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Tender

Community Mental Health Services (Healthy Minds Service and Depression and Wellbeing Calls) LOTS in Mid and South Essex

NHS Mid and South Essex Integrated Care Board

F02: Contract notice

Notice identifier: 2025/S 000-031105

Procurement identifier (OCID): ocids-h6vhtk-050be1

Published 9 June 2025, 10:39pm

Section I: Contracting authority

I.1) Name and addresses

NHS Mid and South Essex Integrated Care Board

Phoenix House, Christopher Martin Rd,

Basildon

SS14 3HG

Contact

Procurement Manager

Email

cariad.burgess@attain.co.uk

Country

United Kingdom

Region code

UKH3 - Essex

National registration number

99E

Internet address(es)

Main address

<https://www.midandsouthessex.ics.nhs.uk>

I.3) Communication

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

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

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

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

Tenders or requests to participate must be submitted to the above-mentioned address

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://attain.bravosolution.co.uk/>

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

Community Mental Health Services (Healthy Minds Service and Depression and Wellbeing Calls) LOTS in Mid and South Essex

Reference number

ACE-0822-2025-MSE

II.1.2) Main CPV code

- 85323000 - Community health services

II.1.3) Type of contract

Services

II.1.4) Short description

NHS Mid and South Essex Integrated Care Board (herein referred to as the 'Authority') seeks to secure the most suitable Provider for the provisions of these mental health services utilising LOTS. LOT 1 'Healthy Minds Services' and LOT 2 'Depression and Wellbeing Calls'. The Authority aims to award a single contract for each service to a single Provider (either as the sole Provider or as the 'Lead Provider' on behalf of a consortium). These services support the Authority's Mental Health Wellbeing Service offering in Mid and South Essex. Local Providers are invited to tender for these services and can submit a compliant bid for either one or both LOTS.

Both LOTS are being commissioned from 01st October 2025 for a 3-year contract term, with the option to extend for a further 24 months. The total combined aggregate contract value, inclusive of extensions, as outlined in this FTS notice is £6,941,862.00 Sterling. The aggregate combined total contract value for the 3 year term is £4,176,760 Sterling. These new, transformed services are community based and locally driven within the Mid and South Essex locality and details can be found free of charge at the e-procurement portal - please see 'itt_170 - Healthy Minds Service and Depression Calls (Mental Health Services) for NHS MSE ICB' – Qualification Stage. Following the compliant completion of the Qualification Envelope (Qualification Questionnaire), a maximum of four (4) bidders that meet the criteria will be shortlisted for each LOT, for the detailed, technical evaluation and commercial offer.

These new, transformed services will be for the whole of Mid and South Essex to

- promote good mental health and prevent poor mental health through early intervention and prevention, work with our residents and system partners to build resilience and enable opportunities to actively contribute to their communities and advance equalities in mental health

- Enhance access to Wellbeing services - this will ensure our residents have flexible access to responsive and high-quality care when in need of mental health support

- Get the right care in the right place at the right time is vital. Failure to provide care early on means that the acute end of mental health care and A&E Departments will routinely be under immense pressure.

- Promote parity of esteem and delivering care closer to home, residents will be supported in a holistic way at the right time, by the right person and at the right place, reducing need for multiple assessments and transfers of care where it is safe to do so.

To register interest please go to <https://attain.bravosolution.co.uk/web/login.html> . Click on 'Register here' and follow the onscreen instructions. The relevant documentation will be available within the below project codes:

'itt_171 - Lot 1: Healthy Minds Service (Mental Health Services) for MSE ICB'

'itt_172 - Lot 2: Depression and Wellbeing Calls (Mental Health Service) for MSE ICB'

Please note that up to a maximum of four (4) bidders that meet the criteria will be shortlisted for each LOT. The compliant bid submissions will then be assessed at the detailed technical evaluation for Lot 1 Healthy Minds Service and Lot 2 Depression and Wellbeing Calls Key Criteria (Quality) Stage. Only the bid submissions from Providers that have satisfied the preliminary review, initial evaluation, financial standing and evidenced contracts will progress to the detailed technical evaluation. All details and criteria are contained within the procurement documentation.

The deadline for receipt of compliant bid submissions is 27th June 2025 by 17:30hrs.

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.

II.1.5) Estimated total value

Value excluding VAT: £6,941,862

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

Maximum number of lots that may be awarded to one tenderer: 2

II.2) Description

II.2.1) Title

LOT 1 Healthy Minds Service

Lot No

LOT 1 Healthy Minds Service

II.2.2) Additional CPV code(s)

- 85323000 - Community health services

II.2.3) Place of performance

NUTS codes

- UKH3 - Essex

Main site or place of performance

Mid and South Essex health economy

II.2.4) Description of the procurement

LOT 1 Healthy Minds is a new, transformed service across the whole of Mid and South Essex that focuses on community-based mental wellbeing support, promoting resilience, early intervention, and social connection.

