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Planning

PUB24028 - Expression of Interest - Mental Wellbeing Support Helpline

Torbay Council

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-064888

Procurement identifier (OCID): ocds-h6vhtk-05ae86

Published 13 October 2025, 3:56pm

Scope

Reference

PUB24028

Description

Torbay Council is exploring the market capability to contract with a supplier for delivery of a Mental Wellbeing Support Helpline. The Council is seeking a supplier who can provide timely, needs-based, person-centred, and trauma-informed mental wellbeing support to Torbay residents, who seek help via the Torbay Community Helpline from 01st April 2026 to 31st March 2029. This is not a new service and therefore any provider must have the capability and capacity to transfer both the functions and the staff (via TUPE transfer) for the 01 April 2026 should this be required. Any organisation expressing an interest in this Expression of Interest (EOI) opportunity will be automatically taken to the next procurement stage, and therefore should have the organisational capacity and capability to undertake a full procurement exercise, if required. Please refer to the Expression of Interest document for further details of requirements. Providers are required to first, express their interest against the opportunity on ProContract, then fully complete section

B Expression of Interest Response, and return the EOI document. Completed EOI forms must be returned as an attachment through the 'Messaging' facility on this ProContract e-tendering system, or by email, to: commercial.services@torbay.gov.uk by 4:00pm on Monday 27th October 2025.

Total value (estimated)

- £660,000 excluding VAT
- £792,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 April 2026 to 31 March 2028
- Possible extension to 31 March 2030
- 4 years

Main procurement category

Services

CPV classifications

- 85000000 - Health and social work services

Contract locations

- UKK42 - Torbay

Engagement

Engagement deadline

27 October 2025

Engagement process description

PUB24028 - Expression of Interest - Mental Wellbeing Support Helpline:

Torbay Council is exploring the market capability to contract with a supplier for delivery of a Mental Wellbeing Support Helpline.

The Council is seeking a supplier who can provide timely, needs-based, person-centred, and trauma-informed mental wellbeing support to Torbay residents, who seek help via the Torbay Community Helpline from 01st April 2026 to 31st March 2029.

This is not a new service and therefore any provider must have the capability and capacity to transfer both the functions and the staff (via TUPE transfer) for the 01 April 2026 should this be required.

Any organisation expressing an interest in this Expression of Interest (EOI) opportunity will be automatically taken to the next procurement stage, and therefore should have the organisational capacity and capability to undertake a full procurement exercise, if required.

Please refer to the Expression of Interest document for further details of requirements.

Providers are required to first, express their interest against the opportunity on ProContract, then fully complete section B Expression of Interest Response, and return the EOI document.

Completed EOI forms must be returned as an attachment through the 'Messaging' facility on this ProContract e-tendering system, or by email, to:

commercial.services@torbay.gov.uk by 4:00pm on Monday 27th October 2025.

Participation

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Publication date of tender notice (estimated)

2 December 2025

Procedure

Special regime

Light touch

Contracting authority

Torbay Council

- Public Procurement Organisation Number: PXLG-3144-TYMJ

Torbay Council Town Hall

Torquay

TQ1 3DR

United Kingdom

Contact name: Commercial Services

Telephone: +4401803 201201

Email: commercial.services@torbay.gov.uk

Website: <http://www.torbay.gov.uk/>

Region: UKK42 - Torbay

Organisation type: Public authority - sub-central government