

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/007312-2025>

Planning

NHS SY ICB - Crisis Text Line Service

NHS South Yorkshire Integrated Care Board

F01: Prior information notice

Prior information only

Notice identifier: 2025/S 000-007312

Procurement identifier (OCID): ocids-h6vhtk-04e829

Published 26 February 2025, 2:59pm

Section I: Contracting authority

I.1) Name and addresses

NHS South Yorkshire Integrated Care Board

197 Eyre Street

Sheffield

S1 3FG

Contact

Procurement dep[artment]

Email

syicb.procurement@nhs.net

Country

United Kingdom

Region code

UKE32 - Sheffield

Internet address(es)

Main address

<https://www.southyorkshire.icb.nhs.uk/>

Buyer's address

<https://www.southyorkshire.icb.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

<https://health-family.force.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

NHS SY ICB - Crisis Text Line Service

Reference number

SYICB/ICS/NS/25/72

II.1.2) Main CPV code

- 85312500 - Rehabilitation services

II.1.3) Type of contract

Services

II.1.4) Short description

A high quality Crisis Text Service will provide timely, accessible, and effective support including a range of interventions tailored to meet the diverse needs of service users including:

- Providing a clinically led service with Mental Health Practitioners undertaking the text based conversations.
- Providing a service that caters to individuals across all age groups, ensuring that no one is excluded from accessing support.
- Recognising that crisis can occur at any time and to anyone thus ensuring that the crisis text service operates 24/7, 365 days a year.
- Offering the following range of support interventions to address the diverse needs of service users: Text based crisis intervention, emotional support, referrals to appropriate services, safety planning and risk formulation.
- Ensuring appropriately qualified Mental Health Practitioners undertake comprehensive training that covers essential topics such as active listening, de-escalation techniques, suicide risk formulation, risk assessment and safety planning across all ages.
- Ensuring clinical supervision and support for staff
- Mental Health Practitioners completing training that addresses the diverse needs of all age groups and populations to ensure that all individuals receive culturally sensitive and inclusive support that meets their unique needs.
- Integration with NHS 111 – Mental Health Option and signposting to local crisis services across South Yorkshire.
- Providing South Yorkshire Integrated Care Board with quarterly Service Quality Performance Reports which detail the number of texters and conversations, escalations,

day of the week, time of the day, topic of conversations, demographic breakdowns, and user satisfaction.

- Providing ongoing support from a Partnership Manager, including marketing resources, quarterly review meetings, check-in calls, email support, contract review meeting and responses within 24 hours.
- Being committed to working collaboratively with SYICB and other local partners to introduce more efficient and innovative ways of working.
- Supporting with insight for local and targeted promotion across South Yorkshire.
- Considering local feedback for service improvements.

II.1.5) Estimated total value

Value excluding VAT: £765,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKE3 - South Yorkshire

Main site or place of performance

South Yorkshire

II.2.4) Description of the procurement

A high quality Crisis Text Service will provide timely, accessible, and effective support including a range of interventions tailored to meet the diverse needs of service users including:

- Providing a clinically led service with Mental Health Practitioners undertaking the text based conversations.
- Providing a service that caters to individuals across all age groups, ensuring that no one is excluded from accessing support.
- Recognising that crisis can occur at any time and to anyone thus ensuring that the crisis text service operates 24/7, 365 days a year.
- Offering the following range of support interventions to address the diverse needs of service users: Text based crisis intervention, emotional support, referrals to appropriate services, safety planning and risk formulation.
- Ensuring appropriately qualified Mental Health Practitioners undertake comprehensive

training that covers essential topics such as active listening, de-escalation techniques, suicide risk formulation, risk assessment and safety planning across all ages.

- Ensuring clinical supervision and support for staff
- Mental Health Practitioners completing training that addresses the diverse needs of all age groups and populations to ensure that all individuals receive culturally sensitive and inclusive support that meets their unique needs.
- Integration with NHS 111 – Mental Health Option and signposting to local crisis services across South Yorkshire.
- Providing South Yorkshire Integrated Care Board with quarterly Service Quality Performance Reports which detail the number of texters and conversations, escalations, day of the week, time of the day, topic of conversations, demographic breakdowns, and user satisfaction.
- Providing ongoing support from a Partnership Manager, including marketing resources, quarterly review meetings, check-in calls, email support, contract review meeting and responses within 24 hours.
- Being committed to working collaboratively with SYICB and other local partners to introduce more efficient and innovative ways of working.
- Supporting with insight for local and targeted promotion across South Yorkshire.
- Considering local feedback for service improvements.

II.2.14) Additional information

Please note that the estimated cost detailed in II.1.5.1 is based on a 5 year contract period.

II.3) Estimated date of publication of contract notice

25 February 2025

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: No

Section VI. Complementary information

VI.3) Additional information

This is a Provider Selection Regime (PSR) intended approach notice. The awarding of this contract is subject to 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.

The award decision makers were the ICB Formal Executive Group.

There were no conflicts of interest declared.

The intention is to award a contract using the most suitable provider process.