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Contract

## **Suffolk Night Owls Service**

NHS SUFFOLK AND NORTH EAST ESSEX INTEGRATED CARE BOARD

F03: Contract award notice

Notice identifier: 2025/S 000-007356

Procurement identifier (OCID): ocds-h6vhtk-04e844

Published 27 February 2025, 9:59am

## **Section I: Contracting authority**

### **I.1) Name and addresses**

NHS SUFFOLK AND NORTH EAST ESSEX INTEGRATED CARE BOARD

Endeavour House, Russell Road

Ipswich

IP12BX

### **Contact**

Caryn Akers

### **Email**

[procurement@snee.nhs.uk](mailto:procurement@snee.nhs.uk)

### **Country**

United Kingdom

**Region code**

UKH14 - Suffolk

**NHS Organisation Data Service**

QJG

**Internet address(es)**

Main address

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

Buyer's address

<https://in-tendhost.co.uk/snee-icb/asp/Home>

**I.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

Health

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Suffolk Night Owls Service

#### **II.1.2) Main CPV code**

- 85100000 - Health services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

Suffolk Night Owls was set up in 2014 as a local emotional support helpline for registered service users that also communicates via text and email as a support service. Registered people are those with complex emotional needs, including those with a diagnosis of Personality Disorder or who present with behaviours typical of such conditions. The service responds to requests to callbacks offering booked and timed appointments in-bound and outbound calls, and registered users can email and text.

#### **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: £177,092

### **II.2) Description**

#### **II.2.3) Place of performance**

NUTS codes

- UKH14 - Suffolk

Main site or place of performance

Suffolk locality

## **II.2.4) Description of the procurement**

This is a local emotional support helpline for registered service users, the service runs 7 nights a week from 6.30pm - 1.00am with calls being taken between 7.00pm and 1.00am.

The services offer time limited number of calls of approximately 20 minutes to offer support but with boundaries required for people with complex needs.

There are approximately 700 people registered with 260 having not accessed the service to date with approx. 70 regular people in daily contact through to monthly contact, the majority of whom are amber RAG rated. The service will where necessary make onward professional referrals/contacts including safeguarding.

NHS Suffolk and North East Essex Integrated Care Board are awarding the contract named within this notice under the Direct Award C process which is outlined within the Health Care Services (Provider Selection Regime) Regulations 2023. The provider named in this notice is an existing provider and has been reviewed through a Key Criteria assessment to ensure the awarding body is satisfied with current performance and reasonably expects the provider to be able to satisfy the contract which is the subject of this notice. The contract which is the subject of this notice has not changed considerably when compared with the existing / previous contract delivered by the named provider.

The ICB may wish to introduce additional services during the lifetime of the contract ("Contract modifications"). Such contract modifications will be contemplated where additional requirements are similar and or complementary to the services already included in the Specification, at any given time. Such expansion would be by the addition of services commissioned by the Authority as named in the Contract Notice. To this end, after the award of contract, there is a possibility that the contract may be varied as allowable in accordance with the Health Care Services (Provider Selection Regime) Regulations 2023.

## **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 100

Price - Weighting: 0

## **II.2.11) Information about options**

Options: No

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## Section IV. Procedure

### IV.1) Description

#### IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

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 publication of this notice marks the start of the standstill period.

Representations by providers must be made to decision makers by 11th March 2025 (8 working days following publication of intention to award notice). They should be submitted in writing to [procurement@snee.nhs.uk](mailto:procurement@snee.nhs.uk).

This contract has not yet formally been awarded; this notice serves as an intention to award under the PSR.

Insert Award decision-makers: SNEE ICB Executive Committee 28th October 2024.

No conflicts of interest, or potential conflicts of interest, were declared by any decision makes.

The decision to award this contract in line with Direct Award Process C was based on evaluation against the five required key criteria as follows:

- Quality and Innovation - Assured - SNEE ICB are assured that the provider is delivering a safe and effective service as required by the specification and contract they are currently delivering. This criterion was reviewed in line with the Quality Impact Assessment.
- Value - Assured - SNEE ICB are assured that the provider is delivering value to the integrated care system and the cost of change would not be outweighed by the potential benefit of a new provider.
- Integration, Collaboration and Service Sustainability - Assured - SNEE ICB are assured that

the provider is positively impacting on the integrated care system through their integration and collaboration delivered as a requirement of the specification or alternative elements linked to the delivery.

- Improving Access, Reducing Health Inequalities and Facilitating Choice - Partly assured - SNEE ICB are assured that the provider is meeting needs of the population to ensure equitable access and choice as required by the specification and contract. This criterion was reviewed in line with the Equality Impact Assessment.

- Social Value - Assured - SNEE ICB are assured that the provider is delivering in line with the SNEE Green Plan, supporting with the implementation of carbon reduction and increase in initiatives which positively impact on the wider determinants of health. This criterion was reviewed in line with the Sustainability Impact Assessment.

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

The procurement is covered by the Government Procurement Agreement: No

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### **Section V. Award of contract**

A contract/lot is awarded: Yes

#### **V.2) Award of contract**

##### **V.2.1) Date of conclusion of the contract**

28 October 2024

##### **V.2.2) Information about tenders**

Number of tenders received: 1

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

##### **V.2.3) Name and address of the contractor**

Suffolk MIND

Felixstowe

IP11 9JB

Country

United Kingdom

NUTS code

- UKH14 - Suffolk

Companies House

02611510

The contractor is an SME

Yes

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

Initial estimated total value of the contract/lot: £177,092

Total value of the contract/lot: £177,092

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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

NHS Suffolk and North East Essex ICB

Endeavour House

Ipswich

IP12BX

Email

[procurement@snee.nhs.uk](mailto:procurement@snee.nhs.uk)

Country

United Kingdom