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Award

NENC057 LGBTQ+ Mental Health Support Service Sunderland and South Tyneside Invitation to Tender NHS North East North Cumbria Integrated Care Board

NHS NORTH EAST AND NORTH CUMBRIA INTEGRATED CARE BOARD

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-084687

Procurement identifier (OCID): ocids-h6vhtk-059062 ([view related notices](#))

Published 19 December 2025, 9:05am

Scope

Reference

NENC057

Description

NHS North East and North Cumbria Integrated Care Board (the Contracting Authority), are undertaking a procurement to commission LGBTQ+ Mental Health Support Service

Sunderland and South Tyneside under NHS Standard Contract 25/26 within the Sunderland and South Tyneside areas.

The contract term is for an initial period of 3 years commencing on 01 April 2026, with an option to extend for a further 2 years at the discretion of the Contracting Authority and subject to satisfactory contractual and financial performance.

The closing date for submission of tenders was by 12 noon 31 October 2025.

This tender opportunity has now closed

Additional information

Firstly, the "Transfer of Undertakings (Protection of Employment) Regulations 2006" as amended by the "Collective Redundancies and Transfer of Undertaking (Protection of Employment) (Amendment) Regulation 2014" (TUPE) may apply to this contract. However, Bidders are advised to obtain their own legal advice and carry out due diligence including the New Fair Deal non-statutory policy setting out how pensions issues are to be dealt with when staff are compulsorily transferred from the public sector to independent providers delivering public services.]

The ICB has utilised an electronic tendering tool to manage this procurement and communicate with potential bidders. Accordingly, there were no hard copy documents issued to potential bidders and all communications with the ICB, including bid submissions, will be conducted via the Atamis portal at: <https://health-family.force.com/s>Welcome>. It is free to register on the portal and it can be accessed at any time of day providing you have a working internet connection. Should bidders have any queries, or are having problems registering on the portal; they should contact the Atamis helpdesk via:

Support-health@Atamis.co.uk or phone number 02922 809277

The helpdesk is open Monday - Friday between 08.00 am - 06.00 pm

Tender documentation was available on the e-tendering site from 10 October 2025

Legal, economic, financial, and technical information

Conditions for participation

Objective rules and criteria for participation

Under the Public Services (Social Value) Act 2012, Contracting Authorities must consider:

- (a) How what is proposed to be procured might improve the economic, social, and environmental well-being of the area where they exercise their functions; and
- (b) How, in conducting the process of procurement, they might act with a view to securing that improvement. Accordingly, the subject matter of the contract has been scoped to take into account the priorities of the Contracting Authority relating to "economic, social, and environmental well-being".

The central digital platform is an online resource, Find a Tender Service (FTS) which will

make it easier for suppliers to find and bid for contract opportunities. It is the place where all the regulated public procurement notices are published and supplier information is stored and updated for inclusion within bid opportunities. To take part in this bid opportunity you will need to register on FTS. It is the supplier's responsibility to ensure that the data they are sharing is accurate. This will include the need to complete basic information on the supplier information, declare it is correct and generate a share code or download a file of their information. The supplier will need to submit this share code or file in the way that was determined by the buyer in the tender notice or tender documents. If you have previously registered on Find a Tender Service you will need to re-register and enter your organisation information at <https://www.gov.uk/find-tender>.

Suppliers will always need to complete their bids in the form and manner required by the contracting authority.

The basic principles of a single stage competitive tendering procedure in line with Section 84 and 85 of the Procurement Act 2023 were followed for this under threshold Light Touch Service procurement.

The publication of this notice marks the commencement of an adopted Voluntary Standstill Period beginning 22 December 2025 and ending midnight 05 January 2026.

Following the completion of the voluntary standstill period a UK7 Contract Details Notice will be published within 30 days of contract award.

Contract 1. NENC057 LGBTQ+ Mental Health Support Service Sunderland and South Tyneside Invitation to Tender NHS North East North Cumbria Integrated Care Board

Supplier

- CRYSTAL PATHWAYS LTD

Contract value

- £592,000 excluding VAT
- £592,000 including VAT

Below the relevant threshold

Award decision date

12 December 2025

Earliest date the contract will be signed

31 December 2025

Contract dates (estimated)

- 1 April 2026 to 31 March 2029
- Possible extension to 31 March 2031
- 5 years

Description of possible extension:

Option to extend for a further 24 months subject to satisfactory financial and contractual performance and at the discretion of the Contracting Authority.

Main procurement category

Services

CPV classifications

- 85312300 - Guidance and counselling services

Contract locations

- UKC2 - Northumberland and Tyne and Wear

Information about tenders

- 3 tenders received
- 3 tenders assessed in the final stage:
 - 3 submitted by small and medium-sized enterprises (SME)
 - 0 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts
- 2 suppliers unsuccessful (details included for contracts over £5 million)

Procedure

Procedure type

Below threshold - open competition

Special regime

Light touch

Supplier

CRYSTAL PATHWAYS LTD

- Companies House: 12102960
- Public Procurement Organisation Number: PLRJ-9554-TTRD

85 Great Portland Street

London

W1W 7LT

United Kingdom

Email: admin@crystalpathways.co.uk

Website: <http://crystalpathways.co.uk>

Region: UKI32 - Westminster

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

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Contracting authority

NHS NORTH EAST AND NORTH CUMBRIA INTEGRATED CARE BOARD

- NHS Organisation Data Service: QHM
- Public Procurement Organisation Number: PMYZ-6944-BYLN

PEMBERTON HOUSE COLIMA AVENUE SUNDERLAND ENTERPRISE PARK

Sunderland

SR5 3XB

United Kingdom

Email: nencicb.procurement@nhs.net

Region: UKC23 - Sunderland

Organisation type: Public authority - central government