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Tender

## **Mental Health Helpline**

Gloucestershire County Council

F02: Contract notice

Notice identifier: 2022/S 000-028608

Procurement identifier (OCID): ocds-h6vhtk-0374d9

Published 11 October 2022, 4:50pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Gloucestershire County Council

Shire Hall

Gloucester

GL1 2TH

#### **Contact**

Strategic Procurement

#### **Email**

[commercialservicescentralmailbox@gloucestershire.gov.uk](mailto:commercialservicescentralmailbox@gloucestershire.gov.uk)

#### **Telephone**

+44 1452583609

#### **Country**

United Kingdom

**Region code**

UKK13 - Gloucestershire

**Internet address(es)**

Main address

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

Buyer's address

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

**I.3) Communication**

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

[www.supplyingthesouthwest.org.uk](http://www.supplyingthesouthwest.org.uk)

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

[www.supplyingthesouthwest.org.uk](http://www.supplyingthesouthwest.org.uk)

**I.4) Type of the contracting authority**

Regional or local authority

**I.5) Main activity**

General public services

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Mental Health Helpline

Reference number

DN628886

#### **II.1.2) Main CPV code**

- 85323000 - Community health services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

Gloucestershire County Council wishes commission a new remote open access service providing integrated support for adults experiencing mild-moderate mental health issues such as anxiety, low-mood, depression, and support for self-harm.

This new Service will be accessible to all adults (i.e., those aged 18 year and above) resident in Gloucestershire and/or registered with a Gloucestershire GP, with no need for a referral, and will be accessed through a variety of methods (however telephone and web chat and/or text will be a minimum service requirement). Service Users will be able to remain anonymous if they wish.

The core service model will include provision of:

Non-judgemental, person-centred support via an open access remote helpline (telephone and web chat and/or text), providing emotional, listening, and practical support by trained advisers on a 'drop in' basis for the Target Audience (section 3 of this document), to help manage their presenting issues. For individuals presenting with actual self-harm or self-harm ideation this will include mechanisms to reduce harm such as wound care and alternative, less harmful ways of managing feelings, recognising triggers etc.

Signposting to other sources of support where appropriate (local and national), based on the needs of the Service User.

Access to a wide variety of online self-care tools and resources, including signposting to

hard copies where online options are not accessible.

The new Service must work alongside and (where appropriate) signpost into Gloucestershire's existing mental health services; and other sources of community-based support to ensure integrated care pathways.

The Service will have its own unique brand identity (i.e., name, logo, and website) and the Provider must develop promotional and signposting materials, and engage with key partners, stakeholders, and community groups to establish partnerships and help raise awareness of the Service.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 85320000 - Social services
- 85312300 - Guidance and counselling services

#### **II.2.3) Place of performance**

NUTS codes

- UKK13 - Gloucestershire

#### **II.2.4) Description of the procurement**

As above

#### **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

36

This contract is subject to renewal

Yes

Description of renewals

Two renewal options of upto 24 months each.

**II.2.10) Information about variants**

Variants will be accepted: No

**II.2.11) Information about options**

Options: No

**II.2.13) Information about European Union Funds**

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

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

Date

22 November 2022

Local time

10:00am

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

English

#### **IV.2.7) Conditions for opening of tenders**

Date

22 November 2022

Local time

10:05am

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Gloucestershire County Council

Gloucester

Country

United Kingdom