patient/service user outcomes for patients in the South East secure settings are equivalent to those in the wider community.
- To hold commissioners and healthcare providers to account around their delivery

against statutory duties.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 90%

Cost criterion - Name: Financial Model Template (Price) / Weighting: 5%

Cost criterion - Name: Financial Planning / Weighting: 5%

II.2.11) Information about options

Options: Yes

Description of options

an option to extend for a further 3 years, at the sole discretion of the Commissioner.

II.2) Description

II.2.1) Title

Lot 2: Surrey prisons

Lot No

2

II.2.2) Additional CPV code(s)

- 75122000 - Administrative healthcare services

II.2.3) Place of performance

NUTS codes

- UKJ - South East (England)

Main site or place of performance

HMP Send, HMP/YOI Downview, HMP Coldingley, HMP/YOI High Down and HMP/YOI Bronzefield

II.2.4) Description of the procurement

The key aims of the Service are:

- To ensure all service users are able to effectively contribute to the continuous improvement of health and wellbeing services, as well as being supported to have an independent voice, through various forms of engagement and regular feedback to secure setting management, the healthcare providers and commissioners
- To enable Commissioners to receive clearly the voice of their service users to inform decision-making in relation to healthcare provision in South East secure settings
- To help commissioners and healthcare providers ensure that patient/service user outcomes for patients in the South East secure settings are equivalent to those in the wider community.
- To hold commissioners and healthcare providers to account around their delivery against statutory duties.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 90

Cost criterion - Name: Financial Model Template (Price) / Weighting: 5

Cost criterion - Name: Financial Planning / Weighting: 5

II.2.11) Information about options

Options: Yes

Description of options

an option to extend for a further 3 years, at the sole discretion of the Commissioner.

II.2) Description

II.2.1) Title

Thames Valley prisons

Lot No

3

II.2.2) Additional CPV code(s)

- 75122000 - Administrative healthcare services

II.2.3) Place of performance

NUTS codes

- UKJ - South East (England)

Main site or place of performance

HMP Grendon, HMP Springhill, HMP Huntercombe, HMP Bullingdon and HMP Aylesbury

II.2.4) Description of the procurement

The key aims of the Service are:

- To ensure all service users are able to effectively contribute to the continuous improvement of health and wellbeing services, as well as being supported to have an independent voice, through various forms of engagement and regular feedback to secure setting management, the healthcare providers and commissioners
- To enable Commissioners to receive clearly the voice of their service users to inform decision-making in relation to healthcare provision in South East secure settings
- To help commissioners and healthcare providers ensure that patient/service user outcomes for patients in the South East secure settings are equivalent to those in the wider community.
- To hold commissioners and healthcare providers to account around their delivery against statutory duties.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 90

Cost criterion - Name: Financial Model Template (Price) / Weighting: 5

Cost criterion - Name: Financial Planning / Weighting: 5

II.2.11) Information about options

Options: Yes

Description of options

an option to extend for a further 3 years, at the sole discretion of the Commissioner.

II.2) Description

II.2.1) Title

Sussex, Hampshire & Isle of Wight (IOW) prisons

Lot No

4

II.2.2) Additional CPV code(s)

- 75122000 - Administrative healthcare services

II.2.3) Place of performance

NUTS codes

- UKJ - South East (England)

Main site or place of performance

HMP Ford, HMP Lewes, HMP/YOI Winchester and HMP IOW

II.2.4) Description of the procurement

The key aims of the Service are:

- To ensure all service users are able to effectively contribute to the continuous improvement of health and wellbeing services, as well as being supported to have an independent voice, through various forms of engagement and regular feedback to secure setting management, the healthcare providers and commissioners
- To enable Commissioners to receive clearly the voice of their service users to inform decision-making in relation to healthcare provision in South East secure settings
- To help commissioners and healthcare providers ensure that patient/service user outcomes for patients in the South East secure settings are equivalent to those in the wider community.
- To hold commissioners and healthcare providers to account around their delivery against statutory duties.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 90

Cost criterion - Name: Financial Model Template (Price) / Weighting: 5

Cost criterion - Name: Financial Planning / Weighting: 5

II.2.11) Information about options

Options: Yes

Description of options

an option to extend for a further 3 years, at the sole discretion of the Commissioner.

II.2) Description

II.2.1) Title

South East Immigration Removal Centres (IRCs)

Lot No

5

II.2.2) Additional CPV code(s)

- 75122000 - Administrative healthcare services

II.2.3) Place of performance

NUTS codes

- UKJ - South East (England)

Main site or place of performance

Gatwick IRC (Brook House & Tinsley House) and Campsfield House IRC

II.2.4) Description of the procurement

The key aims of the Service are:

- To ensure all service users are able to effectively contribute to the continuous improvement of health and wellbeing services, as well as being supported to have an independent voice, through various forms of engagement and regular feedback to secure setting management, the healthcare providers and commissioners
- To enable Commissioners to receive clearly the voice of their service users to inform

decision-making in relation to healthcare provision in South East secure settings

- To help commissioners and healthcare providers ensure that patient/service user outcomes for patients in the South East secure settings are equivalent to those in the wider community.
- To hold commissioners and healthcare providers to account around their delivery against statutory duties.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 90

Cost criterion - Name: Financial Model Template (Price) / Weighting: 5

Cost criterion - Name: Financial Planning / Weighting: 5

II.2.11) Information about options

Options: Yes

Description of options

an option to extend for a further 3 years, at the sole discretion of the Commissioner.

