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Contract

NECS543 Crisis Text Service for North East and North Cumbria

NHS North East and North Cumbria ICB

F03: Contract award notice

Notice identifier: 2025/S 000-005511

Procurement identifier (OCID): ocds-h6vhtk-04e310

Published 18 February 2025, 9:28am

Section I: Contracting authority

I.1) Name and addresses

NHS North East and North Cumbria ICB

Pemberton House, Colima Avenue

Sunderland

SR5 3XB

Email

necsu.psrprocurement@nhs.net

Country

United Kingdom

Region code

UKC - North East (England)

NHS Organisation Data Service

QHM

Internet address(es)

Main address

<https://northeastnorthcumbria.nhs.uk/>

Buyer's address

<https://atamis-1928.my.site.com/s/Welcome>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

NECS543 Crisis Text Service for North East and North Cumbria

Reference number

NECS543

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

The service provides text support to those in a mental health crisis and is all age service

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: £542,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKC - North East (England)

II.2.4) Description of the procurement

Crisis text service all age for mental health crisis with focus on marginalised groups. Award is made following an Urgent Award the lifetime value of the contract in £542,000+ VAT . £50,000 plus VAT payable in 24/25, £271,000 plus VAT payable in 25/26 and £221,000 plus VAT payable in 26/27; contract length 24 months.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- Extreme urgency brought about by events unforeseeable for the contracting authority

Explanation:

NENC ICB believe that an Urgent award is justified as this service is mandated by NHSE and has to be in place within set timescales NENC ICB also believe that a contract of 24 months would allow for a full and robust procurement process to ensure that any subsequent contracts meet the needs of NENC ICB and the users of the service. This could not be completed within 12 months as this is a new service and a new text crisis model and as such there would need to be a complex interplay with other services within the ICB to be able to function. A significant transition period is required to ensure this integration into ICB process, procedures and other services.

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

The procurement is covered by the Government Procurement Agreement: Yes

Section V. Award of contract

Title

NECS543 Crisis Text Service for North East and North Cumbria

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 February 2025

V.2.2) Information about tenders

Number of tenders received: 1

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

V.2.3) Name and address of the contractor

Mental Health Innovations

PO Box 78319,

London

W10 9FE

Country

United Kingdom

NUTS code

- UKI - London

Companies House

CE011677

The contractor is an SME

No

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

Total value of the contract/lot: £542,000

Section VI. Complementary information

VI.3) Additional information

Crisis text service all age for mental health crisis with focus on marginalised groups. Award is made following an Urgent Award the lifetime value of the contract in £542,000+ VAT . £50,000 plus VAT payable in 24/25, £271,000 plus VAT payable in 25/26 and £221,000 plus VAT payable in 26/27; contract length 24 months. NENC ICB believe that an Urgent award is justified as this service is mandated by NHSE and has to be in place within set timescales. NENC ICB also believe that a contract of 24 months would allow for a full and robust procurement process to ensure that any subsequent contracts meet the needs of NENC ICB and the users of the service. This could not be completed within 12 months as this is a new service and a new text crisis model and as such there would need to be a complex interplay with other services within the ICB to be able to function. A significant transition period is required to ensure this integration into ICB process, procedures and other services.

This is a Provider Selection Regime (PSR) confirmation of contract award notice. This contract has been awarded under the Health Care Services (Provider Selection Regime) Regulations 2023. For the avoidance of doubt, the provisions of the Public Contracts Regulations 2015 do not apply to this award. Award decision made by Suicide prevention programme manager and Director of Transformation.

VI.4) Procedures for review

VI.4.1) Review body

NHS North East and North Cumbria ICB

Sunderland

Country

United Kingdom