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Tender

## **Crowlin Recovery House - Mental Health Crisis Support Service**

NHS HAMPSHIRE AND THE ISLE OF WIGHT INTEGRATED CARE BOARD

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

Notice identifier: 2025/S 000-061064

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

Published 30 September 2025, 5:02pm

### **Scope**

### **Reference**

F16982

### **Description**

NHS Hampshire and Isle of Wight Integrated Care Board (ICB) are seeking a provider of Mental Health Crisis Support Services for Crowlin Recovery House, via an open tender process (Procurement Act - Light Touch).

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.

Contract commencement is estimated to commence 1st July 2026, with service

commencement on 1st October 2026. The service will run for a period of 3 years from service commencement, with the option to extend for 12 months, to 30th September 2030.

### **Total value (estimated)**

- £3,800,000 excluding VAT
- £4,560,000 including VAT

Above the relevant threshold

### **Contract dates (estimated)**

- 1 July 2026 to 30 September 2029
- Possible extension to 30 September 2030
- 4 years, 3 months

Description of possible extension:

The contract includes the option to extend for a period of 12 months.

### **Main procurement category**

Services

### **CPV classifications**

- 85000000 - Health and social work services

## **Contract locations**

- UKJ3 - Hampshire and Isle of Wight

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## **Participation**

### **Legal and financial capacity conditions of participation**

See Invitation to Tender (ITT) pack for details.

### **Technical ability conditions of participation**

See Invitation to Tender (ITT) pack for details.

### **Particular suitability**

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

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## **Submission**

### **Enquiry deadline**

27 October 2025, 5:00pm

## **Tender submission deadline**

10 November 2025, 12:00pm

## **Submission address and any special instructions**

This tender will be run using the In-tend tendering portal. All relevant tender documentation can be located via the portal: <https://in-tendhost.co.uk/soepscommissioning>

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

- 1) Browse the SoEPS Commissioning Support portal
- 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/bidder submission documents, accessing any attached documents as required.

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

### **Tenders may be submitted electronically**

Yes

### **Languages that may be used for submission**

English

### **Award decision date (estimated)**

28 February 2026

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### **Award criteria**

<b>Name</b>	<b>Type</b>	<b>Weighting</b>
Technical	Quality	50%
Whole Life Costs	Cost	40%
Social Value	Quality	10%

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## Other information

### Conflicts assessment prepared/revised

Yes

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## Procedure

### Procedure type

Open procedure

### Special regime

Light touch

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## Documents

### Associated tender documents

<https://in-tendhost.co.uk/soepscommissioning>

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## 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](mailto:pho-tr.hiowicbprocurement@nhs.net)

Region: UKJ35 - South Hampshire

Organisation type: Public authority - central government

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## Other organisation

These organisations are carrying out the procurement, or part of it, on behalf of the contracting authorities.

### NHS South of England Procurement Services

Summary of their role in this procurement: Procurement Services (Hosted by Portsmouth Hospitals University NHS Trust)

- NHS Organisation Data Service: RHU

Corporate Hub, Building 4000, Lakeside North Harbour, Western Rd.

Portsmouth

PO6 3EN

United Kingdom

Email: [pho-tr.hiowicbprocurement@nhs.net](mailto:pho-tr.hiowicbprocurement@nhs.net)

Website:

<https://www.porthosp.nhs.uk/about-us/our-trust/Our-Procurement-and-Supply-Chain-Team>

Region: UKJ31 - Portsmouth

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## Contact organisation

Contact NHS South of England Procurement Services for any enquiries.