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Planning

Health and Wellbeing Staff Support Text Service

NHS England

F01: Prior information notice

Prior information only

Notice identifier: 2022/S 000-006911

Procurement identifier (OCID): ocids-h6vhtk-032199

Published 14 March 2022, 5:01pm

Section I: Contracting authority

I.1) Name and addresses

NHS England

Quarry House

Leeds

LS2 7UE

Contact

Russell Greenwood

Email

russell.greenwood@nhs.net

Country

United Kingdom

NUTS code

UKE - Yorkshire and the Humber

Internet address(es)

Main address

<https://www.england.nhs.uk//>

Buyer's address

<https://www.england.nhs.uk//>

I.3) Communication

Additional information can be obtained from the above-mentioned address

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<http://health.atamis.co.uk>

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

Health and Wellbeing Staff Support Text Service

II.1.2) Main CPV code

- 85312300 - Guidance and counselling services

II.1.3) Type of contract

Services

II.1.4) Short description

The COVID-19 pandemic has highlighted the need of establishing a suitable health and wellbeing offer for all our staff. As a result, we have operated a national staff support text service since June 2020, to support our NHS staff who are under enormous pressure every day.

II.1.5) Estimated total value

Value excluding VAT: £270,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 85312320 - Counselling services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The COVID-19 pandemic has highlighted the need of establishing a suitable health and

wellbeing offer for all our staff. As a result, we have operated a national staff support text service since June 2020, to support our NHS staff who are under enormous pressure every day.

Common themes that have emerged from the text service in the past six months, that we want to continue supporting our staff with include -

- Job stress
- Traumatic events
- Caring responsibilities
- Lack of support network
- Relationship breakdowns
- Health concerns

Most common issues include:

- Anxiety/stress
- Depression/sadness
- Suicide
- Relationships
- Self-harm
- Isolation/loneliness

The requirement is for a staff support text service, to continue to provide a psychological support offer for all NHS staff.

The service is provided for all health and care workers across the country. Currently over 3600 NHS staff have contacted the helpline since June 2020. On average the text service receives between 170-200 conversations a month from NHS staff.

The text service will offer NHS staff the opportunity to converse with trained crisis volunteers.

The requirement will be to run a 7-day service, 24 hours a day, that can operate nationally, and is able to cater to all groups and demographics.

This will need to be set up and delivered at a relatively fast pace, to enable a continuation in service for our workforce. There is a clinical risk attached to the necessity to keep the service continuous for our users, and therefore a gap in service will not be acceptable (a short period of transition between an old supplier and a new one can be agreed however). The existing contract is scheduled to end on the 5th August 2022.

Additionally, the supplier should be able to provide anonymized and vital data, to the commissioning organisation, to provide further understanding of emerging concerns and issues related to the health and wellbeing of our workforce. The content, structure and delivery of the reports should be open to change depending on the requirements of the commissioning organisation.

This will also conclude in an evaluation piece that will need to be carried out at intervals

throughout the year. This will involve working with our evaluation lead to explore and deliver report/s through qualitative evaluation methods, such as interviews with users, to gain an in-depth understanding of service usage by staff.

Supplier Expressions of Interest

Interested suppliers should register on the NHS England & Improvement e-procurement system here: <https://health-family.force.com/login>

- Once logged in click 'Find Opportunities' and search for 'Health and Wellbeing Staff Support Text Service'
- Click 'Register Interest'
- Once you have registered your interest you will be able to view the Requirements and submit a response to the question within the portal (See document once registered for more details)

II.3) Estimated date of publication of contract notice

3 May 2022

Section IV. Procedure

IV.1) Description

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

The procurement is covered by the Government Procurement Agreement: Yes