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Contract

Community Mental Health Services (Healthy Minds Service and Depression and Wellbeing Calls) LOTS in Mid and South Essex

NHS Mid and South Essex Integrated Care Board

F03: Contract award notice

Notice identifier: 2025/S 000-044503

Procurement identifier (OCID): ocids-h6vhtk-050be1

Published 30 July 2025, 6:54pm

Section I: Contracting authority

I.1) Name and addresses

NHS Mid and South Essex Integrated Care Board

Phoenix House, Christopher Martin Rd,

Basildon

SS14 3HG

Contact

Procurement Manager

Email

cariad.burgess@attain.co.uk

Country

United Kingdom

Region code

UKH3 - Essex

National registration number

99E

Internet address(es)

Main address

<https://www.midandsouthessex.ics.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

Community Mental Health Services (Healthy Minds Service and Depression and Wellbeing Calls) LOTS in Mid and South Essex

Reference number

ACE-0822-2025-MSE

II.1.2) Main CPV code

- 85323000 - Community health services

II.1.3) Type of contract

Services

II.1.4) Short description

This Intention to Award Notice is issued in accordance with the Health Care Services (Provider Selection Regime) Regulations 2023 under the competitive process. The Procurement relates to the Invitation to Tender (competitive process) for the provision of Lot 1: Healthy Minds Services and Lot 2: Depression and Wellbeing Calls Service (mental health services) for NHS Mid and South Essex Integrated Care Board (herein referred to as the 'Authority').

The Authority has undertaken a full evaluation and assessment of the compliant bid submissions received as part of this competitive process, which were evaluated in line with the procurement documentation published within the Competitive Process Overview (CPO). The contract award criteria are specified in the procurement documentation and CPO. As a result of this, the Authority intends to award the proposed Contract for the Service to the Provider that achieved the highest technical and commercial scores across the key criteria used.

The purpose of this competitive process was for the Authority to secure a suitably qualified provider to deliver this Lot 1: Healthy Minds Service and Lot 2: Depression and Wellbeing Calls Service across Mid and South Essex.

The contract term for both LOT 1 and LOT 2 is from 01st October 2025 - 30th September 2028, with the option to extend for a further 24 months.

The maximum 3-year contract value for LOT 1 is £3,890,885.00 Pound Sterling, which acts as an affordability cap for the commercial offer template for this procurement. The total aggregate contract value for LOT 1 over the 5-year contract term (inclusive of optional extensions) is £6,466,732.00 Pound Sterling.

The maximum 3-year contract value for LOT 2 is £285,875.00 Pound, which acts as an affordability cap for the commercial offer template for this procurement. The total aggregate contract value for LOT 2 over the 5-year contract term (inclusive of optional extensions) is £475,130.00 Pound Sterling.

The selected provider was selected due to achieving the highest scores across the key criteria used. The provider has been assessed and passed against the relevant key criteria. As outlined in the procurement documentation, the key criteria contained Technical Questions. The raw weighting and applied weightings have been assigned per Key Criterion in accordance with its relative importance in line the assessment of this tender process as determined by NHS MSE ICB. The Tender was assessed on Quality (90% weighting) and Price (10% weighting).

Key Criteria was:

Quality and Innovation 18.00% (out of 90%)

Value 13.50% (out of 90%)

Integration, Collaboration and Service Sustainability 31.50.00% (out of 90%)

Improving Access, Reducing Health Inequalities and Facilitating Choice 18.00% (out of 90%)

Social Value 9.00% (out of 90%)

This is a Provider Selection Regime (PSR) Contract 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.

II.1.6) Information about lots

This contract is divided into lots: Yes

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

Value excluding VAT: £6,941,862

II.2) Description

II.2.1) Title

Lot No

LOT 1 Healthy Minds Service

II.2.2) Additional CPV code(s)

- 85323000 - Community health services

II.2.3) Place of performance

NUTS codes

- UKH3 - Essex

II.2.4) Description of the procurement

This Intention to Award Notice is issued in accordance with the Health Care Services (Provider Selection Regime) Regulations 2023 under the competitive process. The Procurement relates to the Invitation to Tender (competitive process) for the provision of Lot 1: Healthy Minds Service (mental health services).

The Authority has undertaken a full evaluation and assessment of the compliant bid submissions received as part of this competitive process, which were evaluated in line with the procurement documentation published within the Competitive Process Overview (CPO). The contract award criteria are specified in the procurement documentation and CPO. As a result of this, the Authority intends to award the proposed Contract for the Service to the Provider that achieved the highest technical and commercial scores across the key criteria used. (Weighted 90% Quality and 10% Price).

The purpose of this competitive process was for the Authority to secure a suitably qualified provider to deliver this Healthy Minds Service across Mid and South Essex.

LOT 1 Healthy Minds is a new, transformed service across the whole of Mid and South Essex that focuses on community-based mental wellbeing support, promoting resilience, early intervention, and social connection.

