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Planning

Advice and Support Coordination Workers

East Suffolk and North Essex NHS Foundation Trust

F01: Prior information notice

Prior information only

Notice identifier: 2025/S 000-085091

Procurement identifier (OCID): ocids-h6vhtk-05fad0

Published 19 December 2025, 4:22pm

Section I: Contracting authority

I.1) Name and addresses

East Suffolk and North Essex NHS Foundation Trust

Colchester District General Hospital, Turner Road

COLCHESTER

CO4 5JL

Contact

Commissioning

Email

commissioning@esneft.nhs.uk

Country

United Kingdom

Region code

UKH14 - Suffolk

Internet address(es)

Main address

<https://www.esneft.nhs.uk/>

Buyer's address

<https://www.esneft.nhs.uk/>

I.3) Communication

Additional information can be obtained from the above-mentioned address

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<https://atamis-1928.my.site.com/s/Welcome>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Advice and Support Coordination Workers

II.1.2) Main CPV code

- 85323000 - Community health services

II.1.3) Type of contract

Services

II.1.4) Short description

Advice and Support Coordination Workers

II.1.5) Estimated total value

Value excluding VAT: £108,712

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKH14 - Suffolk

II.2.4) Description of the procurement

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 on 19 December 2025 is the start of the standstill period. Representations by providers must be made to decision makers by 6 January 2026. This contract has not yet formally been awarded; this notice serves as an intention to award under the PSR

II.2.14) Additional information

2.The contract title and reference.

Title: REACT Advice and support coordination workers, Ipswich Citizens Advice.

Reference: ESNEFT3037

3.The name and address of the registered office or principal place of business of the provider to whom an award is to be made.

Ipswich Citizens Advice

Registered office address:

19 Tower Street, Ipswich, Suffolk, IP1 3BE

Company number: 3438957

Charity Registration number: 1064862

4.A description of the relevant health care services to which the contract relates, including the most relevant CPV code

Description – Advice and Support Services

CPV Code – 85323000-9 - Community health services, but only in respect of community health services which are delivered to individuals

5.The approximate lifetime value of the contract.

£108,712 (incl VAT) per annum

6.Details of the award decision-makers.

Key Individuals - East Suffolk and North Essex NHS Foundation Trust (ESNEFT)

Service Lead - REACT

7.A statement explaining the award decision-makers' reasons for selecting the chosen provider, with reference to the key criteria.

Key Criteria:

1. Quality and Innovation – The provider has consistently delivered high-quality social prescribing interventions, evidenced any positive patient feedback and strong engagement with REACT clinicians. They have introduced innovative approaches such as digital referral pathways and proactive outreach for vulnerable patients. Performance against KPIs (e.g., referral turnaround times and patient satisfaction) has been strong with no complaints and high compliance with safeguarding standards.

2. Value – The provider has delivered significant value under the current contract by

addressing social determinants of health, reducing escalation of issues that often lead to clinical interventions. Evidence of cost-effectiveness: interventions prevent unnecessary hospital use and improve patient quality of life. Strong integration with REACT and community partners ensures efficient use of resources and maximizes impact per pound spent. Positive feedback and outcome data support the provider's ability to deliver high-value services.

3. Integration, collaboration, and service sustainability – The provider has demonstrated strong integration with REACT and community partners, ensuring seamless referral pathways and holistic patient support. Collaboration is evident through joint case management and participation in multidisciplinary meetings. The service has maintained continuity despite workforce challenges, showing resilience and commitment to patient care. Current delivery aligns with ICS priorities and supports system-wide objectives for admission avoidance and population health improvement

4. Improving access, reducing health inequalities, and facilitating choice – The provider has demonstrated strong commitment to improving access through flexible referral pathways and outreach to hard-to-reach populations. Evidence of reducing health inequalities includes targeted support for individuals facing financial hardship, housing insecurity, and social isolation. Patient choice is facilitated through tailored interventions and collaborative care planning, ensuring services reflect individual needs and preferences. Positive feedback and engagement metrics confirm the provider's effectiveness in promoting equity and choice

5. Social Value – Delivered timely and effective social prescribing support, reducing GP workload and hospital admissions. Provided community-based interventions that improve patient confidence and independence. Maintained strong local partnerships, ensuring advice and support are accessible. Evidence: Positive feedback from REACT referrals, consistent engagement metrics, and collaborative working with health teams

II.3) Estimated date of publication of contract notice

19 December 2025

Section IV. Procedure

IV.1) Description

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

The procurement is covered by the Government Procurement Agreement: Yes