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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

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

Participation

Particular suitability

Small and medium-sized enterprises (SME)

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

Award criteria

Name	Description	Type	Weighting
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%

Other information**Conflicts assessment prepared/revised**

Yes

Procedure**Procedure type**

Open procedure

Documents

Associated tender documents

<https://www.londontenders.org>

<https://www.londontenders.org>

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

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Region: UKI42 - Tower Hamlets

Organisation type: Public authority - sub-central government