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Tender

## CS6027 - Family Support Service

London Borough of Tower Hamlets

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

Notice identifier: 2025/S 000-068720

Procurement identifier (OCID): ocds-h6vhtk-05d49f ([view related notices](#))

Published 27 October 2025, 4:46pm

### Scope

### Reference

CS6027 - Family Support Service

### Description

Tower Hamlets has a significant proportion of children with Autism Spectrum Condition (ASC) and learning difficulties; in 2023, the percentage of pupils with an EHCP in Tower Hamlets schools was the fifth highest in England. When a child or young person (CYP) is first diagnosed with ASC, it can be a confusing and overwhelming time for parents/carers. They may not fully understand what the diagnosis means or how best to support their child, or what services are available and how to access them. It is therefore vital that the local authority is able to provide regular and ongoing support to these families, to help meet the needs of their ASC children.

The Family Support Service will deliver advice and guidance to the parents and carers of children and young people (CYP) with ASC living in the borough. The service will seek to work in partnership with the Autism Spectrum Disorder Assessment Service (ASDAS) and the Child and Adolescent Mental Health Service (CAMHs) to ensure that families receive appropriate support at the right time, preferably soon after diagnosis, whilst remaining

flexible to meet family's needs at different stages in their journey.

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

- £308,700 excluding VAT
- £370,440 including VAT

Above the relevant threshold

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

- 1 April 2026 to 31 March 2028
- Possible extension to 31 March 2030
- 4 years

Description of possible extension:

The Contract Period is initially for a period of 24 months, although the Authority reserves the right to extend the Contract for a further period of 24 months, making a total possible

Contract Period of 48 months.

### **Main procurement category**

Services

### **CPV classifications**

- 85000000 - Health and social work services

## **Contract locations**

- UKI - London

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## **Participation**

### **Particular suitability**

Small and medium-sized enterprises (SME)

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## **Submission**

### **Tender submission deadline**

21 November 2025, 12:00pm

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

<https://www.londontenders.org>

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

Yes

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

English

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

14 January 2026

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## **Award criteria**

<b>Name</b>	<b>Description</b>	<b>Type</b>	<b>Weighting</b>
Quality	60% - refer to ITT and supporting tender documents	Quality	60%
Price	30% - refer to ITT and supporting tender documents	Price	30%
Social Value	10% - refer to ITT and supporting tender documents	Quality	10%

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## **Other information**

### **Conflicts assessment prepared/revised**

Yes

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## **Procedure**

### **Procedure type**

Open procedure

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## Documents

### Associated tender documents

<https://www.londontenders.org>

<https://www.londontenders.org>

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## Contracting authority

### London Borough of Tower Hamlets

- Public Procurement Organisation Number: PQBL-2673-MVYG

New Town Hall, 160 Whitechapel Road London

London

E1 1BJ

United Kingdom

Contact name: Karen Ramphal

Email: [karen.ramphal@towerhamlets.gov.uk](mailto:karen.ramphal@towerhamlets.gov.uk)

Region: UKI42 - Tower Hamlets

Organisation type: Public authority - sub-central government