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Contract

## **Crisis Cafes**

NHS South West - Acutes

F03: Contract award notice

Notice identifier: 2025/S 000-038594

Procurement identifier (OCID): ocds-h6vhtk-04e497

Published 9 July 2025, 1:47pm

## **Section I: Contracting authority**

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

NHS South West - Acutes

Acute Trusts

Exeter

South west region

### **Contact**

Helen Jaques

### **Email**

[helen.jaques@nhs.net](mailto:helen.jaques@nhs.net)

### **Country**

United Kingdom

### **Region code**

UKK4 - Devon

**Internet address(es)**

Main address

<https://www.dpt.nhs.uk>

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

Regional or local authority

**I.5) Main activity**

Health

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**Section II: Object**

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

**II.1.1) Title**

Crisis Cafes

Reference number

T24-0117

**II.1.2) Main CPV code**

- 85000000 - Health and social work services

**II.1.3) Type of contract**

Services

**II.1.4) Short description**

Devon Partnership NHS Trust is seeking to subcontract the provision of Crisis Cafes within Devon including Torbay and Plymouth.

These will be open to people from Devon who perceive themselves to be in mental health crisis or are at risk of this.

### **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: £2,556,549

## **II.2) Description**

### **II.2.2) Additional CPV code(s)**

- 75200000 - Provision of services to the community
- 85312300 - Guidance and counselling services

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

NUTS codes

- UKK4 - Devon

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

Devon Partnership NHS Trust is seeking to subcontract the provision of Crisis Cafes within Devon including Torbay and Plymouth.

These will be open to people from Devon who perceive themselves to be in mental health crisis or are at risk of this.

The Crisis Cafés model will offer a welcoming, safe (psychologically and physically), friendly, compassionate and non-stigmatising environment that people can access particularly outside of traditional working hours i.e. 9am – 5pm.

The provision will support people when they are approaching or experiencing emotional distress or a mental health crisis as defined by the person presenting. The provision will be an integral part of the local community and aligned community based mental health offer.

Individuals will be supported to discuss the nature of the crisis they are experiencing and reduce the crisis or distress being experienced through a range of support including signposting, advice, access to appropriate resources and working with existing care/recovery/safety plans. This support must build on the individual's strengths and enable choice and control and be based on shared decision making. The provision will also ensure that the support provided enables a sustained period of recovery/self management.

### **II.2.5) Award criteria**

Quality criterion - Name: Financial narrative / Weighting: 18

Quality criterion - Name: Quality of Service / Weighting: 70

Quality criterion - Name: Sustainability / Weighting: 10

Price - Weighting: 2

### **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

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## **Section IV. Procedure**

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

#### **IV.1.1) Type of procedure**

Restricted 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 000-006048](#)

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## **Section V. Award of contract**

### **Contract No**

1

### **Title**

Crisis Cafes

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: 2

Number of tenders received from SMEs: 0

Number of tenders received by electronic means: 2

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

#### **V.2.3) Name and address of the contractor**

Mental Health Matters

Waterside House, Sunderland Enterprise Park

Sunderland

SR5 2TZ

Email

[business@mhm.org.uk](mailto:business@mhm.org.uk)

Telephone

+44 1915163500

Country

United Kingdom

NUTS code

- UKK4 - Devon

National registration number

1786914

The contractor is an SME

No

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

Lowest offer: £2,556,549 / Highest offer: £2,556,549 taken into consideration

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## **Section VI. Complementary information**

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

This procurement is being conducted in accordance with Regulation 28 of the Public Contracts Regulations 2015.

The invitation to tender (ITT) documents and additional information is available from CTM e-procurement portal at: <https://uk.eu-supply.com>

Tenders or requests to participate must be submitted electronically via the above address.

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Devon Partnership NHS Trust

Exeter

Country

United Kingdom