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Planning

## **Mental Health Information, Advice and Assistance**

Monmouthshire County Council

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-010957

Procurement identifier (OCID): ocds-h6vhtk-061615

Published 6 February 2026, 1:38pm

### **Changes to notice**

This notice has been edited. The [previous version](#) is still available.

Please note that the original description of the services should be as follows: We are recommissioning our Mental Health Information, Advice and Assistance which offers specialist support for people in Monmouthshire with complex mental health problems as well as those at risk of developing mental health problems as well as their carers/family.

The service is currently delivered in the following ways:

- Prompt and accurate information is provided to enable an individual to make an informed choice about their wellbeing.
- Advice – the service works jointly with individuals to identify what is important to them and what they want to achieve, considering options and reaching agreement on the way forward.
- Assistance – ensures action is taken to assist individuals in accessing appropriate care, support and guidance.

The service can be delivered over the phone but must also include face-to-face support including drop-in sessions at various locations across Monmouthshire. The successful provider will need to have excellent knowledge of Monmouthshire and surrounding areas, including third-sector, statutory, and other relevant services.

Providers must have extensive experience and a thorough understanding of mental health, particularly in supporting individuals with complex needs. The provider will support individuals during recovery, ensuring they maintain voice, choice, and control over their lives. The service must support people in a strength-based way to achieve their personal outcomes and what matters to them.

## **Scope**

## **Description**

We are recommissioning our Mental Health Information, Advice and Assistance which offers specialist support for people in Monmouthshire with complex mental health problems as well as those at risk of developing mental health problems as well as their carers/family.

The service is currently delivered in the following ways:

- Prompt and accurate information is provided to enable an individual to make an informed choice about their wellbeing.
- Advice – the service works jointly with individuals to identify what is important to them and what they want to achieve, considering options and reaching agreement on the way forward.
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including third-sector, statutory, and other relevant services.

Providers must have extensive experience and a thorough understanding of mental health, particularly in supporting individuals with complex needs. The provider will support individuals during recovery, ensuring they maintain voice, choice, and control over their lives. The service must support people in a strength-based way to achieve their personal outcomes and what matters to them. The annual contract value is estimated at £41,203.00

### **Total value (estimated)**

- £206,015 excluding VAT
- £247,218 including VAT

Below the relevant threshold

### **Contract dates (estimated)**

- 1 August 2026 to 31 July 2031
- 5 years

### **Main procurement category**

Services

### **CPV classifications**

- 85000000 - Health and social work services

### **Contract locations**

- UKL21 - Monmouthshire and Newport

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## **Engagement**

### **Engagement deadline**

16 February 2026

### **Engagement process description**

We are now inviting written comments from the market on the proposed service which will support us in shaping the service specification and future direction of the service. This written market engagement will be followed by an online event with further information to follow.

#### **Questions**

1. What sort of service do you believe would meet the needs of this client group?
2. Within the estimated contract value what do you see the service looking like? Do you see it as achievable?
3. Are you aware of any examples of best practice or innovations in this area, or similar areas that could be applied here?

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## **Participation**

### **Particular suitability**

- Small and medium-sized enterprises (SME)

- Voluntary, community and social enterprises (VCSE)

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## **Submission**

### **Publication date of tender notice (estimated)**

6 April 2026

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## **Procedure**

### **Special regime**

Light touch

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## **Contracting authority**

### **Monmouthshire County Council**

- Public Procurement Organisation Number: PMQT-2889-YGXR

County Hall

Usk

NP15 1GA

United Kingdom

Email: [Ana.foundly@cardiff.gov.uk](mailto:Ana.foundly@cardiff.gov.uk)

Website: <http://www.monmouthshire.gov.uk>

Region: UKL21 - Monmouthshire and Newport

Organisation type: Public authority - sub-central government

Devolved regulations that apply: Wales