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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

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Section I: Contracting authority/entity

I.1) Name and addresses

Gloucestershire County Council

Shire Hall

Gloucester

GL1 2TH

Contact

Strategic Procurement

Email

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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>

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

Section VI. Complementary information

VI.6) Original notice reference

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

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