The Healthy Mind Service is a community-based mental health and wellbeing provision designed to offer timely, accessible, and person-centred support for adults aged 18+ across Mid and South Essex. The service will be delivered under a single umbrella but consist of two distinct, complementary pathways:

Service 1 – Mental Health Community Connectors (MHCC):

A flexible, community-facing service that acts as a first point of contact for individuals requiring mental health support. The MHCC team will work closely with Integrated

Neighbourhood Teams (INTs) and local communities to connect people with appropriate services, community resources, and peer support. The focus will be on relationship building, social prescribing, personalised care planning, and enabling people to access the right support at the right time, without delivering long-term interventions.

Service 2 – Healthy Mind Hubs:

A short-term, community-based wellbeing offer providing a programme of holistic workshops, activities and wellbeing sessions to promote mental, physical and emotional health. The Hubs will act as a preventative and supportive resource for individuals with non-clinical mental health needs, aiming to build resilience, reduce isolation, and enhance community connections.

Together, these services will work in partnership with local statutory, voluntary, and community services to create an integrated, person-led mental health support system within neighbourhoods.

Aim of the Service

To provide accessible, community-based mental health support that promotes early intervention, resilience, social connection, and recovery for adults with emerging, mild, or non-clinical mental health and wellbeing needs, reducing the risk of escalation into secondary care services

Objectives of delivery of the Service include:

- To enable individuals to access timely information, advice, and connection to local services and support networks.
- To deliver short-term, flexible wellbeing activities that promote emotional, physical, and social wellbeing.
- To embed personalised, co-produced care planning and support strategies that reflect individual preferences, values, and needs.
- To enhance collaboration and coordination between community services, statutory services, and Integrated Neighbourhood Teams.
- To reduce stigma and promote mental health awareness within communities through inclusive, accessible, and culturally sensitive provision.
- To support service users in developing coping strategies, increasing confidence, and building social connections.

- To adopt a preventative, recovery-focused approach that promotes independence and reduces reliance on formal mental health services.
- To ensure safeguarding and protection of vulnerable individuals, promoting dignity and choice in all aspects of care.
- Provide Inclusive & Culturally Competent Care - Ensure services are accessible and tailored to meet the diverse needs of ethnic minorities, LGBTQ+ individuals, older adults, and people with disabilities.

The Authority intends to award a single contract for LOT 1 to a single Bidder (as a single entity, or as the 'Lead Provider' on behalf of a consortium). If the Authority received compliant bid submissions for LOT 1 by a Provider, and for LOT 2 by another Provider, the Authority would then award two separate contracts for each LOT. These contracts would be NHS Standard Contracts (2025/26) and any subsequent versions thereof. All details can be found at <https://attain.bravosolution.co.uk/> under the "itt_170 - Healthy Minds Service and Depression Calls (Mental Health Services) for NHS MSE ICB' (Qualification ITT – Qualification Envelope)" project.

The deadline for receipt of compliant bid submissions is 27th June 2025 by 17:30hrs.

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: £6,466,732

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

Start date

1 October 2025

End date

30 September 2028

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

Option to extend for further 24 months

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 maximum 3-year contract value for LOT 1 is £3,890,885.00 Pound Sterling, which acts as an affordability cap for the commercial offer template for this procurement.

The total aggregate contract value for LOT 1 over the 5-year contract term (inclusive of optional extensions) is £6,466,732.00 Pound Sterling.

II.2) Description

II.2.1) Title

LOT 2 Depression and Wellbeing Calls

Lot No

LOT 2 Depression and Wellbeing Calls

II.2.2) Additional CPV code(s)

- 85323000 - Community health services

II.2.3) Place of performance

NUTS codes

- UKH3 - Essex

Main site or place of performance

Mid and South Essex health economy

II.2.4) Description of the procurement

LOT 2 – Depression Wellbeing Calls

LOT 2 Depression Wellbeing Calls is a new, transformed service across the whole of Mid and South Essex. This is a targeted service providing proactive support for people newly diagnosed with depression by their Primary Care Practitioner, prescribed medication, referred to Talking Therapies, or both.

The Depression Wellbeing Calls Service provides structured, proactive telephone support for individuals who have been newly diagnosed with depression by their Primary Care Practitioner and/or prescribed medication, referred to Talking Therapies, or both. The service offers a structured and compassionate response, ensuring the first contact with the individual is made within 3 working days of referral from primary care.

