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Not applicable

## **Gloucestershire Mental Wellbeing Helpline**

Gloucestershire County Council

F14: Notice for changes or additional information

Notice identifier: 2022/S 000-028618

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

Published 11 October 2022, 5:38pm

### **Section I: Contracting authority/entity**

#### **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>

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**Section II: Object**

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

**II.1.1) Title**

Gloucestershire Mental Wellbeing Helpline

Reference number

DN628886

**II.1.2) Main CPV code**

- 85100000 - 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.

two.1.6) Information about lots

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## **Section VI. Complementary information**

### **VI.6) Original notice reference**

Notice number: [2022/S 000-028608](#)

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## **Section VII. Changes**

### **VII.1.2) Text to be corrected in the original notice**

Section number

II.1.1

Instead of

Text

Mental Health Helpline

Read

Text

Gloucestershire Mental Wellbeing Helpline