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Tender

Children and Young People's Online Mental Health Support Service

Lincolnshire County Council

F02: Contract notice

Notice identifier: 2023/S 000-033377

Procurement identifier (OCID): ocds-h6vhtk-041790

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Section I: Contracting authority

I.1) Name and addresses

Lincolnshire County Council

County Offices, Newland

Lincoln

LN1 1YL

Contact

Mrs Lynda Whitton

Email

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Telephone

+44 1522554860

Country

United Kingdom

Region code

UKF3 - Lincolnshire

Internet address(es)

Main address

<https://www.lincolnshire.gov.uk>

Buyer's address

<https://www.lincolnshire.gov.uk>

I.3) Communication

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

<https://procontract.due-north.com>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.due-north.com>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Children and Young People's Online Mental Health Support Service

Reference number

DN696820

II.1.2) Main CPV code

- 85140000 - Miscellaneous health services

II.1.3) Type of contract

Services

II.1.4) Short description

The Customer requires the Supplier to deliver and promote an Online Mental Health Support service for children and young people (CYP) in Lincolnshire who are aged 11-18 (increasing to age 25 for Care Leavers and those with Special Educational Needs and/or Disability (SEND)) that have emotional wellbeing or mental health concerns.

The web based service will incorporate online text-based chat and 1:1 support, moderated group chat sessions, forums and message boards, advice on a wide range of topics including things like managing exam stress, healthy relationships, anxiety, depression and bullying and signposting to other CYP Mental Health (CYPMH) services.

The service will increase access and uptake of mental health support Lincolnshire CYP, with a particular emphasis on ensuring equality for minority or vulnerable groups such as Children in Care or those with SEND.

The service will improve the self-reported mental health and emotional wellbeing of users in a demonstrable way, will encourage the exploration and understanding of mental health and reduce the stigma associated with accessing services.

The service will build resilience amongst CYP, giving them the skills to cope with life challenges and adversities.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 85300000 - Social work and related services
- 85140000 - Miscellaneous health services

II.2.3) Place of performance

NUTS codes

- UKF3 - Lincolnshire

II.2.4) Description of the procurement

Children and Young People's Online Mental Health Support Service

Purpose of the Service

The Customer requires the Supplier to deliver and promote an Online Mental Health Support service for children and young people (CYP) in Lincolnshire who are aged 11-18 (increasing to age 25 for Care Leavers and those with Special Educational Needs and/or Disability (SEND)) that have emotional wellbeing or mental health concerns. The web based service will incorporate online text-based chat and 1:1 support, moderated group chat sessions, forums and message boards, advice on a wide range of topics including things like managing exam stress, healthy relationships, anxiety, depression and bullying and signposting to other CYP Mental Health (CYPMH) services. The service will increase access and uptake of mental health support Lincolnshire CYP, with a particular emphasis on ensuring equality for minority or vulnerable groups such as Children in Care or those with SEND. The service will improve the self-reported mental health and emotional wellbeing of users in a demonstrable way, will encourage the exploration and understanding of mental health and reduce the stigma associated with accessing services. The service will build resilience amongst CYP, giving them the skills to cope with life challenges and adversities.

Service Detail

User Group and Eligibility for the Service

4.1.1 All CYP aged 11 to 18 (increasing to age 25 for Care Leavers and those with SEND)

living or attending education within the county boundaries of Lincolnshire who have

emotional wellbeing or mental health concerns.

4.1.2 Any CYP below 11 years or above 19 years who is not a Care Leaver or has no SEND

need will not be eligible for the service but should be signposted to relevant local support.

4.1.3 Existing service users in the process of receiving counselling support that reach the upper age limit shall be able to continue to access a service until a counsellor feels the concern they presented with has been sufficiently managed. Support with transition to other local adult's services shall be provided where the service user would meet service access thresholds.

