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Contract

Live Well Kent and Medway 24/7 Mental Health Telephone and Online Support Service

Porchlight

F03: Contract award notice

Notice identifier: 2024/S 000-008327

Procurement identifier (OCID): ocids-h6vhtk-042537

Published 15 March 2024, 10:05am

Section I: Contracting authority

I.1) Name and addresses

Porchlight

18-19 Watling St

Canterbury

CT1 2UA

Contact

Tara Chapple

Email

tarachapple@porchlight.org.uk

Telephone

+44 1227760078

Country

United Kingdom

Region code

UKJ4 - Kent

Internet address(es)

Main address

<http://www.porchlight.org.uk>

I.4) Type of the contracting authority

Other type

VCSE Strategic Partner

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Live Well Kent and Medway 24/7 Mental Health Telephone and Online Support Service

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 24/7 telephone and online support service for the Kent and Medway population offers information and support to people experiencing wellbeing and mental health distress. Since 2018, this service has been delivered as part of Live Well Kent and Medway

(LWKM).

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: £423,360.53

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKJ4 - Kent

Main site or place of performance

Kent

II.2.4) Description of the procurement

Porchlight tendered for an online and telephone support service targeted at those aged 16 years and over as part of the LWKM offer. These services will be commissioned for individuals living in the Kent and Medway geographical area. The 24/7 telephone and online support service for the Kent and Medway population offers information and support to people experiencing wellbeing and mental health distress. Since 2018, this service has been delivered as part of Live Well Kent and Medway (LWKM).

II.2.5) Award criteria

Quality criterion - Name: Quality and Capability / Weighting: 100

Price - Weighting: 0

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

Competitive procedure with negotiation

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

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-036632](#)

IV.2.9) Information about termination of call for competition in the form of a prior information notice

The contracting authority will not award any further contracts based on the above prior information notice

Section V. Award of contract

Title

Live Well Kent and Medway 24/7 Mental Health Telephone and Online Support Service

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

19 February 2024

V.2.2) Information about tenders

Number of tenders received: 2

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

V.2.3) Name and address of the contractor

Rethink Trading Limited

The Dumont,, 28 Albert Embankment,

London

SE1 7GR

Country

United Kingdom

NUTS code

- UKI - London

National registration number

04570581

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £423,360.53

Total value of the contract/lot: £423,360.53

Section VI. Complementary information

VI.3) Additional information

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=849311337>

GO Reference: GO-2024315-PRO-25513637

VI.4) Procedures for review

VI.4.1) Review body

Porchlight

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Canterbury

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Telephone

+44 1227760078

Country

United Kingdom