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Tender

Southwark Wellbeing Hub

NHS South East London Integrated Care Board
Southwark Council

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

Notice identifier: 2025/S 000-068669

Procurement identifier (OCID): ocds-h6vhtk-05655e ([view related notices](#))

Published 27 October 2025, 3:52pm

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Scope

Reference

PRJ4001

Description

Overview

Southwark Council and NHS South East London ICB are seeking a lead provider to deliver the Southwark Wellbeing Hub, a borough-wide mental health and wellbeing support service.

The Southwark Wellbeing Hub is a key part of Southwark's integrated care system, offering accessible, culturally competent, and community-led support to adult residents experiencing low to moderate mental health needs.

The recommissioned service will operate across a physical hub in the Southwark Resource Centre, multiple satellite 'spoke sites', and outreach settings. The service will deliver six core work packages:

1. Information, Advice and Guidance (IAG)
2. Group Work
3. Peer Support
4. One-to-One Support (including specialist roles)
5. Front Door to Adult Social Care
6. Bespoke Counselling Intervention for Global Majority Communities

Key features:

- Hub-and-spoke model based at Southwark Resource Centre with satellite delivery across five neighbourhoods.
- Multidisciplinary workforce including specialist keyworkers and counsellors.
- Subcontracting encouraged to grassroots and community organisations.
- Ringfenced funding of £100,000-£120,000 per annum for culturally competent counselling for global majority communities.
- Integration with borough transformation programmes, including Integrated Neighbourhood Teams (INTs), SLAM's Community Care Development, and Adult Social Care.
- Robust CRM and outcome monitoring aligned with KPIs.

Eligibility to tender:

This opportunity is open to:

- Voluntary and community sector organisations
- NHS and statutory providers
- Social enterprises

- Consortia or partnerships (with a designated lead provider)

Providers must demonstrate:

- Experience in delivering mental health and wellbeing services
- Commitment to equity, inclusion, and anti-racist practice
- Capacity to manage subcontracting and multi-site delivery
- Strong governance, safeguarding, and data systems

Contract Value

Annual contract Value - £751,146

Contract Value over three years - £2,253,437

Contract Value over five years - £3,755,728

Please note that the financial envelope is inclusive of all costs (contract is exempt from VAT).

Procurement process

The procurement will follow a competitive process under the Procurement Act 2023, using a lead provider model. The Invitation to Tender questions will assess service model, mobilisation, workforce, community partnerships, outcome monitoring, and social value. Shortlisted bidders will be invited to present to a panel of professionals and/or experts by experience.

The Procurement is being managed by the NHS London Commercial Hub (NHS LCH) hosted by NEL ICB, on behalf of the Authority, in connection with a competitive Invitation to Tender (ITT) exercise that is being conducted via a process, based in part on the open procedure under the Public Contract Regulations 2015 ("the Regulations" (as amended)).

Total value (estimated)

- £3,755,728 excluding VAT
- £3,755,728 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 July 2026 to 30 June 2029
- Possible extension to 30 June 2031
- 5 years

Description of possible extension:

The Contract will commence on 01 June 2026 for an initial period of three years. The Contract may be extended for an additional period of one year and a further one year at the sole discretion of the Authority (3 + 1 + 1 years in total).

Main procurement category

Services

CPV classifications

- 85323000 - Community health services

Contract locations

- UKI44 - Lewisham and Southwark

Participation

Particular suitability

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

Submission

Enquiry deadline

24 November 2025, 12:00pm

Tender submission deadline

5 December 2025, 12:00pm

Submission address and any special instructions

Providers must use the following Web address to:

- Express an interest in this opportunity;
- Access the tender documentation; and
- Submit their tender response.

Web address: https://atamis-1928.my.salesforce-sites.com/ProSpend__CS_ContractPage?SearchType=Projects&uid=a07Sr00000fquvVIAQ&searchStr=&sortStr=Recently+Published&page=1&filters=&County=

Please note that all correspondence, clarifications, and tender submissions must be made via the Atamis portal.

Submissions made by any other method will not be accepted.

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

13 March 2026

Award criteria

Name	Description	Type	Weighting
Quality	Invitation to Tender Questionnaire - Quality Questions	Quality	58.00%
Price	Invitation to Tender Questionnaire - Financial model template	Price	30.00%

Name	Description	Type	Weighting
Quality	Bidder Presentation and Interview Stage - only the Bidders who have a mathematical chance of winning (i.e. are within 12.00% points behind the highest scoring Provider in the ITT) and have passed all the 'Pass/Fail' questions (including FMT) will be eligible for the interviews.	Quality	12.00%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Special regime

Light touch

Contracting authorities

NHS South East London Integrated Care Board

- NHS Organisation Data Service: QKK
- Public Procurement Organisation Number: PCXT-8262-NYRV

160 Tooley Street

London

SE1 2TZ

United Kingdom

Email: contactus@selondonics.nhs.uk

Region: UKI44 - Lewisham and Southwark

Organisation type: Public authority - sub-central government

Southwark Council

- Public Procurement Organisation Number: PXTW-7647-VDLV

160 Tooley Street

London

SE1 2QH

United Kingdom

Email: ProcurementAdviceTeam@southwark.gov.uk

Region: UKI44 - Lewisham and Southwark

Organisation type: Public authority - sub-central government

Other organisation

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

NHS LONDON COMMERCIAL HUB

Summary of their role in this procurement: Managing the full procurement process on behalf of NHS South East London ICB and Southwark Council.

- Public Procurement Organisation Number: PBWD-3998-QHRQ

9th Floor - 20 Churchill Place

London

E14 5HJ

United Kingdom

Contact name: Khadijah.yasmin@nhs.net

Email: Khadijah.yasmin@nhs.net

Region: UKI42 - Tower Hamlets

Contact organisation

Contact NHS LONDON COMMERCIAL HUB for any enquiries.