The service aims to address the immediate needs of those presenting with depression, offering a blend of emotional support, goal-setting, and self-management strategies. The goal is to reduce the risk of suicide, enhance mental wellbeing, and support individuals in managing their daily lives, empowering them to transition to longer-term care and recovery services as necessary.

Aim of the Service

The primary aim of the Depression Wellbeing Calls Service is to provide timely, compassionate, and person-centred support to individuals experiencing depression, helping them improve their mental health, resilience, and daily functioning.

Key aims of the service include:

- Early intervention: Ensuring individuals receive support quickly after diagnosis or referral, to prevent escalation of symptoms.
- Holistic approach: Offering a well-rounded, integrated service that links individuals to community resources, mental health services, and other necessary support mechanisms.
- Improved mental health outcomes: Supporting individuals in managing their depression through structured wellbeing calls and the development of personalised action plans.
- Prevention and safety: Reducing the risk of suicide and preventing unnecessary crisis situations by providing proactive, goal-focused support.

- Seamless service transitions: Helping individuals move on from the service once they've achieved their goals or have transitioned to other support services.

Objectives of the Service

- Timely contact: Ensure all referred individuals are contacted within 3 working days of referral to begin their journey of support.
- Goal-focused support: Work with each individual to create a tailored, actionable plan that focuses on improving wellbeing, with regular review of progress.
- Signposting and referrals: Link individuals to other services and resources, such as Talking Therapies, Recovery Colleges, advocacy services, and housing support, as needed.
- Short-term intervention: Provide structured telephone support for a duration of 4-6 weeks, based on individual need, ensuring service users feel supported but are not inappropriately tied to long-term interventions.
- Effective triage: Ensure that assessments are efficient and avoid unnecessary repetition, so individuals are not required to recount their story repeatedly.
- Collaboration with other services: Establish clear referral pathways to support individuals with additional needs such as long-term conditions, substance misuse, or those in need of mental health crisis intervention

The Authority intends to award a single contract for LOT 2 to a single Bidder (as a single entity, or as the 'Lead Provider' on behalf of a consortium). These contracts would be NHS Standard Contracts (2025/26) and any subsequent versions thereof. All details can be found at <https://attain.bravosolution.co.uk/> under the "itt_170 - Healthy Minds Service and Depression Calls (Mental Health Services) for NHS MSE ICB' (Qualification ITT – Qualification Envelope)" project.

The deadline for receipt of compliant bid submissions is 27th June 2025 by 17:30hrs.

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: £475,130

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

Start date

1 October 2025

End date

30 September 2028

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

Option to extend for a further 24 months

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 maximum 3-year contract value for LOT 2 is £285,875.00 Pound, which acts as an affordability cap for the commercial offer template for this procurement.

The total aggregate contract value for LOT 2 over the 5-year contract term (inclusive of optional extensions) is £475,130.00 Pound Sterling.

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

Selection criteria as stated in the procurement documents.

All information is available free of charge at <https://attain.bravosolution.co.uk/> To register interest please go to <https://attain.bravosolution.co.uk/web/login.html> . Click on 'Register here' and follow the onscreen instructions. The relevant documentation will be available within the below project codes:itt_170 - Healthy Minds Service and Depression Calls (Mental Health Services) for NHS MSE ICB' – Qualification Stage.

LOT 1 - 'itt_171 - Lot 1: Healthy Minds Service (Mental Health Services) for MSE ICB'

LOT 2 - 'itt_172 - Lot 2: Depression and Wellbeing Calls (Mental Health Service) for MSE ICB'

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.2.2) Contract performance conditions

Contract performance conditions stated in the procurement documents (NHS Standard Contract).

All information is available free of charge at <https://attain.bravosolution.co.uk/> To register interest please go to <https://attain.bravosolution.co.uk/web/login.html> . Click on 'Register here' and follow the onscreen instructions. The relevant documentation will be available within the below project codes:itt_170 - Healthy Minds Service and Depression Calls (Mental Health Services) for NHS MSE ICB' – Qualification Stage.

LOT 1 - 'itt_171 - Lot 1: Healthy Minds Service (Mental Health Services) for MSE ICB'

LOT 2 - 'itt_172 - Lot 2: Depression and Wellbeing Calls (Mental Health Service) for MSE ICB'

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.2.1) Previous publication concerning this procedure

Notice number: [2025/S 000-018616](#)

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

Date

27 June 2025

Local time

5:30pm

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

30 June 2025

Local time

9:00am

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

The deadline for receipt of compliant bid submissions is 27th June 2025 by 17:30hrs.

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 Mid and South Essex Integrated Care Board

Phoenix House, Christopher Martin Rd,

Basildon

SS14 3HG

Email

cariad.burgess@attain.co.uk

Country

United Kingdom