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Tender

HAC5983 Culturally Sensitive Substance Misuse Recovery Service

London Borough of Tower Hamlets

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-031537

Procurement identifier (OCID): ocds-h6vhtk-04ed77 ([view related notices](#))

Published 11 June 2025, 1:52pm

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Scope

Reference

HAC5983

Description

1.1 The London Borough of Tower Hamlets is seeking to establish a Culturally Sensitive Substance Misuse Recovery Service to meet the needs of Tower Hamlet's residents facing the challenges of substance misuse.

1.2 The establishment of this service supports delivery of the Mayor's ambition to address inequalities and improve access and outcomes for the borough's residents. It is being commissioned following community engagement to better understand how we can improve

access to our treatment and recovery system, and reduce the barriers and challenges faced by our local Ethnic Minority communities.

1.3 Our current Treatment and Recovery system provides three separate recovery-oriented services under the brand Reset, delivering the key components of outreach and referral, treatment, and recovery support. This new service will be embedded within the overall Reset Treatment System as part of a menu of complementary and associated interventions that are evidence-based, service-user focused, and embedded in the core principles of recovery; and will be a vital part of the redesigned Treatment and Recovery Service expected to be delivered in January 2026.

<https://towerhamlets.moderngov.co.uk/ieDecisionDetails.aspx?Id=7876>

1.4 This new provision will deliver a specialist service offering drug and alcohol-related education, prevention, and recovery interventions focused on meeting the needs of local black and ethnic minority communities. At its core will be a structured group work programme, abstinence-based support, and a range of psychosocial interventions, including access to counselling.

1.5 As well as providing services for those living with substance misuse, the centre will be accessible to and provide services for, those affected by someone's substance misuse as part of a culturally competent, family-orientated approach to recovery; as well as delivering an extensive programme of community education and awareness raising.

Total value (estimated)

- £2,000,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 15 September 2025 to 14 September 2027
- Possible extension to 14 September 2029
- 4 years

Description of possible extension:

The Contract Period is initially for a period of 2 years, although the Authority reserves the right to extend the Contract on the same terms for further periods of 12 months, up to 24 months, making a total possible Contract Period of 4 years.

Main procurement category

Services

CPV classifications

- 85000000 - Health and social work services

Contract locations

- UKI - London

Participation

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Enquiry deadline

1 July 2025, 1:00pm

Tender submission deadline

11 July 2025, 12:00pm

Submission address and any special instructions

<https://www.londontenders.org/>

DN767705

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

15 September 2025

Award criteria

Name	Description	Type
Quality	Award criteria are set out in Quality the ITT documents. Quality = 60% Quality, Price and Social Value = 100%	
Price	Award criteria are set out in Price the ITT documents. Price = 30% Quality+ Price + Social Value = 100%	
Social Value	Award criteria are set out in Quality the ITT documents. Social Value = 10% Quality+ Price + Social Value = 100%	

Weighting description

Award criteria are set out in the ITT documents.

Quality, Price and Social Value = 100%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Documents

Associated tender documents

<https://www.londontenders.org/>

Please refer to tender documents.

Technical specifications to be met

<https://www.londontenders.org/>

Please refer to tender documents.

Contracting authority

London Borough of Tower Hamlets

- Public Procurement Organisation Number: PQBL-2673-MVYG

New Town Hall, 160 Whitechapel Road London

London

E1 1BJ

United Kingdom

Email: Procurement@towerhamlets.gov.uk

Region: UKI42 - Tower Hamlets

Organisation type: Public authority - sub-central government