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Not applicable

## **Suffolk Night Owls**

NHS SUFFOLK AND NORTH EAST ESSEX INTEGRATED CARE BOARD

F14: Notice for changes or additional information

Notice identifier: 2026/S 000-017353

Procurement identifier (OCID): ocds-h6vhtk-05a9da

Published 26 February 2026, 1:47pm

### **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](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>

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## **Section II: Object**

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

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

Suffolk Night Owls

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

- 85100000 - Health services

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

Services

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

A local 7 nights a week emotional support helpline for registered service users including via text and email for registered people with complex needs. This includes 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. A twenty-minute slot is allocated and where necessary the helpline staff will make onward professional referrals/contacts including safeguarding.

- 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 1300 people registered with 770 having not accessed the service to date with approx. 80 regular people in contact with the service. Some are in daily contact through to those with monthly contact.
- The calls are RAG rated with the majority being amber rated, with a few being red rated.
- Staff training includes Helpline Training; Suicide prevention; Risk Assessment and Management; Safeguarding; KUF and MHFA.

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## **Section VI. Complementary information**

### **VI.6) Original notice reference**

Notice number: [2025/S 000-063000](#)

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## **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: 7th October 2025

The dates between which the services are intended to be provided are: 01/04/2026 to 31/03/2027

Lifetime value of the contract is anticipated to be: Value excluding VAT: £177,092

There was no review during the standstill period.