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Tender

Wales NHS and Social Care Mental Health of the Workforce Support Services

Welsh Government

F02: Contract notice

Notice identifier: 2021/S 000-022267

Procurement identifier (OCID): ocids-h6vhtk-02ca28

Published 8 September 2021, 1:14pm

Section I: Contracting authority

I.1) Name and addresses

Welsh Government

Corporate Procurement Services, Cathays Park

Cardiff

CF10 3NQ

Email

CPSProcurementAdvice@gov.wales

Telephone

+44 3000257095

Country

United Kingdom

NUTS code

UKL - Wales

Internet address(es)

Main address

<https://gov.wales>

Buyer's address

https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0007

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

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

<https://etenderwales.bravosolution.co.uk/web/login.shtml>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://etenderwales.bravosolution.co.uk/web/login.shtml>

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<https://etenderwales.bravosolution.co.uk/web/login.shtml>

I.4) Type of the contracting authority

Ministry or any other national or federal authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Wales NHS and Social Care Mental Health of the Workforce Support Services

Reference number

C040/2021/2022

II.1.2) Main CPV code

- 85312300 - Guidance and counselling services

II.1.3) Type of contract

Services

II.1.4) Short description

We wish to procure a contract to deliver free at point of access service that provides signposting and access to a tiered model of mental health support and psychological treatment for the NHS and Social Care workforce in Wales.

II.1.5) Estimated total value

Value excluding VAT: £4,500,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 85312300 - Guidance and counselling services
- 85312320 - Counselling services

II.2.3) Place of performance

NUTS codes

- UKL - Wales

II.2.4) Description of the procurement

We wish to procure a contract to deliver free at point of access service that provides signposting and access to a tiered model of mental health support and psychological treatment for the NHS and Social Care workforce in Wales.

To provide support to those with acute symptoms such as feeling overwhelmed and distressed or having difficulties managing the various challenges that the pandemic has brought; those developing symptoms of anxiety and depression, alcohol use disorder, as well as longer term effects such as Post-traumatic Stress Disorder (PTSD). The aim is to develop a delivery model that is scaled to meet the mental health needs of both the NHS and Social Care workforce over the longer term.

The successful bidder will need to provide a service where clients can make contact through both telephone and electronically. A relevant risk assessment must be carried out and we would require that individuals are directed to an advisor who would be able to triage their need and signpost them on to one or more of the following contract services:

- Self-Help: sign-posting to numerous mobile applications, self-help guides, virtual groups and other services.
- Guided Self-Help: Following initial consultations individuals will be directed to specific Self-help materials. As appropriate a follow-up consultation will review the need for additional support.
- Peer Support: This would require giving access to volunteer peer-support providers.
- Virtual face to face consultations: This would require individuals to receive up to eight sessions of CBT from a BABCP accredited therapist.
- Alcohol and Substance Misuse Service: We require that individuals are supported through a specialist assessment and provided with advice on onward interventions where appropriate.
- We recognise that an individual's mental health can be affected by many aspects of their personal and professional lives. We require the successful bidder to offer support to those experiencing challenges with relationships, finance, housing, working environments as well as other difficulties.

Where an individual presents with more complex needs, we require that cognitive therapies be rapidly accessed and tailored to the needs of each individual following a risk assessment process. Therapists should be BABCP accredited.

II.2.5) Award criteria

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

II.2.6) Estimated value

Value excluding VAT: £4,500,000

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

an additional optional extension period of up to a further 24 months is available to the Client

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

as stated in the procurement documents

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

The initial contract term is 3 years, an option to extend the contract by an additional 2 years is available to the Client. The estimated maximum contact value stated in this notice is for the initial 3 year contract term. An additional up to GBP 3,000,000 may be available

for the optional extension period, up to GBP 1,500,000 per annum.

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

as stated in the procurement documents

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

III.2) Conditions related to the contract

III.2.1) Information about a particular profession

Execution of the service is reserved to a particular profession

III.2.2) Contract performance conditions

as stated in the procurement documents

III.2.3) Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

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: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2021/S 000-017082](#)

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

Date

7 October 2021

Local time

2:00pm

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

English, Welsh

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

19 October 2021

Local time

2:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: If applicable and required by the Client, after the 3 year initial contract term or after the additional 2 year extension period.

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

E-Tender Information:

<https://etenderwales.bravosolution.co.uk>

- The first person from your Organisation to use the Platform will be required to register on behalf of the Organisation.
- Registration involves accepting a User Agreement, and providing basic information about your Organisation and about the User performing the Registration.
- The User who performs the Registration becomes the Super User for the Organisation.
- On registering on the Platform the Super User will select a Username and will receive a password.
- The Password will be sent by e-mail to the email address that was specified in the User Details section of the Registration page.
- In order to log-in to the Platform please enter your Username and Password.
- Note: If you forget your Password then visit the homepage and click "Forgot your password?"

- Registration should only be performed once for each Organisation.
- If you think that someone in your Organisation may have already registered on this Platform then you must not register again.
- Please contact the person who Registered (i.e. the Super User) in order to arrange access to the Platform.
- Contact the Helpdesk immediately if you are unable to contact the Super User (for example if they have left your Organisation).
- Note: If your Organisation is already registered on the Platform then you must not make any additional registration. Please contact the Helpdesk to gain access to the Platform.
- Tenders must be uploaded to the BravoSolution portal by 2pm

How To Find The ITT:

- Once logged in you must click on 'ITT's Open to all Suppliers'
- The e-tender references for this contract are: project_47806, itt_88765.
- Click on the title to access summary details of the contract. If you are still interested in submitting a tender, click the 'Express an Interest button'. This will move the ITT from the 'Open to all Suppliers' area to the 'My ITT's' on the home page.
- You will then see the full details of the ITT in the qualification and technical envelopes along with any relevant documents in the 'Attachments' area.
- Should you have any questions on the ITT, please use the 'Messages' area to contact the buyer directly – Please do not contact the named person at the top of this notice.

NOTE: The authority is using eTenderwales to carry out this procurement process. To obtain further information record your interest on Sell2Wales at https://www.sell2wales.gov.wales/search/search_switch.aspx?ID=113173

Under the terms of this contract the successful supplier(s) will be required to deliver Community Benefits in support of the authority's economic and social objectives. Accordingly, contract performance conditions may relate in particular to social and environmental considerations. The Community Benefits included in this contract are:

community benefits will be non-core

(WA Ref:113173)

The buyer considers that this contract is suitable for consortia.

VI.4) Procedures for review

VI.4.1) Review body

High Court

Royal Courts of Justice, The Strand

London

WC2A 2LL

Telephone

+44 2079477501

Country

United Kingdom