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Contract

PSR- Direct Award C - Employment Advisor Services

East London NHS Foundation Trust

F03: Contract award notice

Notice identifier: 2025/S 000-031092

Procurement identifier (OCID): ocds-h6vhtk-03c650

Published 9 June 2025, 5:50pm

Section I: Contracting authority

I.1) Name and addresses

East London NHS Foundation Trust

9 Alie Street

London

E1 8DE

Contact

Harpreet Bhachu

Email

harpreet.bhachu2@nhs.net

Country

United Kingdom

Region code

UKI42 - Tower Hamlets

Internet address(es)

Main address

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

Buyer's address

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

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

PSR- Direct Award C - Employment Advisor Services

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

Mind in Tower Hamlets and Newham shall support the DWP project of Employment Support within IAPT services to ensure more people with common mental health conditions are getting the integrated support they need to improve their mental health and remain in, return to or find work.

The EAs will provide skill-based interventions, information and practical support to help people receiving IAPT services to:

- Remain in/Return to
 - Find work
 - Access to further education and training
- Mind in Tower Hamlets and Newham will:

- Ensure supervision and leadership of the EAs with Senior support.
- Release new and existing EAs/Senior EAs to receive mandatory training and provide opportunities for EAs to consolidate their training by receiving dedicated time and access to appropriate clients/cases to practice the interventions they will be trained to provide.
- Offer employment support to all IAPT clients at assessment and regularly throughout the course of their treatment and at the point of treatment completion/discharge from treatment.
- Record all direct and indirect EA patient activity on IAPTus (contractor data system) and collect all necessary EA outcome measures.
- Ensure that all new national data requests and outcome measures introduced by the DWP/IAPT are met.
- Innovatively use EA capacity to meet periods of increased demand e.g., providing EA groups.
- Maintain effective communication and joint working with the IAPT service and proactively raise any performance concerns e.g., requiring an increased number of EA referrals, in relevant forums.
- Ensure that the patient complaints template shared with the IAPT service is regularly updated with patient complaints and resolution actions and escalated to the IAPT service promptly, when necessary.
- Proactively and promptly notify the IAPT service of any serious incidents; sharing all related information and documentation and participate all related investigations.

Support evaluation by:

- a) Ensuring appropriate consent procedures are in place to support the data collection, data reporting and data sharing arrangements to allow for the effective evaluation of the project using the standardized consent forms
- b) Provide specified management to support the roll out and evaluation for the initiative
- c) Release EAs/Senior EAs to participate in research activity such as qualitative interviews and support observation conducted by an independent research organisation as part of the process of the evaluation
- d) Feedback any concerns during the initiative to the EAs in IAPT team
- e) Develop appropriate information sharing protocols to allow for the information exchange between IAPT and employment support services which should support effective joint working, outcome monitoring, and review

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: £615,000

II.2) Description

II.2.2) Additional CPV code(s)

- 85140000 - Miscellaneous health services

II.2.3) Place of performance

NUTS codes

- UKI42 - Tower Hamlets

II.2.4) Description of the procurement

Mind in Tower Hamlets and Newham shall support the DWP project of Employment Support within IAPT services to ensure more people with common mental health conditions are getting the integrated support they need to improve their mental health and remain in, return to or find work.

The EAs will provide skill-based interventions, information and practical support to help people receiving IAPT services to:

- Remain in/Return to
- Find work
- Access to further education and training

Mind in Tower Hamlets and Newham will:

- Ensure supervision and leadership of the EAs with Senior support.
- Release new and existing EAs/Senior EAs to receive mandatory training and provide opportunities for EAs to consolidate their training by receiving dedicated time and access to appropriate clients/cases to practice the interventions they will be trained to provide.
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- Ensure that all new national data requests and outcome measures introduced by the DWP/IAPT are met.
- Innovatively use EA capacity to meet periods of increased demand e.g., providing EA groups.
- Maintain effective communication and joint working with the IAPT service and proactively raise any performance concerns e.g., requiring an increased number of EA referrals, in relevant forums.
- Ensure that the patient complaints template shared with the IAPT service is regularly updated with patient complaints and resolution actions and escalated to the IAPT service promptly, when necessary.

- Proactively and promptly notify the IAPT service of any serious incidents; sharing all related information and documentation and participate all related investigations.
- Support evaluation by:
- a) Ensuring appropriate consent procedures are in place to support the data collection, data reporting and data sharing arrangements to allow for the effective evaluation of the project using the standardized consent forms
 - b) Provide specified management to support the roll out and evaluation for the initiative
 - c) Release EAs/Senior EAs to participate in research activity such as qualitative interviews and support observation conducted by an independent research organisation as part of the process of the evaluation
 - d) Feedback any concerns during the initiative to the EAs in IAPT team
 - e) Develop appropriate information sharing protocols to allow for the information exchange between IAPT and employment support services which should support effective joint working, outcome monitoring, and review

II.2.5) Award criteria

Price

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.2.14) Additional information

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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: [2023/S 000-012793](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 April 2025

V.2.2) Information about tenders

Number of tenders received: 1

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 and Newham

13 Whitethorn Street, London

London

E3 4DA

Telephone

+44 2075101081

Country

United Kingdom

NUTS code

- UKI4 - Inner London – East

National registration number

02643905

Internet address

<http://mithn.org.uk>

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: £615,000

Total value of the contract/lot: £615,000

Section VI. Complementary information

VI.3) Additional information

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VI.4) Procedures for review

VI.4.1) Review body

NHS England

7&8 Wellington Place

Leeds

LS1 4AP

Country

United Kingdom

Internet address

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