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Award

## **Specialized Citizens Advice Service to those with Severe Mental Health illness**

NHS Suffolk and North East Essex ICB

F15: Voluntary ex ante transparency notice

Notice identifier: 2024/S 000-030828

Procurement identifier (OCID): ocds-h6vhtk-04a336

Published 26 September 2024, 3:00pm

### **Section I: Contracting authority/entity**

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

NHS Suffolk and North East Essex ICB

Aspen House, Stephenson Road, Severalls Business Park

COLCHESTER

CO49QR

#### **Contact**

Jane Garnett

#### **Email**

[jane.garnett@snee.nhs.uk](mailto:jane.garnett@snee.nhs.uk)

#### **Country**

United Kingdom

#### **Region code**

UKH34 - Essex Haven Gateway

**NHS Organisation Data Service**

QJG

**Internet address(es)**

Main address

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

**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**

Specialized Citizens Advice Service to those with Severe Mental Health illness

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

- 85000000 - Health and social work services

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

Services

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

This is a voluntary ex ante transparency notice and is intended to provide notice of NHS Suffolk and North East Essex Integrated Care Board's ("the ICB") intention to award a 28 month contract term, for the provision of a specialized Citizens Advice Service to those with Severe Mental Health illness, that require additional support to access services regarding finance issues across West Suffolk Alliance.

#### **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: £238,334

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

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

NUTS codes

- UKH14 - Suffolk

Main site or place of performance

West Suffolk Alliance

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

This is a voluntary ex ante transparency notice and is intended to provide notice of the ICB's intention to award a 28-month contract (from 1st December 2024 - 31st March 2027).

The contract value of the 28 month period is £238,334.

It is the ICB's intention to award this contract to the existing supplier.

The Supported Advice Service was created in 2020 to help people with poor mental health and severe mental illnesses overcome practical problems that have become both sources of stress and obstacles to recovery. People referred into the service have an enhanced level of support over core services. The caseworkers receive specialist training in mental health awareness and communication skills, so they are better able to work with this cohort of people. They coordinate the advice process; provide support and encouragement; liaise with external organisations; and plan onward referrals to appropriate partners. Citizens Advice objectives are to reduce the duration of the advice process and to minimise disengagement. People will then have the best chance of overcoming the non-clinical issues that have become impediments to improving their health. This will result in a reduction in repeat GP visits, hospitalisation and reliance on health and care services. Citizens Advice hold the Advice Quality Standard, are accredited to the Money Advice and Pension Service Framework and registered with the Financial Conduct Authority (FCA).

The ICB deem that there is a clear benefit to be gained from maintaining continuity with the incumbent service provider.

The ICB will award the contract utilising the NHS Standard Contract for the provision of healthcare services.

The Authority will observe a 10-day standstill from the date of publication of this VEAT, during which the Authority will not enter into any arrangement.

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

Options: No

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## Section IV. Procedure

### IV.1) Description

#### IV.1.1) Type of procedure

Negotiated without a prior call for competition

- The works, supplies or services can be provided only by a particular economic operator for the following reason:
  - absence of competition for technical reasons

Explanation:

A guiding principle of the NHS is that good healthcare is available to all, but whilst progress to improve the health outcomes of the population as a whole has been made, health inequalities remain between different population groups. Commissioners recognise that people from disadvantaged groups can experience barriers to access mainstream services, and despite increasing financial pressures, we recognise there remains a need to ensure people with severe mental illness receive support and can access health and care services in Suffolk and North East Essex.

The service will help people with poor mental health and severe mental illnesses overcome practical problems that have become both sources of stress and obstacles to recovery. People referred into the service have an enhanced level of support over core services. The caseworkers receive specialist training in mental health awareness and communication skills, so they are better able to work with this cohort of people. They coordinate the advice process; provide support and encouragement; liaise with external organisations; and plan onward referrals to appropriate partners. Citizens Advice objectives are to reduce the duration of the advice process and to minimise disengagement. People will then have the best chance of overcoming the non-clinical issues that have become impediments to improving their health. This will result in a reduction in repeat GP visits, hospitalisation and reliance on health and care services.

The Service to which this procurement relates fall within Schedule 3 of the Public Contracts Regulations 2015 as amended by as amended by The Public Procurement (Amendment etc.) (EU Exit) Regulations 2020, (the "Regulations"). As such, the Contracting Authority does not intend to hold itself bound by any of the Regulations, save those applicable to Schedule 3 Services.

#### 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/concession**

### **Title**

Specialized Citizens Advice Service to those with Severe Mental Health illness

A contract/lot is awarded: Yes

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

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

6 September 2024

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

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

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

Suffolk West Citizens Advice Bureau

The Risbygate Centre, 90 Risbygate Street,

Bury St Edmunds

IP33 3AA

Country

United Kingdom

NUTS code

- UKH14 - Suffolk

Companies House

7645392

The contractor/concessionaire is an SME

No

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

Total value of the contract/lot/concession: £238,334

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**Section VI. Complementary information**

**VI.4) Procedures for review**

**VI.4.1) Review body**

The Royal Courts of Justice

The Strand

London

WC2A 2LL

Country

United Kingdom