

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/066148-2025>

Planning

NHSWYICB - West Yorkshire All Age Crisis Text Service

NHS West Yorkshire Integrated Care Board

F01: Prior information notice

Prior information only

Notice identifier: 2025/S 000-066148

Procurement identifier (OCID): ocds-h6vhtk-05ce81

Published 17 October 2025, 10:02am

Section I: Contracting authority

I.1) Name and addresses

NHS West Yorkshire Integrated Care Board

White Rose House, West Parade

Wakefield

WF1 1LT

Contact

Ben Pursey

Email

wycb-kirk.procurement@nhs.net

Country

United Kingdom

Region code

UKE4 - West Yorkshire

Internet address(es)

Main address

<https://www.westyorkshire.icb.nhs.uk/>

Buyer's address

<https://www.westyorkshire.icb.nhs.uk/>

I.3) Communication

Additional information can be obtained from the above-mentioned address

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<https://health-family.force.com/s/Welcome>

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

NHSWYICB - West Yorkshire All Age Crisis Text Service

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

This is a notice to inform the market of the intention to award a contract for the all age mental health crisis text service for the population of WYICB via the Most Suitable Provider Process

II.1.5) Estimated total value

Value excluding VAT: £439,200

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKE4 - West Yorkshire

II.2.4) Description of the procurement

This is a notice to inform the market of the intention to award a contract for all age mental health crisis text service for the population of WYICB via the Most Suitable Provider Process.

The Health Care Services (Provider Selection Regime) Regulations 2023, Paragraph 10 - The Page 4 to 5 Most Suitable Provider Process is being used to commission this service. This notice will be live for fourteen (14) days from the date of publication. This is a notice to inform the market of the intention to award a contract for all age mental health crisis text service for the population of WYICB.

The aim of the service is to provide an all age crisis SMS text service for those experiencing mental health difficulty.

There are specific service elements the all age mental crisis text service is required to deliver, including but not limited to:

- Text-based crisis intervention - Trained practitioners engage in real-time conversations with texters to provide immediate support and crisis intervention. These interventions may include active listening, safety planning, and de-escalation techniques tailored to the individual's needs.
- Emotional support - In addition to crisis intervention, the service offers empathetic and non judgmental emotional support to individuals in distress. Practitioners work

collaboratively with texters to explore their feelings, validate their experiences, and offer comfort and reassurance.

- Referrals to appropriate services - Recognising that some crisis may require additional support beyond the scope of the text service, practitioners are equipped to provide referrals to appropriate services and resources. Whether it's connecting individuals with local mental health services, urgent mental health helplines / NHS 111 'select mental health option', or community organisations, the service aims to facilitate access to ongoing support and care.

- Safety planning and risk formulation - Conduct a risk assessment (by qualified mental health clinicians) to understand what the presenting risks are, which will contribute to safety planning. Often a safety plan will include carers and the wider multi-agency network, and

practitioners should be skilled in identifying which other agencies in the care network need to contribute to safety planning, where appropriate. Practitioners will make reasonable adjustments in line with the Equality Act 2010.

The Provider should be able to evidence that they:

- Are able to provide a clinically led service with all text conversations answered by a qualified mental health practitioner.

- Can operate the service 24 hours a day, 365 days a year.

- Can provide a service which can be accessed by all ages across the UK.

- Provide a SMS text service that is directly accessible to all texters at no cost to the texter.

- Provide an SMS text service that ensures messages to the service are anonymised on the texters phone bill.

- Ensure all messages treated confidentially and anonymously (unless there is a concern about the texters safety).

The estimated value of the contract is £439,200 for a 2 year contract.

II.3) Estimated date of publication of contract notice

17 October 2025

Section IV. Procedure

IV.1) Description

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

Section VI. Complementary information

VI.3) Additional information

This is a Provider Selection Regime (PSR) intended approach 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 award decision maker will be the Assistant Director of Contracting in line with the ICB's Scheme of Delegation.

The intention is to award a contract using the Most Suitable Provider Process.