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Tender

A DIGITAL ALL AGE MENTAL HEALTH ONLINE COUNSELLING SERVICE

NHS Leicester, Leicestershire and Rutland Integrated Care Board (LLR ICB)

F02: Contract notice

Notice identifier: 2023/S 000-032646

Procurement identifier (OCID): ocids-h6vhtk-0415c0

Published 3 November 2023, 3:31pm

Section I: Contracting authority

I.1) Name and addresses

NHS Leicester, Leicestershire and Rutland Integrated Care Board (LLR ICB)

Room G30, Pen Lloyd Building, County Hall Glenfield

Leicester

LE3 8TB

Contact

Raj Sandhu

Email

raj.sandhu@nhs.net

Country

United Kingdom

Region code

UKF - East Midlands (England)

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

<https://leicesterleicestershireandrutland.icb.nhs.uk/>

Buyer's address

<https://leicesterleicestershireandrutland.icb.nhs.uk/>

I.3) Communication

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

<https://health-family.force.com/s/Welcome>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://health-family.force.com/s/Welcome>

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://health-family.force.com/s/Welcome>

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

A DIGITAL ALL AGE MENTAL HEALTH ONLINE COUNSELLING SERVICE

Reference number

Atamis C211995 and WHISP 208

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

NHS Midlands and Lancashire CSU is supporting NHS LEICESTER, LEICESTERSHIRE & RUTLAND INTEGRATED CARE BOARD (LLR ICB). LLR ICB wish to commission a Digital All Age Mental Health Online Counselling Service with a service commencement date of 1st April 2024.

The Commissioner wish to receive responses to the Invitation to Tender (ITT) from suitably qualified and experienced Providers with the necessary capacity and capability to provide the range of services required.

This online self-help and counseling service will provide all age digital support to those who are experiencing mental health problems, or difficulties with emotional wellbeing. The service will provide access to friendly safe information, support and advice including:

- An easy-to-use website for information and articles.
- Online accredited counselling
- Text chat messaging
- Live chat forums (moderated)

The objectives and expected outcomes will include:

- Delivering an accessible online counselling service to the diverse communities of Leicester, Leicestershire and Rutland, particularly targeting under-represented groups,
- Supporting integration of online counselling provision within mental health services at a neighbourhood and place-based level,
- Evidencing service provision by delivering online counselling and flowing data to the Mental Health Services Dataset (MHSDS).

The Commissioner is looking to award one contract for this service. The Contract shall be for a term of three (3) years from the Service start date with the possibility of extending the term by up to 24 months at Commissioners' discretion. The contract start date will be the 1st of April 2024.

There is a maximum financial envelope of up to £270,000 per annum, or £1,350,000 (including VAT if applicable) for the whole 5 year length of the contract if extensions are used. The funding for the service will be a block contract. Any Bids that exceeds the maximum financial envelope will fail.

It is proposed that the terms and conditions of the service will reflect those contained in the NHS England Standard Contract.

The invitation to tender (ITT) will be available from the MLCSU Atamis e-procurement portal <https://health-family.force.com/s/Welcome>

The Bid submission deadline is 13:00 hours on 5th December 2023.

Clarification questions from Bidders may be asked during the procurement process up to 13:00 hours on 24th November 2023 through Atamis e-procurement portal.

Interested providers are guided to the Atamis e-procurement portal at <https://health-family.force.com/s/Welcome> to register their interest and gain access to this procurement's documents and more specific information.

Please see instructions below on how to register on the portal.

To register on the Atamis portal

If your organisation has registered previously, you do not need to re-register.

1) Register on the portal webpage at <https://health-family.force.com/s/Welcome> (registration and use of the website is free of charge).

2) Once registered, candidates must Express their Interest (when the tender is published)

by:

- a) logging into the Atamis e-procurement portal
- b) selecting response to ITT_Contract reference: C211995 and WHISP 208
- c) select Open Access ITT Contract reference: C211995 and WHISP 208
- d) search for and access listing related to this contract and view details,
- e) click on Express Interest link.

All communications from Bidders (including their Bidder Members) during the period of the Procurement must be directed to MLCSU via the 'messaging' area within the ML CSU online procurement portal through Atamis. <https://health-family.force.com/s/Welcome>
Strictly no other forms of communication to MLCSU or the Commissioner will be accepted (including telephone calls, postal queries/submissions, faxes or email communications) during this period.

