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Tender

DHSC: SCI: Adult gender services waiting list – wellbeing pilot (southwest) 2026

Department of Health & Social Care

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

Notice identifier: 2025/S 000-074227

Procurement identifier (OCID): ocds-h6vhtk-05e213 ([view related notices](#))

Published 17 November 2025, 9:09am

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Scope

Reference

C396416

Description

The Department of Health and Social Care (DHSC) is seeking to commission an external provider to deliver a pilot "waiting well" service, designed to offer accessible, non-clinical support to adults (aged 18 and over) who are on the waiting list for an adult gender clinic in the southwest of England.

The pilot service will take a holistic approach, offering comprehensive support to eligible users as they prepare for their first clinic appointment as well as providing tailored advice and information, promoting healthier lifestyle choices such as smoking cessation and weight management, and promptly identifying individuals in crisis for rapid referral or signposting to appropriate services.

The overarching aims of the service are to:

- Improved self-reported wellbeing and resilience
- Increased readiness for first appointment with gender dysphoria clinic
- Increased ability to self-manage symptoms while awaiting clinical care.
- Reduced isolation and increased social connectedness.

The appointed provider will also work closely with an oversight and monitoring group to agree on outcome measures and systematically gather data, enabling robust, evidence-based evaluation of the service's effectiveness and efficiency.

Contract Project Reference: C396416

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

Contract term: 12 months. The contract may be extended by a maximum of 3 months. The option to extend is optional to the Authority and is not planned at this stage, and if the option is exercised, additional funding must be obtained through internal approval processes.

Estimated contract value (Excluding extensions): £125,000 excluding VAT (£150,000 including VAT). Any contract extension will be remunerated on a pro-rata basis, proportionate to the original contract value.

Total value (estimated)

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

Below the relevant threshold

Contract dates (estimated)

- 28 January 2026 to 27 January 2027

- Possible extension to 27 March 2027
- 1 year, 2 months

Description of possible extension:

The contract may be extended. The option to extend is optional to the Authority and is not planned at this stage, and if the option is exercised, additional funding must be obtained through internal approval processes.

Main procurement category

Services

CPV classifications

- 85140000 - Miscellaneous health services
- 85323000 - Community health services
- 85312300 - Guidance and counselling services

Contract locations

- UKK - South West (England)

Participation

Particular suitability

- Small and medium-sized enterprises (SME)

- Voluntary, community and social enterprises (VCSE)

Submission

Enquiry deadline

8 December 2025, 12:00pm

Tender submission deadline

15 December 2025, 12:00pm

Submission address and any special instructions

Tender must be submitted via esourcing portal Atamis.

The opportunity will be available on the Health Family Atamis eTendering System. You must be registered to have full access to all documents. Select this link to access and register your organisation to the Atamis system <https://health-family.force.com/s/Welcome>, if you have not already done so. Registration is free of charge. You can search for the project by using the contract reference.

Once you have found the Opportunity, press the 'Register Interest' button to register your interest. This will make the project to appear on 'My proposals and quotes'. From there you can review documents, send clarification messages, submit the response, or decline to respond, if you decide not to participate in the opportunity. For full details on the instruction to tender and terms of participations please refer to the Invitation to Tender document.

Tenders may be submitted electronically

Yes

Award criteria

This tender will be evaluated on 100% quality with 5 award criteria questions.

Procedure

Procedure type

Below threshold - open competition

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

Email: victoria.mclaren@dhsc.gov.uk

Website:

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

Region: UKI32 - Westminster

Organisation type: Public authority - central government