

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/004217-2024>

Contract

Children and Young People's Online Mental Health Support Service

Lincolnshire County Council

F03: Contract award notice

Notice identifier: 2024/S 000-004217

Procurement identifier (OCID): ocids-h6vhtk-041790

Published 8 February 2024, 12:40pm

Section I: Contracting authority

I.1) Name and addresses

Lincolnshire County Council

County Offices, Newland

Lincoln

LN1 1YL

Contact

Miss Emily Humphries

Email

emily.humphries@lincolnshire.gov.uk

Telephone

+44 7721726463

Country

United Kingdom

Region code

UKF3 - Lincolnshire

Internet address(es)

Main address

<https://www.lincolnshire.gov.uk>

Buyer's address

<https://www.lincolnshire.gov.uk>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Children and Young People's Online Mental Health Support Service

Reference number

DN696820

II.1.2) Main CPV code

- 98000000 - Other community, social and personal services

II.1.3) Type of contract

Services

II.1.4) Short description

The Customer requires the Supplier to deliver and promote an Online Mental Health Support service for children and young people (CYP) in Lincolnshire who are aged 11-18 (increasing to age 25 for Care Leavers and those with Special Educational Needs and/or Disability (SEND)) that have emotional wellbeing or mental health concerns.

The web based service will incorporate online text-based chat and 1:1 support, moderated group chat sessions, forums and message boards, advice on a wide range of topics including things like managing exam stress, healthy relationships, anxiety, depression and bullying and signposting to other CYP Mental Health (CYPMH) services.

The service will increase access and uptake of mental health support Lincolnshire CYP, with a particular emphasis on ensuring equality for minority or vulnerable groups such as Children in Care or those with SEND.

The service will improve the self-reported mental health and emotional wellbeing of users in a demonstrable way, will encourage the exploration and understanding of mental health and reduce the stigma associated with accessing services.

The service will build resilience amongst CYP, giving them the skills to cope with life challenges and adversities.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £666,000

II.2) Description

II.2.2) Additional CPV code(s)

- 85300000 - Social work and related services
- 85140000 - Miscellaneous health services

II.2.3) Place of performance

NUTS codes

- UKF3 - Lincolnshire

II.2.4) Description of the procurement

The Customer requires the Supplier to deliver and promote an Online Mental Health Support service for children and young people (CYP) in Lincolnshire who are aged 11-18 (increasing to age 25 for Care Leavers and those with Special Educational Needs and/or Disability (SEND)) that have emotional wellbeing or mental health concerns.

The web based service will incorporate online text-based chat and 1:1 support, moderated group chat sessions, forums and message boards, advice on a wide range of topics including things like managing exam stress, healthy relationships, anxiety, depression and bullying and signposting to other CYP Mental Health (CYPMH) services.

The service will increase access and uptake of mental health support Lincolnshire CYP, with a particular emphasis on ensuring equality for minority or vulnerable groups such as Children in Care or those with SEND.

The service will improve the self-reported mental health and emotional wellbeing of users in a demonstrable way, will encourage the exploration and understanding of mental health and reduce the stigma associated with accessing services.

The service will build resilience amongst CYP, giving them the skills to cope with life challenges and adversities.

II.2.5) Award criteria

Quality criterion - Name: Implementation / Weighting: 10%

Quality criterion - Name: Service Delivery / Weighting: 15%

Quality criterion - Name: Service Delivery – Staffing and Volume of Service / Weighting: 15%

Quality criterion - Name: Service Delivery – Stakeholder Engagement / Weighting: 10%

Quality criterion - Name: Safeguarding / Weighting: 5%

Quality criterion - Name: Operational Risk and Assurance / Weighting: 5%

Price - Weighting: 40%

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-033377](#)

Section V. Award of contract

Contract No

DN696820

Lot No

1

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

6 February 2024

V.2.2) Information about tenders

Number of tenders received: 8

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Kooth Digital Health Limited

5 Merchant Square

London

W2 1AY

Country

United Kingdom

NUTS code

- UKF3 - Lincolnshire

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £666,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

High Court of England and Wales

Royal Courts of Justice, The Strand

London

WC2A 2LL

Country

United Kingdom