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Tender

South-West Crisis Text Service

NHS Devon Integrated Care Board

F02: Contract notice

Notice identifier: 2025/S 000-082759

Procurement identifier (OCID): ocds-h6vhtk-05f563

Published 15 December 2025, 9:49am

Section I: Contracting authority

I.1) Name and addresses

NHS Devon Integrated Care Board

Exeter

Email

scwcsu.cbprocurement@nhs.net

Country

United Kingdom

Region code

UKK4 - Devon

NHS Organisation Data Service

15N

Internet address(es)

Main address

<https://devon.icb.nhs.uk/>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

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

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<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

South-West Crisis Text Service

Reference number

C396194

II.1.2) Main CPV code

- 85140000 - Miscellaneous health services

II.1.3) Type of contract

Services

II.1.4) Short description

NHS Devon Integrated Care Board is seeking to secure a provider who has the capacity and capability to deliver a South-West Crisis Text Service in line with the specified requirements.

NHS Devon ICB is acting as Lead Commissioner with other Commissioners, as a partnership with the following organisations:

NHS Bristol, North Somerset and South Gloucestershire ICB

NHS Dorset ICB

NHS Cornwall and Isles of Scilly ICB

NHS Bath and North-East Somerset, Swindon and Wiltshire

NHS Somerset ICB

NHS Gloucestershire ICB

A crisis text service is defined by the comprehensive approach to supporting everyone in mental health crisis, irrespective of their background and demographics. The service aims to provide timely, accessible, and effective support including a range of interventions tailored to meet the diverse needs of service users.

TUPE is not likely to apply.

The Contract duration is for an initial 2 years from 01 August 2026 to 31 July 2028 with the option to extend for a further 1 year.

This exercise is being carried out by NHS South, Central and West Commissioning Support Unit (SCW) on behalf of the Commissioner.

II.1.5) Estimated total value

Value excluding VAT: £1,993,212

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKK - South West (England)

II.2.4) Description of the procurement

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II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

36

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

12-month optional extension

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.2.2) Time limit for receipt of tenders or requests to participate

Date

23 January 2026

Local time

12:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.7) Conditions for opening of tenders

Date

23 January 2026

Local time

1:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

The award criteria and weightings for this procurement are:

Quality & Innovation 51%

Value 5%

Integration, Collaboration and Service Sustainability 26%

Improving access, reducing health inequalities, and facilitating choice 8%

Social Value 10%

Interested providers will be able to view this opportunity via the live opportunities list on the 'Health Family' e-procurement system, Atamis. Click on 'View our Live Opportunities' from the home page, available on the following link: <https://health-family.force.com/s>Welcome>. The project reference is C396194

Once you have found the opportunity (via the search function, using the title or reference number), to gain full access to the bid documentation (including questionnaires), you will need to click on 'Register interest' - this will take you to the log-in page.

If you are not already registered on the system, you will need to do so before gaining full access to the documentation and be able to submit a bid.

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 and The Procurement Act 2023 do not apply to this award.

VI.4) Procedures for review

VI.4.1) Review body

NHS Devon Integrated Care Board

Exeter

Country

United Kingdom