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Contract

Postvention - Bereavement Support Service to NHS Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board (BSW ICB)

NHS Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board

F03: Contract award notice

Notice identifier: 2025/S 000-037476

Procurement identifier (OCID): ocids-h6vhtk-050669

Published 4 July 2025, 2:43pm

Section I: Contracting authority

I.1) Name and addresses

NHS Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board

Chippenham

Contact

Caitlin Dyke

Email

caitlin.dyke@nhs.net

Country

United Kingdom

Region code

UKK1 - Gloucestershire, Wiltshire and Bristol/Bath area

NHS Organisation Data Service

92G

Internet address(es)

Main address

<https://bsw.icb.nhs.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

Postvention - Bereavement Support Service to NHS Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board (BSW ICB)

Reference number

C349543/WA17678

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

NHS Bath and North East Somerset, Swindon and Wiltshire Integrated Care board (BSW ICB) intends to award a contract to Swindon & Gloucestershire Mind Ltd to deliver Postvention Bereavement Services to residents or people who are registered with a GP, within the boundaries of Swindon and Wiltshire.

A core feature of service provision will be the continuous involvement of people with lived experience to inform and influence ongoing transformation and development. This will be achieved through not only formal opportunities but also through comprehensive analysis of data and outcomes related to people seen within the services.

Access Information will be gathered by the service provider and uploaded into the Mental Health Services Dataset (MHSDS). This will, as a minimum, allow number of contacts (at patient level) to be measured. Through joint work with partners and using outputs from the MHSDS, the provider will demonstrate how their service offer has provided timely access to the service and, where relevant, timely transfer to other partners. This will include: waiting time to first contact, waiting time to first intervention and waiting time for any onward intervention required. They will monitor this quarterly in conjunction with commissioners or more frequently if required.

At first contact, staff will be expected to conduct a support conversation with the individual. This support conversation will establish individual goals and anticipated outcomes that the person will be supported to work towards. This will be recorded on the

agreed patient record in order that the information follows the person and they only have to tell their story once.

The contract term will be for 3 years with an optional extension of any period up to 1 year.

The contract value is £61,600.00 per annum giving a contract value of £184,800.00 for the initial contract period and £246,400.00 if the full extension period is adopted.

The new service will commence on the 1st November 2025.

This exercise was carried out by NHS South, Central and West Commissioning Support Unit (SCW) on behalf of the Commissioner.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £246,400

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKK14 - Swindon
- UKK15 - Wiltshire CC

II.2.4) Description of the procurement

NHS Bath and North East Somerset, Swindon and Wiltshire Integrated Care board (BSW ICB) intends to award a contract to Swindon & Gloucestershire Mind Ltd to deliver Postvention Bereavement Services to residents or people who are registered with a GP, within the boundaries of Swindon and Wiltshire.

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patient level) to be measured. Through joint work with partners and using outputs from the MHSDS, the provider will demonstrate how their service offer has provided timely access to the service and, where relevant, timely transfer to other partners. This will include: waiting time to first contact, waiting time to first intervention and waiting time for any onward intervention required. They will monitor this quarterly in conjunction with commissioners or more frequently if required.

At first contact, staff will be expected to conduct a support conversation with the individual. This support conversation will establish individual goals and anticipated outcomes that the person will be supported to work towards. This will be recorded on the agreed patient record in order that the information follows the person and they only have to tell their story once.

The service will enable full coverage of (B)SW with Postvention Bereavement support for individuals affected by and involved with the person, including family and friends, work colleagues, plus any agencies who may have been involved with person.

Interventions will include:

- Clear information on the service is available, including a description of the service, what it offers, contact details and how to make a referral. Easy access to the service, whether via the person's GP, self-referral, Police, other health and care professionals or as directed by other mental health services. Access to be available by telephone and email.
- Referrals to the service will be responded to within a maximum of 48 hours.
- The person will be offered an appointment (type and time of their choosing) so a thorough holistic assessment of an individual's needs and risks can be undertaken.
- Provide a safe space for listening, and co-creation of a safety and support plan.
- One to one sessions in person or virtually on weekdays and in the evenings.
- Undertake risk assessment scales to be able to respond to change in risks and signpost to appropriate support services.
- Provide person centred, emotional support, to include coping strategies.
- Practical support including help to navigate processes such as police processes, funeral arrangements, inquest, the media, notifying companies of the death and communication with employers
- Signposting and referral to other services.

- Group support sessions (face to face and online) to include solution focused strategies.
- Attend MDTs as and when required.
- Onwards support with proactive/assertive signposting and referrals [via warm transfer], including to urgent support as required.
- Remain in regular supportive contact with individuals (defined on a case-by-case basis), at least until the inquest.
- Support through related statutory processes.
- Able to support the wider determinants of mental health and impact of bereavement; for example, trauma-focused therapy, financial and housing support. This will enable rapid access and appropriate support.
- Make available guides and resources in a range of different languages and have access to translation services whenever needed.
- Establish a real time surveillance pathway for the police to make a referral to the service, with contact to be made within 72 hours unless the person opts out of the service. The provider will produce a monthly report and cross reference the number of deaths with Real Time Sudden Deaths Surveillance coordinator and Mental Health Trust to ensure that no individuals have been missed.
- Attend forums/multi-agency meetings with broader reaching partnership, including commissioned core mental health services and community asset and real time suicide surveillance forums.
- The provider has clear lines of accountability within local suicide prevention structures and is integrated/reflected with the wider suicide prevention strategy for that local authority area.
- The service is aligned to local priorities and actively engages with people with lived experience and partner organisations (e.g., local statutory, voluntary and community organisations) and attends multi-agency forums
- The service is engaged in promoting awareness of suicide bereavement and the importance of timely support for those impacted or affected by suicide. This will include outreach to local schools and colleges to support students and staff to promote awareness of support offers.
- Training provision for healthcare professionals

Make links with funeral homes, coroner, family liaison workers, other bereavement providers locally to raise awareness and integrate the service

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II.2.5) Award criteria

Quality criterion - Name: The contract award criteria are specified in the procurement documents / Weighting: 90

Cost criterion - Name: Value / Weighting: 10

II.2.11) Information about options

Options: Yes

Description of options

An optional extension of any period up to 1 year.

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 000-016551](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 July 2025

V.2.2) Information about tenders

Number of tenders received: 1

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Swindon & Gloucestershire Mind Ltd

Sanford House, Sanford Street

Swindon

SN1 1HE

Country

United Kingdom

NUTS code

- UKK14 - Swindon

Charity Commission (England and Wales)

1002085

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £244,000

Section VI. Complementary information

VI.3) Additional information

The awarding decision was granted by the Executive Director in BSW ICB.

There were no conflicts or potential conflicts of interest of individuals making the decision declared.

The winning bidder was chosen in line with the key criteria published within the tender documentation.

This is a Provider Selection Regime (PSR) intention to award 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. The publication of this notice marks the start of the standstill period. Representations by providers must be made to the relevant authority by midnight, 16th July 2025. This contract has not yet formally been awarded; this notice serves as an intention to award under the PSR.

Any representations should be sent to Caitlin.dyke@nhs.net.

VI.4) Procedures for review

VI.4.1) Review body

Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board

Chippenham

Country

United Kingdom