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Planning

## **Live Well Kent and Medway 24/7 Mental Health Telephone and Online Support Service**

Porchlight

F01: Prior information notice

Prior information only

Notice identifier: 2023/S 000-031998

Procurement identifier (OCID): ocids-h6vhtk-041026

Published 30 October 2023, 2:05pm

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

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

Porchlight

18-19 Watling St

Canterbury

CT1 2UA

#### **Contact**

Tara Chapple

#### **Email**

[tarachapple@porchlight.org.uk](mailto:tarachapple@porchlight.org.uk)

#### **Telephone**

+44 1227760078

**Country**

United Kingdom

**Region code**

UKJ4 - Kent

**Internet address(es)**

Main address

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

**I.3) Communication**

Additional information can be obtained from another address:

Porchlight

18-19 Watling St

Canterbury

CT1 2UA

**Contact**

Tara Chapple

**Email**

[tarachapple@porchlight.org.uk](mailto:tarachapple@porchlight.org.uk)

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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

[www.delta-esourcing.com](http://www.delta-esourcing.com)

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

Other type

VCSE Strategic Partner

**I.5) Main activity**

Health

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**Section II: Object**

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

**II.1.1) Title**

Live Well Kent and Medway 24/7 Mental Health Telephone and Online Support Service

**II.1.2) Main CPV code**

- 85000000 - Health and social work services

**II.1.3) Type of contract**

Services

**II.1.4) Short description**

\*\*\*This advert is for engagement only – this is not a procurement at this stage\*\*\*

Porchlight seeks to engage the market regarding the procurement of the 24/7 telephone

and online support service as part of the Live Well Kent and Medway (LWKM) offer.

#### **II.1.5) Estimated total value**

Value excluding VAT: £420,000

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

This contract is divided into lots: No

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

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

NUTS codes

- UKJ41 - Medway
- UKJ4 - Kent

Main site or place of performance

Medway, Kent

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

**\*\*This advert is for engagement only – this is not a procurement at this stage\*\***

Porchlight intends to commission a 24/7 Mental Health and Telephone Support Service as part of the Live Well Kent and Medway (LWKM) offer. The commissioner has published this Prior Information Notice to support market engagement only at this stage.

Commissioners invite interested providers to attend an online market engagement event. Interested providers will be invited to provide reflections on the procurement and ask questions. The market engagement event will take place online on Tuesday 28th November from 13.00 - 14.30. Upon registration, a Teams meeting invitation will be circulated.

In order to register for the event, please express an interest by email at: [tarachapple@porchlight.org.uk](mailto:tarachapple@porchlight.org.uk) no later than the 21st November.

The 24/7 telephone and online support service for the Kent and Medway population offers information and support to people experiencing wellbeing and mental health distress. Since 2018, this service has been delivered as part of Live Well Kent and Medway (LWKM).

This market engagement event sets out the requirements for the independent market to deliver an online and telephone counselling support service targeted at those aged 16 years and over as part of the LWKM offer. The contract will initially run for the period 01/07/2024 - 31/03/2026 (at a value of c. £420,000) with the potential for an extension of up to two further years.

These services will be commissioned for individuals living in the Kent and Medway geographical area. LWKM is commissioned by Kent County Council (KCC) in conjunction with Kent and Medway Integrated care Board (K&M ICB) and Medway Council. LWKM is a network of voluntary sector services working together to provide support to individuals to improve their mental health.

Porchlight and Shaw Trust (Live Well Kent and Medway (LWKM) strategic partners) work with a diverse range of commissioned organisations as delivery partners to meet the mental health needs of people in Kent and Medway.

LWKM was launched in April 2016 in Kent in response to feedback from key stakeholders, including the voluntary sector and those using mental health services, with the service expanded into Medway in 2021. The ambition was for a much more joined-up response from services, and a better understanding of the difference those services were having. Live Well Kent & Medway has recently been recommissioned, having been a highly successful service within the mental health pathway for over seven years.

#### **II.2.14) Additional information**

In order to register for the event, please express an interest by email at: [tarachapple@porchlight.org.uk](mailto:tarachapple@porchlight.org.uk) no later than the 21st of November.

### **II.3) Estimated date of publication of contract notice**

13 December 2023

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: No

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## **Section VI. Complementary information**

### **VI.3) Additional information**

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<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=819001693>

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