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Planning

CP2080-21 - Online Mental Health and Wellbeing Service

Devon County Council
Torbay Council
NHS Devon CCG
Plymouth City Council

F01: Prior information notice
Prior information only
Notice identifier: 2021/S 000-016518
Procurement identifier (OCID): ocds-h6vhtk-02c7f8
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Section I: Contracting authority

I.1) Name and addresses

Devon County Council

County Hall, Topsham Road

Exeter

EX2 4QD

Contact

Mr William Reed

Email

william.reed@devon.gov.uk

Telephone

+44 1392383000

Country

United Kingdom

NUTS code

UKK43 - Devon CC

Internet address(es)

Main address

<http://www.devon.gov.uk>

Buyer's address

<http://www.devon.gov.uk>

I.1) Name and addresses

Torbay Council

Torbay Council, Town Hall, Castle Circus

Torquay

TQ1 3DR

Contact

Rachel Bell

Email

rachel.bell@torbay.gov.uk

Country

United Kingdom

NUTS code

UKK42 - Torbay

Internet address(es)

Main address

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

I.1) Name and addresses

NHS Devon CCG

County Hall, Topsham Road

Exeter

EX2 4QD

Contact

Louise Arrow

Email

l.arrow1@nhs.net

Country

United Kingdom

NUTS code

UKK4 - Devon

Internet address(es)

Main address

<https://devonccg.nhs.uk>

I.1) Name and addresses

Plymouth City Council

County Hall, Topsham Road

Plymouth

PL1 3BJ

Contact

Sarah Lees

Email

sarah.lees@plymouth.gov.uk

Country

United Kingdom

NUTS code

UKK41 - Plymouth

Internet address(es)

Main address

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

I.2) Information about joint procurement

The contract involves joint procurement

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

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

Additional information can be obtained from the above-mentioned address

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

CP2080-21 - Online Mental Health and Wellbeing Service

Reference number

DN542489

II.1.2) Main CPV code

- 85320000 - Social services

II.1.3) Type of contract

Services

II.1.4) Short description

As part of the response to growing mental health need and as part of Recovery, the proposal is to commission and assess how an online Mental Health and Wellbeing platform for 18+ works alongside the wider Devon Community Mental Health Framework and wider recovery work, whether disadvantaged/ at risk populations use the service and whether it reduces demand on other commissioned services acting as a preventive tool and meets unmet mental health need. The online platform would be open to all adults but promoted directly to those in disadvantaged groups, meeting the council's priority on fairness and equity.

II.1.5) Estimated total value

Value excluding VAT: £1,080,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 85312310 - Guidance services
- 85312320 - Counselling services
- 85323000 - Community health services

II.2.3) Place of performance

NUTS codes

- UKK4 - Devon

II.2.4) Description of the procurement

Background:

As part of this response to growing mental health need and as part of Recovery, the proposal is to commission and assess how an online Mental Health and Wellbeing platform for 18+ works alongside the wider Devon Community Mental Health Framework and wider recovery work, whether disadvantaged/ at risk populations use the service and whether it reduces demand on other commissioned services acting as a preventive tool and meets unmet mental health need. The online platform would be open to all adults but promoted directly to those in disadvantaged groups, meeting the council's priority on fairness and equity.

* Disclaimer: The exact scope of the support service is yet to be agreed but please see below a list of key outcomes:

- 24/7 access to support that is responsive, and triages based on need
- Anonymous user access (unless safeguarding is required) across Devon, Plymouth and Torbay
- Accessibility through a range of online devices
- Use a range of communication methods such as online forums, articles, text, online message and individual sessions which are outcome focuses and evidence based.
- Provide a universal offer but target the following hard-to-reach groups using a partnership approach: people from deprived areas (including rural deprivation), survivors of domestic abuse, carers, key workers (including teachers), Black and Asian minority Ethnic groups, people seeking or in receipt of universal credit and those mental health issues that are unable to access face to face support.
- The provider will need to conduct load and scale testing to ensure that their technology

is robust enough to respond to spikes in demand

- The Provider will need to work to policies and practices that are culturally competent to ensure that all service users have an optimal service user experience.
- The provider will ensure that it is an ASD/Dementia friendly environment for those accessing and working in the organisation.

II.2.6) Estimated value

Value excluding VAT: £1,080,000

II.3) Estimated date of publication of contract notice

8 September 2021

Section IV. Procedure

IV.1) Description

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

The procurement is covered by the Government Procurement Agreement: Yes