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Tender

Therapeutic support for survivors of sexual abuse or violence

NHS Norfolk and Waveney Integrated Care Board

F02: Contract notice

Notice identifier: 2025/S 000-056968

Procurement identifier (OCID): ocds-h6vhtk-05645e

Published 16 September 2025, 2:05pm

Section I: Contracting authority

I.1) Name and addresses

NHS Norfolk and Waveney Integrated Care Board

8th Floor, County Hall, Martineau Lane

Norwich

NR1 2DH

Email

david.bailey1@nhs.net

Country

United Kingdom

Region code

UKH15 - Norwich and East Norfolk

Internet address(es)

Main address

<https://www.improvinglivesnw.org.uk/>

Buyer's address

<https://www.improvinglivesnw.org.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

Therapeutic support for survivors of sexual abuse or violence

Reference number

NW202597

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

NHS Norfolk and Waveney Integrated Care Board NHS Norfolk and Waveney Integrated Care Board is inviting suitably qualified and experienced providers to submit competitive bids for the provision of Therapeutic support for survivors of sexual abuse or violence.

The aim of the service is to provide tailored and evidence-based specialist therapeutic support and treatment to survivors of sexual abuse and violence in Norfolk and Waveney.

This procurement is subject to the following lots

Lot 1 - Therapeutic support for survivors of sexual abuse or violence - Aims to provide tailored and evidence-based specialist therapeutic support and treatment to survivors of sexual abuse and violence in Norfolk and Waveney.

This contract will be procured on the basis of an initial 3-year contract period, with an option to extend for a further 2-years (5-years in total) subject to Commissioner discretion and requirements.

Lot 1 has an initial annual contract value of £225,000, £675,000 over the three year contract term and £1,125,000 over the maximum 5 year contract term.

An additional £150,000.00 per year may be available at the discretion of the ICB depending on demand and financial availability – this is not a guaranteed available sum.

Lot 2 - Support for families and carers of survivors of sexual abuse or violence - Aims to improve outcomes for survivors of sexual assault or violence by offering direct support to their families/carers and to measure demand and need of this cohort which is currently unknown in Norfolk and Waveney.

This contract will be procured on the basis of an initial 2-year contract period to pilot the service, with an option to extend for a further 2-years (4 years in total) subject to Commissioner discretion and requirements.

Lot 2 has an initial annual contract value of £25,000. The total over the two year contract term is £50,000 and £100,000 over the maximum 4 year contract period.

An additional £100,000.00 per year may be available at the discretion of the ICB depending on demand and financial availability – this is not a guaranteed available sum.

The successful Provider for each lot is expected to be fully operational, providing services from 1st April 2026.

II.1.5) Estimated total value

Value excluding VAT: £2,375,000

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

II.2) Description

II.2.1) Title

Lot 1 - Therapeutic support for survivors of sexual abuse or violence

Lot No

1

II.2.2) Additional CPV code(s)

- 85100000 - Health services

II.2.3) Place of performance

NUTS codes

- UKH1 - East Anglia

Main site or place of performance

Norfolk and Waveney

II.2.4) Description of the procurement

Aims

To provide tailored and evidence-based specialist therapeutic support and treatment to survivors of sexual abuse and violence in Norfolk and Waveney.

Objectives

- a) Provide specialist support to people whose needs are too complex for NHS Talking Therapies, but not severe enough for secondary care.
- b) Work collaboratively with services providing a 'no wrong door' approach, facilitating access to most appropriate support and reduce repeated retelling of story.
- c) Provide support in a timely manner without lengthy delays.
- d) Address stigma around sexual trauma by providing a safe, non-judgmental environment where survivors feel comfortable seeking help.
- e) Promote prevention and awareness of sexual violence and abuse and empower people to navigate issues like consent and healthy relationships, minimising harm and building a safer future.
- f) Actively engage/ outreach to under-served groups and ensure accessibility to those residing in rural areas.
- g) Address inequalities by adapting services for marginalised groups including individuals with learning disabilities, neurodiverse conditions, LGBTQ+ identities, and those with dual diagnoses, ensuring equitable access to care.
- h) Support individuals to engage with drug and alcohol dependency programmes by addressing underlying trauma.
- i) Demonstrate impact of support by utilising nationally recommended paired patient reported outcome measures – these should be used to facilitate discussion with individuals to inform person-centred care planning (see 3.12.1).
- j) Work with system partners to ensure the biopsychosocial needs of the service user are identified and supported.
- k) Provide safety planning for individuals and ensure all staff members are trained in suicide prevention and awareness.
- l) Ensure appropriate support to families/carers of the survivor through integration with Lot 2 – Pilot service to support families/carers of survivors of sexual abuse or violence.

