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Contract

Provision of a Digital Mental Health Support Service for Young People in Berkshire West on behalf of Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board

NHS Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board

F21: Social and other specific services – public contracts

Contract award notice

Notice identifier: 2023/S 000-013591

Procurement identifier (OCID): ocids-h6vhtk-0397f7

Published 12 May 2023, 1:01pm

Section I: Contracting authority

I.1) Name and addresses

NHS Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board

Sandford Gate

Littlemore, Oxford

OX4 6LB

Contact

Stevie Crawford

Email

stevie.crawford2@nhs.net

Country

United Kingdom

Region code

UKJ1 - Berkshire, Buckinghamshire and Oxfordshire

NHS Organisation Data Service

10Q

Internet address(es)

Main address

www.bucksoxonberksw.icb.nhs.uk

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

Provision of a Digital Mental Health Support Service for Young People in Berkshire West on behalf of Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board

Reference number

WA13734/SC

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

Buckinghamshire, Oxfordshire & West Berkshire (BOB) Integrated Care Board (ICB) have awarded a Digital Mental Health Support Service for Young People in Berkshire West.

The commissioner sought an experienced provider who will deliver a service to young people who live or go to school in Berkshire West aged 11-17 years (up to the 18th birthday). The

service will adopt a no wrong door policy. Any young person under the age of 11 years (not yet had their 11th birthday) or aged 18 years and over will be signposted to more appropriate

services.

The contract term will be for an initial term of one year, with an option to extend for a further three years in one year increments at the sole discretion of the Commissioner and subject to

funding being made available.

The Commissioner has a maximum budget of £140,000 per annum and a total contract value of £560,000.

Services are scheduled to commence on 1 July 2023 for an initial period of one year with the

option to extend for a further three years (1+1+1).

This procurement is being carried out by NHS South, Central and West Commissioning Support Unit (SCW) on behalf of the Commissioners.

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: £530,410.81

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKJ1 - Berkshire, Buckinghamshire and Oxfordshire

II.2.4) Description of the procurement

Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board have awarded a contract for a Digital Mental Health Support Service for Young People in Berkshire West.

The online services will be up and running by the start of the contract on 1st July 2023.

The service is for young people who live or go to school in Berkshire West aged 11-17 years (up to the 18th birthday). The service will adopt a no wrong door policy. Any young person

under the age of 11 years (not yet had their 11th birthday) or aged 18 years and over will be signposted to more appropriate services. Children whose needs are deemed too complex for direct work with the Digital Service criteria will be signposted to a more appropriate service.

The Digital Service will work with the CYP/Family/Carer to find the most suitable service, likely to be CAMHS.

The service will provide secure and moderated digital tools created in collaboration with young people and which are appropriately integrated with family, educational and clinical intervention.

The tools will consist of, as a minimum, a secure, moderated website, an App (with iOS and Android functionality) and a range of moderated forums to offer young people an appropriate first point of entry including:

- chat function for a young person to 'speak' to someone, including supportive peers;
- a messaging function for young people to contact the service;
- live discussion groups - run by professionals and with all comments moderated, to enable groups of young people to interact with each other in a safe environment;
- step-up options which will support young people experiencing, or at risk of deteriorating emotional health and wellbeing with the ability to connect with a qualified clinician via digital option to prevent levels of distress rising;
- evidence-based practice including brief psychological interventions carried out by trained professionals;
- Activities on the site for young people to download;
- A social media presence.

The digital tools will provide comprehensive and safe digital solution and tools that are young person-friendly which empower young people to take control of their mental health and wellbeing.

The online portal will be available 7 days a week 365 days a year with the chat function that is available at appropriate time for these age groups.

The service will :

- Be fully integrated, through building strong working relationships with: Schools (notably head teachers, nominated pastoral leads, child protection leads, MHSTs, school nurses and any existing counselling provider in schools), Community-based young people's counselling services, Primary Care, Youth services, Children's services (inc. social care and early help), Health, CAMHS crisis services.
- Work in close partnership with other services to ensure the appropriate level of access and the appropriate level of emotional wellbeing and mental health intervention for children and young people.

- Ensure that pathways are in place for follow on referral work, signposting and to work closely with education (schools and Local Authorities), the CAMHS provider, urgent and emergency care, to develop effective service pathways.
- Have clear safeguarding protocols in place and work closely with the Local Authorities, BHFT and IBC Berkshire West to implement effective safeguarding and child protection procedures and referral processes.
- Use recognised assessment tools and outcomes measures with CYP using the service.
- Provide effective management and clinical oversight to the online services.
- Provide a trained qualified workforce experienced in working with CYP.
- Ensure that there are clearly established and followed pathways to all relevant local services.
- Ensure the service is developed in participation with children and young people.
- Offer a range of local promotion opportunities to a range of key stakeholders i.e. schools to facilitate awareness, engagement, uptake and evaluation.
- Develop a communications and engagement plan in collaboration with the ICB and local authorities ensuring this is co-designed with Berkshire West partners.
- Proactively target those children and young people in the Getting Advice and Getting Help quadrants of Thrive, with a particular focus on those young people who are hard to engage.

The contract commences on 1 July 2023 for an initial period of one year with the option to extend for a further three years (1+1+1).

This process is being managed by NHS South, Central and West Commissioning Support Unit (SCW) on behalf of the ICB.

Section IV. Procedure

IV.1) Description

IV.1.1) Form of procedure

Open procedure

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-001327](#)

Section V. Award of contract

Contract No

WA13734/SC

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

4 April 2023

V.2.2) Information about tenders

Number of tenders received: 3

V.2.3) Name and address of the contractor

MeeToo Education trading as Tellmi

The Health Foundry, 1 Royal Street

London

SE1 7LL

Country

United Kingdom

NUTS code

- UKI - London

Companies House

09764477

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

Total value of the contract/lot: £530,410.81

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

High Court of England and Wales

London

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

As set out in the Public Contracts Directive 2014/24/EU