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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 000-013278

Procurement identifier (OCID): ocids-h6vhtk-061615

Published 13 February 2026, 10:27am

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.

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including third-sector, statutory, and other relevant services.

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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

Engagement

Engagement deadline

20 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. Your response should be no longer than 4 sides of A4 font Arial 12.

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?

Please return your response to the following email address:

SocialCare.Procurement@cardiff.gov.uk

Participation

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Publication date of tender notice (estimated)

6 April 2026

Procedure

Special regime

Light touch

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

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

Region: UKL21 - Monmouthshire and Newport

Organisation type: Public authority - sub-central government

Devolved regulations that apply: Wales