This is a 3 year contract commencing 1st April 2026 with the option to extend for up to an additional 2 years. The annual contract value is £225,000 per annum however do note

that an additional £150,000.00 per year may be available at the discretion of the ICB depending on demand and financial availability – this is not a guaranteed available sum.

How to apply

The Contracting Authority will be using an eTendering system for this procurement. Further information and the ITT documentation can be found via the 'Live Opportunities' list on the e-procurement system at the following link: <https://health-family-contract-search.secure.force.com/?searchtype=Projects>. You can search for the opportunity by entering the following contract ref C383121.

II.2.5) Award criteria

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

II.2.6) Estimated value

Value excluding VAT: £1,875,000

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

Duration in months

60

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

This is a 3 year contract with the option to extend up to an additional 2 years.

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) Description

II.2.1) Title

Lot 2 Support for families and carers of survivors of sexual abuse or violence

Lot No

2

II.2.2) Additional CPV code(s)

- 85100000 - Health services

II.2.3) Place of performance

NUTS codes

- UKH1 - East Anglia

Main site or place of performance

Norfolk and Waveney

II.2.4) Description of the procurement

To improve outcomes for survivors of sexual assault or violence by offering direct support to their families/carers and to measure demand and need of this cohort which is currently unknown in Norfolk and Waveney.

2.2. Service Objectives

It has been identified through National market engagement and local research that survivors of sexual trauma achieve better outcomes if support is also in place for their family/carers. In order to accurately assess potential demand, need, and modelling, the provider of this lot will take part in a 24-month pilot that offers support directly to the families/carers of the service user (with 6, 12, 18-month reviews)

- a) Integration with Lot 1 - Therapeutic support for survivors of sexual abuse or violence.
- b) To reduce anxiety and depression in families/carers/support networks around the survivor
- c) Reduce family/ caregiver fatigue, PTSD, guilt and distress
- d) Increase positive coping strategies
- e) Increase awareness and understanding of the survivor's trauma and recovery pathway
- f) Provide support in a timely manner without lengthy delays.

- g) Address stigma around sexual trauma by providing a safe, non-judgmental environment where individuals feel comfortable seeking help.
- h) Demonstrate impact of support by utilising nationally recommended paired patient reported outcome measures.

This is a 2 year contract with the option to extend for up to an additional 2 years commencing 1st April 2026.

The annual value is £25,000, £50,000 over the initial 2 year contract and £100,000 over the maximum 4 year contract period. Do note that an additional £100,000.00 per year may be available at the discretion of the ICB depending on demand and financial availability – this is not a guaranteed available sum.

How to apply

The Contracting Authority will be using an eTendering system for this procurement. Further information and the ITT documentation can be found via the 'Live Opportunities' list on the e-procurement system at the following link: <https://health-family-contract-search.secure.force.com/?searchtype=Projects>. You can search for the opportunity by entering the following contract ref C383121.

II.2.5) Award criteria

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

II.2.6) Estimated value

Value excluding VAT: £500,000

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

Duration in months

48

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

This is a 2 year contract with the option to extend for up to an additional 2 years.

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

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 000-042251](#)

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

Date

17 October 2025

Local time

5:00pm

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

Tender must be valid until: 31 December 2025

IV.2.7) Conditions for opening of tenders

Date

20 October 2025

Local time

9:00am

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

How to apply

The Contracting Authority will be using an eTendering system for this procurement. Further information and the ITT documentation can be found via the 'Live Opportunities' list on the e-procurement system at the following link: <https://health-family-contract-search.secure.force.com/?searchtype=Projects>. You can search for the opportunity by entering the following contract ref C383121

VI.4) Procedures for review

VI.4.1) Review body

NHS England

Wellington House, 133-135 Waterloo Rd

London

SE1 8UG

Email

england.commercialqueries@nhs.net

Country

United Kingdom

Internet address

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