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Not applicable

Suffolk Night Owls Service

NHS SUFFOLK AND NORTH EAST ESSEX INTEGRATED CARE BOARD

F14: Notice for changes or additional information

Notice identifier: 2025/S 000-009435

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

Published 14 March 2025, 1:09pm

Section I: Contracting authority/entity

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

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>

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.

Section VI. Complementary information

VI.6) Original notice reference

Notice number: [2025/S 000-007356](#)

Section VII. Changes

VII.1) Information to be changed or added

VII.2) Other additional information

This is a Provider Selection Regime (PSR) confirmation of contract award notice.

This contract has been awarded under the Health Care Services (Provider Selection Regime) Regulations 2023. For the avoidance of doubt, the provisions of the Public Contract Regulations 2015 do not apply to this award.

This contract has now been formally awarded using direct award process C

Contract award date: 27.02.2025

The dates between which the services are intended to be provided are: 01.04.2025 - 31.03.2026

Lifetime value of the contract is anticipated to be: Value excluding VAT: £177,092.00

There was no review during the standstill period.