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Tender

National Staff Mental Health Support Service

NHS England

F02: Contract notice

Notice identifier: 2025/S 000-028942

Procurement identifier (OCID): ocids-h6vhtk-04ed08

Published 30 May 2025, 5:04pm

Section I: Contracting authority

I.1) Name and addresses

NHS England

7&8 Wellington Place

Leeds

LS1 4AP

Contact

Jacqueline Connett-Powell

Email

jacqueline.powell9@nhs.net

Telephone

+44 7919528167

Country

United Kingdom

Region code

UKE - Yorkshire and the Humber

Internet address(es)

Main address

<https://www.england.nhs.uk//>

Buyer's address

<https://www.england.nhs.uk//>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://health-family.force.com/s/Welcome>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://health-family.force.com/s/Welcome>

Tenders or requests to participate must be submitted to the above-mentioned address

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<https://health-family.force.com/s/Welcome>

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

National Staff Mental Health Support Service

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

National Staff Mental Health Support Service

II.1.5) Estimated total value

Value excluding VAT: £33,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

NHS England are looking to re-procure and commission a confidential national mental health treatment service for health care staff in England, funded nationally and valued at approx. £11M per annum. The initial term will be 12 months with the potential to extend up to a maximum term of 3 yrs in total, valued at approximately £33M. The service will operate in a unique space where there is a crossover between the professional and regulatory environment in which a clinician or healthcare professional works, and their mental health treatment needs. A national level service will provide confidentiality for staff

who work across local services.

The successful provider will work with NHS England and its key partners to contribute towards the development of the Service throughout the duration of the contract, to maximise contract value.

As part of this process NHS England would like to invite interested parties to read and complete our Invitation to Tender within our e-Tendering System Atamis, details to be found within this notice. This service will be competed under The Health Care Services (Provider Selection Regime) Regulations 2023 and will not be competed via Public Contract Regulations 2015 or via the Procurement Act 2023.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Start date

1 April 2026

End date

31 March 2027

This contract is subject to renewal

Yes

Description of renewals

Funding for subsequent years will be considered on an annual basis and will inform decisions around exercising the options to extend the contract term by up to 2 periods of 12 months.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

Funding for subsequent years will be considered on an annual basis and will inform decisions around exercising the options to extend the contract term by up to 2 periods of 12 months.

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.2.14) Additional information

To register your interest in this project and access and to access details for this opportunity, please go to NHS England's e-Tendering portal, Atamis at: <https://health-family.force.com/s/Welcome>. You can then search for the opportunity and access any further information by searching for "C346803 National Staff Mental Health Support Service". Clarification questions and Invitation to Tender (ITT) responses must be submitted via the NHS England's e-Tendering portal, Atamis. The deadline for asking clarification questions is set out within the ITT instructions document, NHS England will respond to all clarification questions by 5pm on the date stated within ITT instructions and the deadline for ITT responses to be submitted is 12 noon 30 June 2025.

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 000-009328](#)

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

30 June 2025

Local time

12:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 4 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

30 June 2025

Local time

1:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

VI.4) Procedures for review

VI.4.1) Review body

The High Court

The Strand

London

WC2A 2LL

Country

United Kingdom