The Healthy Mind Service is a community-based mental health and wellbeing provision designed to offer timely, accessible, and person-centred support for adults aged 18+ across Mid and South Essex. The service will be delivered under a single umbrella but consist of two distinct, complementary pathways:

Service 1 – Mental Health Community Connectors (MHCC):

A flexible, community-facing service that acts as a first point of contact for individuals requiring mental health support. The MHCC team will work closely with Integrated Neighbourhood Teams (INTs) and local communities to connect people with appropriate services, community resources, and peer support. The focus will be on relationship building, social prescribing, personalised care planning, and enabling people to access the right support at the right time, without delivering long-term interventions.

Service 2 – Healthy Mind Hubs:

A short-term, community-based wellbeing offer providing a programme of holistic workshops, activities and wellbeing sessions to promote mental, physical and emotional health. The Hubs will act as a preventative and supportive resource for individuals with non-clinical mental health needs, aiming to build resilience, reduce isolation, and enhance community connections.

Together, these services will work in partnership with local statutory, voluntary, and community services to create an integrated, person-led mental health support system within neighbourhoods.

II.2.5) Award criteria

Quality criterion - Name: Quality and Innovation / Weighting: 18.00

Quality criterion - Name: Value / Weighting: 13.50

Quality criterion - Name: Integration, Collaboration and Service Sustainability / Weighting: 36.00

Quality criterion - Name: Improving Access, Reducing Health Inequalities and Facilitating Choice / Weighting: 13.50

Quality criterion - Name: Social Value / Weighting: 9.00

Cost criterion - Name: Price (Commercial Offer Template) / Weighting: 10.00

II.2.11) Information about options

Options: Yes

Description of options

Option to extend for a further 24 months

II.2.13) Information about European Union Funds

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

II.2.14) Additional information

The maximum 3-year contract value for LOT 1 is £3,890,885.00 Pound Sterling, which acts as an affordability cap for the commercial offer template for this procurement.

The total aggregate contract value for LOT 1 over the 5-year contract term (inclusive of optional extensions) is £6,466,732.00 Pound Sterling.

II.2) Description

II.2.1) Title

Lot No

LOT 2 Depression and Wellbeing Calls

II.2.2) Additional CPV code(s)

- 85323000 - Community health services

II.2.3) Place of performance

NUTS codes

- UKH3 - Essex

II.2.4) Description of the procurement

This Intention to Award Notice is issued in accordance with the Health Care Services (Provider Selection Regime) Regulations 2023 under the competitive process. The Procurement relates to the Invitation to Tender (competitive process) for the provision of Lot 2: Depression and Wellbeing Calls Service (mental health services).

The Authority has undertaken a full evaluation and assessment of the compliant bid submissions received as part of this competitive process, which were evaluated in line with the procurement documentation published within the Competitive Process Overview (CPO). The contract award criteria are specified in the procurement documentation and CPO. As a result of this, the Authority intends to award the proposed Contract for the Service to the Provider that achieved the highest technical and commercial scores across the key criteria used. Weighted 90% Quality and 10% Price assessment.

The purpose of this competitive process was for the Authority to secure a suitably qualified provider to deliver this Lot 2: Depression and Wellbeing Calls Service across Mid and South Essex.

LOT 2 – Depression Wellbeing Calls

LOT 2 Depression Wellbeing Calls is a new, transformed service across the whole of Mid and South Essex. This is a targeted service providing proactive support for people newly diagnosed with depression by their Primary Care Practitioner, prescribed medication, referred to Talking Therapies, or both.

The Depression Wellbeing Calls Service provides structured, proactive telephone support for individuals who have been newly diagnosed with depression by their Primary Care Practitioner and/or prescribed medication, referred to Talking Therapies, or both. The service offers a structured and compassionate response, ensuring the first contact with the individual is made within 3 working days of referral from primary care.

The service aims to address the immediate needs of those presenting with depression, offering a blend of emotional support, goal-setting, and self-management strategies. The goal is to reduce the risk of suicide, enhance mental wellbeing, and support individuals in managing their daily lives, empowering them to transition to longer-term care and recovery services as necessary.

II.2.5) Award criteria

Quality criterion - Name: Quality and Innovation / Weighting: 18.00

Quality criterion - Name: Value / Weighting: 18.00

Quality criterion - Name: Integration, Collaboration and Service Sustainability / Weighting: 31.50

Quality criterion - Name: Improving Access, Reducing Health Inequalities and Facilitating Choice / Weighting: 18.00

Quality criterion - Name: Social Value / Weighting: 9.00

Cost criterion - Name: Price (Commercial Offer Template) / Weighting: 10.00

II.2.11) Information about options

Options: Yes

Description of options

Option to extend for a further 24 months

II.2.13) Information about European Union Funds

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

II.2.14) Additional information

The maximum 3-year contract value for LOT 2 is £285,875.00 Pound, which acts as an affordability cap for the commercial offer template for this procurement.