II.1.5) Estimated total value

Value excluding VAT: £1,350,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKF - East Midlands (England)

Main site or place of performance

Leicester, Leicestershire and Rutland

II.2.4) Description of the procurement

NHS Midlands and Lancashire CSU is supporting NHS LEICESTER, LEICESTERSHIRE & RUTLAND INTEGRATED CARE BOARD (LLR ICB). LLR ICB wish to commission a Digital All Age Mental Health Online Counselling Services with a service commencement date of 1st April 2024.

The Commissioners wish to receive responses to the Invitation to Tender (ITT) from suitably qualified and experienced Providers with the necessary capacity and capability to provide the range of services required.

This online self-help and counseling service will provide all age digital support to those who are experiencing mental health problems, or difficulties with emotional wellbeing. The service will provide access to friendly safe information, support and advice including:

- An easy-to-use website for information and articles.
- Online accredited counselling
- Text chat messaging
- Live chat forums (moderated)

The objectives and expected outcomes will include:

- Experience of delivering online counselling and flowing data to the Mental Health Services Dataset (MHSDS),
- Delivering an accessible service to the diverse communities of Leicester, Leicestershire and Rutland, particularly targeting under-represented groups,
- Supporting integration of online counselling provision within mental health services at a neighbourhood and place-based level.

The Commissioners are looking to award one contract for this service. The Contract shall be for a term of three (3) years from the Service start date with the possibility of extending the term by up to 24 months at Commissioners' discretion. The contract start date will be the 1st of April 2024.

There is a maximum financial envelope of up to £270,000 per annum, or £1,350,000 (including VAT if applicable) for the whole 5 year length of the contract if extensions are used. The funding for the service will be a block contract. Any Bids that exceeds the maximum financial envelope will fail.

It is proposed that the terms and conditions service will reflect those contained in the NHS

England Standard Contract.

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: £1,350,000

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

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

The Commissioners are looking to award one contract for this service. The Contract shall be for a term of three (3) years from the Service start date with the possibility of extending the term by up to 24 months at Commissioners' discretion. The contract start date will be the 1st of April 2024.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

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

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

Date

5 December 2023

Local time

1:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

6 December 2023

Local time

10:00am

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

NOTES

"Light Touch Regime" services

This procurement is for clinical services which are Light Touch Regime services for the purpose of the Public Contracts Regulations 2015 as specified in Schedule 3 of the Regulations ("Regulations"). Accordingly, the contracting authorities are only bound by those parts of the Regulations detailed in Chapter 3 Particular Procurement Regimes Section 7. The contracting authorities are not voluntarily following any other part of the Regulations.

The procedure which the contracting authorities are following is set out in the tender. As the CCG is a relevant body for the purpose of the National Health Service (Procurement, Patient Choice and Competition) (No 2) Regulations 2013 these Regulations also apply to this procurement.

Right to Cancel

The contracting authority reserves the right to discontinue the procurement process at any time, which shall include the right not to award a contract or contracts and does not bind itself to accept the lowest tender, or any tender received, and reserves the right to award a contract in part, or to call for new tenders should it consider this necessary. The contracting authority shall not be liable for any costs or expenses incurred by any candidate or tenderer in connection with the completion and return of the information requested in this Contract Notice, or in the completion or submission of any tender, irrespective of the outcome of the competition or if the competition is cancelled or postponed. All dates, time periods and values specified in this notice are provisional and the contracting authority reserves the right to change these.

Transparency

The contracting authority is subject to the Freedom of Information Act 2000 (FOIA) and the Environmental Information Regulations 2004 (EIR) and may be required to disclose

information received in the course of this procurement under FOIA or the EIR. In addition, and in accordance with the UK Government's policies on transparency, the contracting authority intends to publish procurement documentation and the text of any resulting contractual arrangements, subject to possible redactions at the discretion of the contracting authority. Any redactions, whether in relation to information requests under FOIA, the EIR or policies on transparency will be in accordance with those grounds prescribed under the Freedom of Information Act 2000 and the Environmental Information Regulations 2004. Further information on transparency can be found at: <https://www.gov.uk/government/publications/procurement-and-contracting-transparency-requirements-guidance>

VI.4) Procedures for review

VI.4.1) Review body

Leicester, Leicestershire and Rutland ICB

Room G30, Pen Lloyd Building, County Hall Glenfield

Leicester

LE3 8TB

Country

United Kingdom