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Tender

Postvention - Bereavement Support Service to NHS Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board (BSW ICB)

NHS Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board

F02: Contract notice

Notice identifier: 2025/S 000-016551

Procurement identifier (OCID): ocds-h6vhtk-050669

Published 23 April 2025, 2:28pm

Section I: Contracting authority

I.1) Name and addresses

NHS Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board

Jenner House, Unit E3, Langley Park, Avon Way

Chippenham

SN15 1GG

Contact

Caitlin Dyke

Email

caitlin.dyke@nhs.net

Country

United Kingdom

Region code

UKK1 - Gloucestershire, Wiltshire and Bristol/Bath area

NHS Organisation Data Service

92G

Internet address(es)

Main address

<https://health-family.force.com/s/Welcome>

Buyer's address

www.bsw.icb.nhs.uk

I.3) Communication

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

<https://health-family.force.com/s/Welcome>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://health-family.force.com/s/Welcome>

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

Postvention - Bereavement Support Service to NHS Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board (BSW ICB)

Reference number

C349543/WA17678

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

NHS Bath and North East Somerset, Swindon and Wiltshire Integrated Care board (ICB) is seeking to secure a Prime Provider who has the capability and capacity to deliver Postvention Bereavement Services to residents or people who are registered with a GP, within the boundaries of Swindon and Wiltshire.

A core feature of service provision will be the continuous involvement of people with lived experience to inform and influence ongoing transformation and development. This will be achieved through not only formal opportunities but also through comprehensive analysis of data and outcomes related to people seen within the services.

Access Information will be gathered by the service provider and uploaded into the Mental Health Services Dataset (MHSDS). This will, as a minimum, allow number of contacts (at patient level) to be measured. Through joint work with partners and using outputs from the MHSDS, the provider will demonstrate how their service offer has provided timely access to the service and, where relevant, timely transfer to other partners. This will include: waiting time to first contact, waiting time to first intervention and waiting time for any onward intervention required. They will monitor this quarterly in conjunction with commissioners or more frequently if required.

At first contact, staff will be expected to conduct a support conversation with the individual.

This support conversation will establish individual goals and anticipated outcomes that the person will be supported to work towards. This will be recorded on the agreed patient record in order that the information follows the person and they only have to tell their story once.

TUPE is likely to apply.

The contract term will be for 3 years with an optional extension of any period up to 1 year.

The contract value is £61,600.00 per annum giving a contract value of £184,800.00 for the initial contract period and £246,400.00 if the full extension period is adopted.

The new service will commence on the 1st November 2025.

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

II.1.5) Estimated total value

Value excluding VAT: £246,400

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKK1 - Gloucestershire, Wiltshire and Bristol/Bath area

II.2.4) Description of the procurement

NHS Bath and North East Somerset, Swindon and Wiltshire Integrated Care board (ICB) is seeking to secure a Provider who has the capability and capacity to deliver Postvention Bereavement Services to residents or people who are registered with a GP, within the boundaries of Swindon and Wiltshire.

A core feature of service provision will be the continuous involvement of people with lived experience to inform and influence ongoing transformation and development. This will be achieved through not only formal opportunities but also through comprehensive analysis of data and outcomes related to people seen within the services.

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At first contact, staff will be expected to conduct a support conversation with the individual. This support conversation will establish individual goals and anticipated outcomes that the person will be supported to work towards. This will be recorded on the agreed patient record in order that the information follows the person and they only have to tell their story once.

The service will enable full coverage of (B)SW with Postvention Bereavement support for individuals affected by and involved with the person, including family and friends, work colleagues, plus any agencies who may have been involved with person.

Interventions will include:

- Clear information on the service is available, including a description of the service, what it offers, contact details and how to make a referral. Easy access to the service, whether via the person's GP, self-referral, Police, other health and care professionals or as directed by other mental health services. Access to be available by telephone and email.
- Referrals to the service will be responded to within a maximum of 48 hours.
- The person will be offered an appointment (type and time of their choosing) so a thorough holistic assessment of an individual's needs and risks can be undertaken.
- Provide a safe space for listening, and co-creation of a safety and support plan.
- One to one sessions in person or virtually on weekdays and in the evenings.
- Undertake risk assessment scales to be able to respond to change in risks and signpost to appropriate support services.
- Provide person centred, emotional support, to include coping strategies.
- Practical support including help to navigate processes such as police processes, funeral arrangements, inquest, the media, notifying companies of the death and communication with employers
- Signposting and referral to other services.

- Group support sessions (face to face and online) to include solution focused strategies.
- Attend MDTs as and when required.
- Onwards support with proactive/assertive signposting and referrals [via warm transfer], including to urgent support as required.
- Remain in regular supportive contact with individuals (defined on a case-by-case basis), at least until the inquest.
- Support through related statutory processes.
- Able to support the wider determinants of mental health and impact of bereavement; for example, trauma-focused therapy, financial and housing support. This will enable rapid access and appropriate support.
- Make available guides and resources in a range of different languages and have access to translation services whenever needed.
- Establish a real time surveillance pathway for the police to make a referral to the service, with contact to be made within 72 hours unless the person opts out of the service. The provider will produce a monthly report and cross reference the number of deaths with Real Time Sudden Deaths Surveillance coordinator and Mental Health Trust to ensure that no individuals have been missed.
- Attend forums/multi-agency meetings with broader reaching partnership, including commissioned core mental health services and community asset and real time suicide surveillance forums.
- The provider has clear lines of accountability within local suicide prevention structures and is integrated/reflected with the wider suicide prevention strategy for that local authority area.
- The service is aligned to local priorities and actively engages with people with lived experience and partner organisations (e.g., local statutory, voluntary and community organisations) and attends multi-agency forums
- The service is engaged in promoting awareness of suicide bereavement and the importance of timely support for those impacted or affected by suicide. This will include outreach to local schools and colleges to support students and staff to promote awareness of support offers.
- Training provision for healthcare professionals

Make links with funeral homes, coroner, family liaison workers, other bereavement providers

locally to raise awareness and integrate the service

TUPE is likely to apply.

The contract term will be for 3 years with an optional extension of any period up to 1 year.

The contract value is £61,600.00 per annum giving a contract value of £184,800.00 for the initial contract period and £246,400.00 if the full extension period is adopted.

The new service will commence on the 1st November 2025.

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

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

An optional extension of any period up to 1 year.

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

See procurement documentation for full details.

III.1.2) Economic and financial standing

List and brief description of selection criteria

See procurement documentation for full details.

III.1.3) Technical and professional ability

List and brief description of selection criteria

See procurement documentation for full details.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

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

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

23 May 2025

Local time

12:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 6 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

23 May 2025

Local time

1:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

Interested providers will be able to view this opportunity via the live opportunities list on the 'Health Family' e-procurement system, Atamis. Click on 'View our Live Opportunities' from the home page, available on the following link: <https://health-family.force.com/s/Welcome>.

Once you have found the opportunity (via the search function, using the title or reference number), to gain full access to the bid documentation (including questionnaires), you will need to click on 'Register interest' - this will take you to the log-in page.

If you are not already registered on the system, you will need to do so before gaining full access to the documentation and be able to submit a bid.

This is a Provider Selection Regime (PSR) Contract Notice. The awarding of this contract is subject to the Health Care Services (Provider Selection Regime) Regulations 2023. For the avoidance of doubt, the provisions of the Public Contracts Regulations 2015 do not apply to this award.

VI.4) Procedures for review

VI.4.1) Review body

NHS Bath and North East Somerset, Swindon and Wiltshire ICB

Chippenham

Country

United Kingdom