The total aggregate contract value for LOT 2 over the 5-year contract term (inclusive of optional extensions) is £475,130.00 Pound Sterling.

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 000-031105](#)

Section V. Award of contract

Lot No

LOT 1: Healthy Minds Service

Title

LOT 1: HEALTHY MINDS SERVICE FOR MSE ICB

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

25 July 2025

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 1

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 1

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

V.2.3) Name and address of the contractor

THURROCK AND BRENTWOOD MIND

152 Bridge Road,

Grays, Essex

RM17 6DB

Country

United Kingdom

NUTS code

- UKH3 - Essex

The contractor is an SME

Yes

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

Lowest offer: £3,823,982 / Highest offer: £6,373,300 taken into consideration

V.2.5) Information about subcontracting

The contract is likely to be subcontracted

Short description of the part of the contract to be subcontracted

- 1) Trust Links (Identifier: PRHC-3159-NGYM)
- 2) South East and Central Essex Mind (Charity Number: 1148451)
- 3) Mid and North East Essex Mind (PJGM-8476-DTGR)
- 4) Basildon Mind (Charity Number 1107896)

Section V. Award of contract

Lot No

LOT 2: Depression and Wellbeing Calls

Title

LOT 2: DEPRESSION AND WELLBEING CALLS SERVICE FOR MSE ICB

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

25 July 2025

V.2.2) Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 4

Number of tenders received from tenderers from other EU Member States: 1

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 1

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

V.2.3) Name and address of the contractor

THURROCK AND BRENTWOOD MIND

152 Bridge Road,

Grays, Essex

RM17 6DB

Country

United Kingdom

NUTS code

- UKH3 - Essex

The contractor is an SME

Yes

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

Lowest offer: £280,257 / Highest offer: £467,095 taken into consideration

V.2.5) Information about subcontracting

The contract is likely to be subcontracted

Short description of the part of the contract to be subcontracted

- 1) Trust Links (Identifier: PRHC-3159-NGYM)
- 2) South East and Central Essex Mind (Charity Number: 1148451)
- 3) Mid and North East Essex Mind (PJGM-8476-DTGR)
- 4) Basildon Mind (Charity Number 1107896)

Section VI. Complementary information

VI.3) Additional information

Please note that this form has a mandatory minimum requirement for at least '1' to be marked against the below statements. The true number should be read as '0'.

Section V Award of Contract:

V.2.2) Information about tenders:

- Number of tenders received from tenderers from other EU Member States: '0'

1 SME tender was received for LOT 1

4 SME tenders were received for LOT 2

Attain is conducting this process as agent for and on behalf of the Authority.

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 Authority intends to award a NHS Standard Contract for the provision of:

LOT 1: Healthy Minds Service for Mid and South Essex (Community Mental Health Service)

LOT 2: Depression and Wellbeing Calls Service for Mid and South Essex (Community Mental Health Service)

In line with the regulations, the Authority will observe the standstill period from Thursday 31st July 2025 until midnight Tuesday 12th August 2025. Representations by Providers must be made to the Authority by Tuesday 12th August 2025, this can be made via email to cariad.burgess@attain.co.uk.

Please note that this contract has not yet formally been awarded; this notice serves as an intention to award a contract under the competitive process of the PSR.

DECISION MAKING PROCESS:

The selected provider was selected due to achieving the highest scores across the key criteria used. The provider has been assessed and passed against the relevant key criteria.

Basic Selection Criteria was set out in the procurement documentation, the Selection Questionnaire (SQ) and were scored Pass/Fail. The tenders were assessed in line with the procurement documentation (Competitive Process Overview) 90% Quality and 10% Price. The Key Criteria (Quality) was weighted:

PSR Key Criteria 1 - Quality and Innovation 18.00% (out of 90%)

PSR Key Criteria 2 - Value 13.50% (out of 90%)

PSR Key Criteria 3 - Integration, Collaboration and Service Sustainability 31.50% (out of 90%)

PSR Key Criteria 4 - Improving Access, Reducing Health Inequalities and Facilitating Choice 18.00% (out of 90%)

PSR Key Criteria 5 - Social Value 8.00% (out of 90%)

The decision to award this procurement has been taken by the following approval committees at NHS MSE ICB: Working and Decision-Making Group 25th July 2025. There were no conflicts of interest identified among the procurement project group members approving the award of the procurement.

VI.4) Procedures for review

VI.4.1) Review body

NHS Mid and South Essex Integrated Care Board

Phoenix House, Christopher Martin Rd,

Basildon

SS14 3HG

Email

cariad.burgess@attain.co.uk

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Representations must be made to the relevant Authority at the email address indicated in section V1.3 by Tuesday 12th August 2025 and clearly articulate any suspected breach in the Provider Selection Regime (PSR). This will then be reviewed by the Authority's PSR Representation Review Panel.