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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

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

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

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](#)

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@mhmm.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

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