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Contract

Specialized Citizens Advice Service to those with Severe Mental Health illness

NHS Suffolk and North East Essex ICB

F03: Contract award notice

Notice identifier: 2024/S 000-038424

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

Published 28 November 2024, 11:52am

Section I: Contracting authority

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

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

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

A voluntary ex ante transparency notice was released to demonstrate the intention of NHS

Suffolk and North East Essex Integrated Care Board's ("the ICB") 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

A voluntary ex ante transparency notice was released 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.

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.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: No

II.2.14) Additional information

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.

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 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

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-030828](#)

Section V. Award of contract

Title

Specialized Citizens Advice Service to those with Severe Mental Health illness

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

7 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 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 is an SME

No

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

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

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