II.2) Description

II.2.1) Title

South East CYP establishments

Lot No

6

II.2.2) Additional CPV code(s)

- 75122000 - Administrative healthcare services

II.2.3) Place of performance

NUTS codes

- UKJ - South East (England)

Main site or place of performance

Lansdowne Secure Children's Home (SCH), Swanwick Lodge SCH, Oasis Restore Secure School and the South East Framework for Integrated Care Community Services.

II.2.4) Description of the procurement

The key aims of the Service are:

- To ensure all service users are able to effectively contribute to the continuous improvement of health and wellbeing services, as well as being supported to have an independent voice, through various forms of engagement and regular feedback to secure setting management, the healthcare providers and commissioners
- To enable Commissioners to receive clearly the voice of their service users to inform decision-making in relation to healthcare provision in South East secure settings
- To help commissioners and healthcare providers ensure that patient/service user outcomes for patients in the South East secure settings are equivalent to those in the wider community.
- To hold commissioners and healthcare providers to account around their delivery against statutory duties.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 90

Cost criterion - Name: Financial Model Template (Price) / Weighting: 5

Cost criterion - Name: Financial Planning / Weighting: 5

II.2.11) Information about options

Options: Yes

Description of options

an option to extend for a further 3 years, at the sole discretion of the Commissioner.

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: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2025/S 000-000570](#)

Section V. Award of contract

Lot No

1

Title

Kent & Medway prisons

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

23 May 2025

V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 3

Number of tenders received by electronic means: 3

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

V.2.3) Name and address of the contractor

EPIC Consultants Ltd

150b Bridge Street, Wye, Ashford, Kent, England, TN25 5DP

Ashford

TN25 5DP

Country

United Kingdom

NUTS code

- UKJ - South East (England)

Companies House

13980532

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: £357,000

Total value of the contract/lot: £345,292

Section V. Award of contract

Lot No

2

Title

Surrey prisons

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

23 May 2025

V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 3

Number of tenders received by electronic means: 3

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

V.2.3) Name and address of the contractor

EPIC Consultants Ltd

150b Bridge Street, Wye, Ashford, Kent, England, TN25 5DP

Ashford

TN25 5DP

Country

United Kingdom

NUTS code

- UKJ - South East (England)

Companies House

13980532

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: £255,000

Total value of the contract/lot: £250,129

Section V. Award of contract

Lot No

3

Title

Thames Valley prisons

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

23 May 2025

V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 2

Number of tenders received by electronic means: 2

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

V.2.3) Name and address of the contractor

EPIC Consultants Ltd

150b Bridge Street, Wye, Ashford, Kent, England, TN25 5DP

Ashford

TN25 5DP

Country

United Kingdom

NUTS code

- UKJ - South East (England)

Companies House

13980532

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: £255,000

Total value of the contract/lot: £247,761

Section V. Award of contract

Lot No

4

Title

Sussex, Hampshire and IOW prisons

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

23 May 2025

V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 2

Number of tenders received by electronic means: 2

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

V.2.3) Name and address of the contractor

ABL Health Ltd

71 Redgate Way, Farnworth, Bolton, BL4 0JL

Bolton

BL4 0JL

Country

United Kingdom

NUTS code

- UKJ - South East (England)

Companies House

07074944

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: £204,000

Total value of the contract/lot: £203,809

Section V. Award of contract

Lot No

5

Title

South East Immigration Removal Centres (IRCs)

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

23 May 2025

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 1

Number of tenders received by electronic means: 1

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

V.2.3) Name and address of the contractor

ABL Health Ltd

71 Redgate Way, Farnworth, Bolton, BL4 0JL

Bolton

BL4 0JL

Country

United Kingdom

NUTS code

- UKJ - South East (England)

Companies House

07074944

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: £102,000

Total value of the contract/lot: £101,846

Section V. Award of contract

Lot No

6

Title

South East CYP establishments

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

23 May 2025

V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 2

Number of tenders received by electronic means: 2

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

V.2.3) Name and address of the contractor

Peer Power Youth

Fivefields, 8-10 Grosvenor Gardens, London, SW1W 0DH

London

SW1W 0DH

Country

United Kingdom

NUTS code

- UKJ - South East (England)

Companies House

1167758

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: £177,000

Total value of the contract/lot: £176,491

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

High Court in London

London

Country

United Kingdom