Access to the Service

4.2.1 The service shall be accessed by registration to the Suppliers website. Registration details requested from service users shall not include names or identifiable information but shall require service users to stipulate which Lincolnshire town they live closest to and other data such as ethnicity, gender identity and age. Any eligible CYP wishing to access this service shall be able to do so in accordance with the criteria in Section 4.1.

4.2.2 Where the Supplier feels that a service user's needs may be better met via another service they shall work with the service user to encourage them to access another appropriate service. This can include such assistance as contacting other services to seek advice on how CYP can access support and then signposting the CYP appropriately. It is understood that the Supplier shall not be required to persistently recommend a service user accesses another service where this would be detrimental to their engagement with this service.

4.2.3 When a service user is likely to meet the threshold for accessing one of the CYPMH

services in Lincolnshire, the Supplier will support the service user to access the service and will provide information and signposting on the referral process.

Service Detail

4.3.1 The service is being commissioned in recognition that CYP may need help, support and

guidance in relation to short-lived, low to moderate level mental health concerns. Such concerns may affect the psychological and emotional well-being of CYP causing concern to themselves, their families and friends.

General

4.3.4. The Supplier shall provide an Online Mental Health Support service that is accessed via

a CYP friendly, safe and easy to use website, accessible from a range of devices, including mobile phones, desktop computers and tablets. The online platform will be secure and allow a secure exchange of communication between the Supplier and service user, and include:

4.3.4.1. Online, live, text-based chats between a service user and qualified mental health professionals (psychotherapists, counsellors etc). Waiting times from request for chat to commencement of chat should be no more than 30 minutes (to be reviewed quarterly).

CYP will be advised of the time remaining to speak to a practitioner.

4.3.4.2. Bookable 1:1 online support sessions for service users with qualified mental health

professionals (for example psychotherapists, counsellors etc). Sessions shall be booked at times convenient for the service user and should always be with the same professional for continuity of care, except where it is felt a change in professional will be beneficial to a service user's outcomes.

4.3.4.3. Group chat functions and themed message forums for service users based on particular

themes and issues that affect CYP's emotional and mental health. All chat and message forums shall be moderated for content which is deemed inappropriate or unhelpful prior to

publishing. Forums should reflect topics identified as of interest from the CYP themselves.

4.3.4.4. Moderated journals whereby service users can maintain private journals moderated by a

trained practitioner.

4.3.4.5. A range of self-care units, guidance or modules that CYP can read online, or download,

with advice, tips and help on topics such as exam stress, anxiety and mindfulness. These units should be regularly maintained and developed in conjunction with CYP.

4.3.4.6. Mechanisms for service users to set therapeutic aims and measure their own progress

and outcomes using self-determined, change-focussed and goal-orientated plans in collaboration with and supported by qualified practitioners.

4.3.4.7. Utilisation of an outcome measurement tool to provide tangible evidence of service user

improvement as a result of accessing the service.

4.3.4.8. Interim support for those waiting to receive a specialist mental health intervention plus

top-up support if required post-intervention, including those CYP transitioning from inpatient care to community care, as part of a wider universal support offer.

4.3.4.9. Signposting to other local services for CYP where service users may benefit from face-

to-face support or require more specialist intervention. This could include such services as CAMHS specialist mental health support, the Healthy Minds Lincolnshire Service, Mental Health Support Teams, Lincolnshire Integrated Sexual Health Service and Children and Young People's Nurses. This may also include signposting to the Customer's Emotional Wellbeing Pathway, an online hosted website with self-care advice and an overview of locally available universal and targeted services.

4.3.4.10. Service users shall be able to return to the service at any time until they reach the upper

age limit and they shall never be considered 'closed' cases. If a service user has set and

achieved their own goals this shall be considered a key milestone from which applicable performance data can be obtained e.g. improvement from start of intervention to end of intervention.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Start date

1 April 2024

End date

31 March 2026

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: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

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: Yes

IV.2) Administrative information

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

Date

19 December 2023

Local time

4:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

19 December 2023

Local time

4:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

High Court of England and Wales

Royal Courts of Justice, The Strand

London

WC2A 2LL

Country

United Kingdom