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Tender

Provision of Non-Emergency Patient Transport (NEPTS) for North West England

NHS Lancashire and South Cumbria Integrated Care Board

F02: Contract notice

Notice identifier: 2026/S 000-001739

Procurement identifier (OCID): ocids-h6vhtk-060285

Published 9 January 2026, 10:54am

Section I: Contracting authority

I.1) Name and addresses

NHS Lancashire and South Cumbria Integrated Care Board

Level 3, Christ Church Precinct, County Hall, Fishergate Hill

Preston

PR18XB

Contact

Sarah Treece-Birch

Email

sarah.treece-birch@nhs.net

Country

United Kingdom

Region code

UKD - North West (England)

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

<https://www.lancashireandsouthcumbria.icb.nhs.uk>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://portal.us.bn.cloud.ariba.com/dashboard/public/appext/comsapsbncdiscoveryui#/RfxEvent/preview/1110002024?anId=ANONYMOUS>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://portal.us.bn.cloud.ariba.com/dashboard/public/appext/comsapsbncdiscoveryui#/RfxEvent/preview/1110002024?anId=ANONYMOUS>

Tenders or requests to participate must be submitted to the above-mentioned address

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

Provision of Non-Emergency Patient Transport (NEPTS) for North West England

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

NHS Shared Business Services, acting as an agent for the following NHS Integrated Care Boards:

NHS Lancashire & South Cumbria ICB,

NHS Greater Manchester ICB,

NHS Cheshire and Merseyside ICB,

NHS North East and North Cumbria ICB, and

NHS Derby and Derbyshire ICB

Who will be launching a procurement for the Provision of Non-Emergency Patient Transport Services (NEPTS) across Lancashire, Greater Manchester, Cheshire, Merseyside, Cumbria and part of Derbyshire.

The scope of services will include:

- Planned Patient Transport: Routine transport for outpatient appointments.
- Unplanned Patient Transport: Transport for patient discharges and short-notice bookings.
- Enhanced Priority Service Transport: Time-critical transport for patients attending haemodialysis or oncology treatments.

The contract opportunity will be structured into three LOTs, each covering specific geographical areas:

- LOT 1: Cheshire and Merseyside
- LOT 2: Greater Manchester (GM) and Derby and Derbyshire (Glossop Place)
- LOT 3: Lancashire & South Cumbria (L&SC) and North East & North Cumbria (North Cumbria Place)

The contracts awarded under each Lot will have an initial term of five years from expected Service Commencement date 01 April 2027 with an option to extend the initial term by a further three years to expire on 31 March 2035.

II.1.5) Estimated total value

Value excluding VAT: £468,477,808

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

II.2) Description

II.2.1) Title

Cheshire and Merseyside

Lot No

1

II.2.2) Additional CPV code(s)

- 85100000 - Health services

II.2.3) Place of performance

NUTS codes

- UKD - North West (England)

Main site or place of performance

Cheshire and Merseyside

II.2.4) Description of the procurement

Lot 1 - Cheshire & Merseyside Service Delivery

Each lot will use the same three (3) service specifications and include

Planned Patient Transport: Routine transport for outpatient appointments

Unplanned Patient Transport: Transport for patient discharges and short-notice bookings

Enhanced Priority Service Transport: Time-critical transport for patients attending haemodialysis or oncology treatments.

The Relevant Authority anticipates that it will appoint a Service Provider for each Lot separately. Each Lot is standalone and will be evaluated and awarded separately from the other Lots. A Service Provider may be successful in more than one Lot.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £160,603,488

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Start date

30 June 2026

End date

31 March 2035

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

There is a three year extension option at the end of the five year contract term post service commencement which applies to each lot.

II.2) Description

II.2.1) Title

Greater Manchester (GM) and Derby and Derbyshire (Glossop Place)

Lot No

2

II.2.2) Additional CPV code(s)

- 85100000 - Health services

II.2.3) Place of performance

NUTS codes

- UKD - North West (England)

Main site or place of performance

Greater Manchester (GM) and Derby and Derbyshire (Glossop Place)

II.2.4) Description of the procurement

Greater Manchester & Derby & Derbyshire Service Delivery.

Each lot will use the same three (3) service specifications and include

Planned Patient Transport: Routine transport for outpatient appointments

Unplanned Patient Transport: Transport for patient discharges and short-notice bookings

Enhanced Priority Service Transport: Time-critical transport for patients attending

haemodialysis or oncology treatments.

The Relevant Authority anticipates that it will appoint a Service Provider for each Lot separately. Each Lot is standalone and will be evaluated and awarded separately from the other Lots. A Service Provider may be successful in more than one Lot.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £143,465,136

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Start date

30 June 2026

End date

31 March 2035

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

There is a three year extension option at the end of the five year contract term post service commencement which applies to each lot.

II.2) Description

II.2.1) Title

Lancashire & South Cumbria, North East & North Cumbria

Lot No

3

II.2.2) Additional CPV code(s)

- 85100000 - Health services

II.2.3) Place of performance

NUTS codes

- UKD - North West (England)

Main site or place of performance

Lancashire & South Cumbria, North East & North Cumbria

II.2.4) Description of the procurement

Lancashire & South Cumbria, North East & North Cumbria Service Delivery

Each lot will use the same three (3) service specifications and include

Planned Patient Transport: Routine transport for outpatient appointments

Unplanned Patient Transport: Transport for patient discharges and short-notice bookings

Enhanced Priority Service Transport: Time-critical transport for patients attending haemodialysis or oncology treatments.

The Relevant Authority anticipates that it will appoint a Service Provider for each Lot separately. Each Lot is standalone and will be evaluated and awarded separately from the other Lots. A Service Provider may be successful in more than one Lot.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £164,409,184

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Start date

30 June 2026

End date

31 March 2035

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

There is a three year extension option at the end of the five year contract term post service commencement which applies to each lot.

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

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.2.2) Time limit for receipt of tenders or requests to participate

Date

27 February 2026

Local time

5:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.7) Conditions for opening of tenders

Date

2 March 2026

Local time

9:00am

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

This is a Provider Selection Regime (PSR) Contract 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.

This procurement to be conducted as a competitive process under the Provider Selection Regime.

F01: Prior information notice

Prior information only

Notice identifier: 2025/S 000-041154

VI.4) Procedures for review

VI.4.1) Review body

NHS Lancashire and South Cumbria Integrated Care Board

Preston

Country

United Kingdom