

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/016518-2021>

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): ocids-h6vhtk-02c7f8  
Published 14 July 2021, 3:58pm

### **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](mailto: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](mailto: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](mailto: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](mailto: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