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Contract

Gloucestershire Mental Wellbeing Helpline

Gloucestershire County Council

F03: Contract award notice

Notice identifier: 2023/S 000-010514

Procurement identifier (OCID): ocds-h6vhtk-0374d9

Published 12 April 2023, 2:17pm

Section I: Contracting authority

I.1) Name and addresses

Gloucestershire County Council

Shire Hall

Gloucester

GL1 2TH

Contact

Ms Strategic Procurement

Email

commercial.services@gloucestershire.gov.uk

Telephone

+44 1452583609

Country

United Kingdom

Region code

UKK13 - Gloucestershire

Internet address(es)

Main address

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

Buyer's address

<https://www.gloucestershire.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

Gloucestershire Mental Wellbeing Helpline

Reference number

DN628886

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

Gloucestershire County Council wishes commission a new remote open access service providing integrated support for adults experiencing mild-moderate mental health issues such as anxiety, low-mood, depression, and support for self-harm.

This new Service will be accessible to all adults (i.e., those aged 18 year and above) resident in Gloucestershire and/or registered with a Gloucestershire GP, with no need for a referral, and will be accessed through a variety of methods (however telephone and web chat and/or text will be a minimum service requirement). Service Users will be able to remain anonymous if they wish.

The core service model will include provision of:

Non-judgemental, person-centred support via an open access remote helpline (telephone and web chat and/or text), providing emotional, listening, and practical support by trained advisers on a 'drop in' basis for the Target Audience (section 3 of this document), to help manage their presenting issues. For individuals presenting with actual self-harm or self-harm ideation this will include mechanisms to reduce harm such as wound care and alternative, less harmful ways of managing feelings, recognising triggers etc.

Signposting to other sources of support where appropriate (local and national), based on the needs of the Service User.

Access to a wide variety of online self-care tools and resources, including signposting to hard copies where online options are not accessible.

The new Service must work alongside and (where appropriate) signpost into Gloucestershire's existing mental health services; and other sources of community-based support to ensure integrated care pathways.

The Service will have its own unique brand identity (i.e., name, logo, and website) and the Provider must develop promotional and signposting materials, and engage with key partners, stakeholders, and community groups to establish partnerships and help raise awareness of the Service.

II.1.6) Information about lots

This contract is divided into lots: No

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

Lowest offer: £957,587 / Highest offer: £1,396,570 taken into consideration

II.2) Description

II.2.2) Additional CPV code(s)

- 85320000 - Social services
- 85312300 - Guidance and counselling services

II.2.3) Place of performance

NUTS codes

- UKK13 - Gloucestershire

II.2.4) Description of the procurement

Service as described above

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Quality criterion - Name: Social Value / Weighting: 15

Price - Weighting: 15

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: [2022/S 000-028608](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

27 March 2023

V.2.2) Information about tenders

Number of tenders received: 5

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

V.2.3) Name and address of the contractor

Rethink Mental Illness Limited

89 Albert Embankment

London

SE1 7TP

Country

United Kingdom

NUTS code

- UKK13 - Gloucestershire

The contractor is an SME

No

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

Lowest offer: £1,400,000 / Highest offer: £1,400,000 taken into consideration

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Gloucestershire County Council

Gloucester

GL1 2TH

Country

United Kingdom