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Planning

Crowlin Recovery House - Mental Health Crisis Support Service

NHS HAMPSHIRE AND THE ISLE OF WIGHT INTEGRATED CARE BOARD

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-041701

Procurement identifier (OCID): ocds-h6vhtk-056318 ([view related notices](#))

Published 21 July 2025, 3:05pm

Scope

Reference

F16982

Description

NHS Hampshire and Isle of Wight Integrated Care Board (ICB) are seeking the views of Providers with regards to the Recovery House (Mental Health Crisis Support Service) via a Request for Information (RFI). The Recovery House is a short-term residential, non-clinical service designed to provide quick access to support for individuals in mental health crisis or to individuals to avoid an escalating crisis that may otherwise result in inpatient hospital care. The service will be available 24/7 and will offer a range of focused interventions to address individuals' emotional and mental health needs, ensuring that they are well-supported during their recovery. The Recovery House does not deliver regulated activities therefore no CQC registration is required.

The service will be fully trauma informed in its delivery with all staff having access to trauma-informed approaches, training, and support.

The provider will deliver the service from Hampshire and Isle of Wight Healthcare NHS Foundation Trust site following a capital development programme of the former Crowlin House site in Totton. This will be facilitated with a lease agreement between the Trust and the Service Provider.

Contract dates (estimated)

- 1 May 2026 to 30 April 2029
- Possible extension to 30 April 2030
- 4 years

Main procurement category

Services

CPV classifications

- 85000000 - Health and social work services

Contract locations

- UKJ3 - Hampshire and Isle of Wight

Engagement

Engagement deadline

15 August 2025

Engagement process description

NHS Hampshire and Isle of Wight (NHS HIOW) is seeking the views of Providers with regards to the Recovery House (Mental Health Crisis Support Service) via a Request for Information (RFI), which can be accessed via our In-tend etendering portal. Responses to the RFI must be submitted by 12 midday on Friday 15th August 2025.

Instructions on how to access the tender via our E-tendering portal:

1) Browse the SoEPS Commissioning Support portal:

<https://intendhost.co.uk/soepscommissioning>

2) Click the "Register" link on the left-hand side of the page.

3) Enter your correct business and user details.

4) Note the email address and password chosen and Click Register My Company" when complete.

5) Login to the portal with the username/password.

6) You will be prompted to change your password on first login.

7) Hover your mouse over the "Tenders" button on the main toolbar and choose the relevant option:

- "My Tenders" shows a list of the opportunities in which you have already expressed an interest or to which you have been invited;

- "Awarded" shows a list of tenders awarded on the system (where these are were open to all);

- "Current" shows a list of all the advertised opportunities on the system (i.e., open to all) in which you are able to express an interest;

- "Forthcoming" shows a list of pipeline projects (including those in which providers can still express an interest - i.e., deadlines not yet reached).

8) Click on the "View Details" button for relevant opportunity to access the content, clicking "Express an Interest" where required to do so.

9) Click the relevant procurement as required then click the "Opt-In" at the bottom of the

page to start building your submission to the procurement stage. This will move the project over to your "My Tenders" page. (This is a secure area reserved for your projects only).

10) Note the deadline for completion and follow the on screen instructions to complete the RFI, accessing any attached documents as required.

11) Any questions on specific opportunities should be directed through the portal messaging facility.

Participation

Particular suitability

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

Submission

Publication date of tender notice (estimated)

1 September 2025

Procedure

Special regime

Light touch

Contracting authority

NHS HAMPSHIRE AND THE ISLE OF WIGHT INTEGRATED CARE BOARD

- NHS Organisation Data Service: QRL
- Public Procurement Organisation Number: PBQZ-2117-NPPD

Omega House 112 Southampton Road

Eastleigh

SO50 5PB

United Kingdom

Email: pho-tr.hiowicbprocurement@nhs.net

Website: <https://www.hantsiow.icb.nhs.uk/>

Region: UKJ35 - South Hampshire

Organisation type: Public authority - central government