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Planning

DHSC: SCI: Adult gender services waiting list – wellbeing pilot (southwest) 2025

Department of Health & Social Care

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

Notice identifier: 2025/S 000-064556

Procurement identifier (OCID): ocds-h6vhtk-05adcc

Published 13 October 2025, 9:12am

Scope

Reference

C389512

Description

The Department of Health and Social Care seeks to commission an external partner to deliver a regional pilot of the Waiting Well service for eligible for individuals aged 18+ who on the current waiting list for adult gender services based in the southwest of England and awaiting their first appointment.

The service's primary focus is to provide a holistic approach that integrates wellbeing support, with the aim of achieving the following outcomes:

- a) Improved self-reported wellbeing and resilience
- b) Increased readiness for first appointment with gender dysphoria clinic

- c) Increased ability to self-manage symptoms while awaiting clinical care.
- d) Reduced isolation and increased social connectedness.
- e) Reduced unplanned use of crisis or emergency services.

The value of the contract is £125,000 excluding VAT. £150,000 inclusive of VAT

Term of the contract: An initial term of six (6) months, with the option to extend for one or more further periods up to a maximum of twelve (12) months

This is not a call for competition, but an opportunity to gather feedback to better understand market capabilities, refine the procurement strategy, and encourage supplier engagement.

Total value (estimated)

- £125,000 excluding VAT
- £150,000 including VAT

Below the relevant threshold

Contract dates (estimated)

- 9 January 2026 to 8 June 2026
- Possible extension to 8 November 2026
- 10 months

Main procurement category

Services

CPV classifications

- 85100000 - Health services
- 85312320 - Counselling services
- 85140000 - Miscellaneous health services

Contract locations

- UKK - South West (England)

Engagement

Engagement deadline

24 October 2025

Engagement process description

Interested parties can access the relevant documents via the Atamis system at <https://health-family.force.com/s/Welcome> using the contract reference. Suppliers may also submit the completed questionnaire through Atamis but must be registered on the system to do so. Alternatively, questionnaires can be submitted by email to ccsinbox@dhsc.gov.uk quoting “Adult gender services waiting list – wellbeing pilot (southwest)” no later than 23/10/2025 at 5pm

We are sharing the draft specifications, proposed procurement approach, draft contract and timetable with the market to invite feedback from potential bidders.

The objective of the preliminary market engagement is:

- a) Understanding market capability
- b) Improving Procurement Strategy and Specification Development

c) Identify any barriers

d) Encouraging Supplier Participation and Competition

The input by suppliers may help shape the final approach and procurement strategy. A questionnaire is also available for suppliers to complete, allowing them to provide comments and raise any additional questions.

Participation

Particular suitability

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

Submission

Publication date of tender notice (estimated)

5 November 2025

Procedure

Special regime

Light touch

Contracting authority

Department of Health & Social Care

- Public Procurement Organisation Number: PMQG-9965-CHZR

39 Victoria Street

London

SW1H 0EU

United Kingdom

Contact name: Victoria McLaren

Email: ccsinbox@dhsc.co.uk

Website:

<https://www.gov.uk/government/organisations/department-of-health-and-social-care>

Region: UKI32 - Westminster

Organisation type: Public authority - central government