

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/001866-2023>

Planning

## **NHS Surrey Heartlands Non-Emergency Patient Transport Service (NEPTS) Market Engagement Event**

Surrey Heartlands Integrated Care Board (ICB)

F01: Prior information notice

Prior information only

Notice identifier: 2023/S 000-001866

Procurement identifier (OCID): ocids-h6vhtk-039954

Published 20 January 2023, 3:03pm

### **Section I: Contracting authority**

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

Surrey Heartlands Integrated Care Board (ICB)

Cedar Court, 36 Guildford Rd, Fetcham

LEATHERHEAD

KT22 9AE

#### **Contact**

Surrey Heartlands Integrated Care Board (ICB)

#### **Email**

[nhscs.agency@nhs.net](mailto:nhscs.agency@nhs.net)

#### **Telephone**

+44 1306646816

**Country**

United Kingdom

**Region code**

UK - United Kingdom

**Justification for not providing organisation identifier**

Not on any register

**Internet address(es)**

Main address

<https://www.surreyheartlands.org/nhs-surrey-heartlands-board>

**I.3) Communication**

Additional information can be obtained from another address:

Surrey Heartlands Integrated Care Board (ICB)

Cedar Court, 36 Guildford Rd, Fetcham

Leatherhead

KT22 9AE

**Email**

[nhscs.agency@nhs.net](mailto:nhscs.agency@nhs.net)

**Country**

United Kingdom

**Region code**

UK - United Kingdom

**Internet address(es)**

Main address

<https://www.surreyheartlands.org/nhs-surrey-heartlands-board>

#### **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

NHS Surrey Heartlands Non-Emergency Patient Transport Service (NEPTS) Market Engagement Event

Reference number

5085

#### II.1.2) Main CPV code

- 85100000 - Health services

#### II.1.3) Type of contract

Services

#### II.1.4) Short description

NHS Surrey Heartlands

Non-Emergency Patient Transport Service (NEPTS)

Individual provider market engagement sessions

In December 2022, Surrey Heartlands Integrated Care Board (ICB) delivered an initial pre-market engagement event whereby interested parties were invited to learn more about our plans for the future of Non-Emergency Patient Transport (NEPTS) and share relevant feedback and information to support next steps.

We are now pleased to be in a position to invite further engagement, and would welcome attendance at individual provider level sessions by interested parties with experience and expertise in the delivery of; transport, logistics, technology solutions (such as dynamic route planning, booking and customer SMS text notifications), call centre operations, customer services and other provisions relevant to the delivery of NEPTS, to provide feedback on our draft NEPTS service specification and anticipated financial model.

This is an opportunity to engage in an exciting piece of work that seeks to deliver innovative solutions and collaborative ways of working to respond to client and service user needs, creating a sustainable solution for the future.

Click on the links below to take up this opportunity and book an individual provider level meeting, in person, with members of the Surrey Heartlands NEPTS procurement team. If you are unable to book a slot this is because it has already been taken. Please try an alternative time. Should you find that all sessions have been booked please email [syheartlandsicb.ptstransformation@nhs.net](mailto:syheartlandsicb.ptstransformation@nhs.net). We will endeavour to arrange an alternative time for you, but this will be a virtual MS Teams meeting.

Following registration, early in the week commencing 13th February, you will be sent the draft service specification and some questions for consideration.

Thank you in advance for your efforts in reviewing the document and your willingness to discuss it with us.

20th February 2023

at Surrey Heartlands ICB, 1st Floor, Dukes Court, Duke St, Woking GU21 5BH

- 9.30am to 10.30am

- o <https://www.eventbrite.co.uk/e/516666081157>

- 11am to 12pm

- o <https://www.eventbrite.co.uk/e/519000292847>

- 12.30pm to 1.30pm

- o <https://www.eventbrite.co.uk/e/519001957827>

- 2pm to 3pm

- o <https://www.eventbrite.co.uk/e/519002740167>

- 3.30pm to 4.30pm

- o <https://www.eventbrite.co.uk/e/519004465327>

23rd February 2023

at Surrey Heartlands ICB, 1st Floor, Dukes Court, Duke St, Woking GU21 5BH

- 9.30am to 10.30am

- o <https://www.eventbrite.co.uk/e/519005638837>

- 11am to 12pm
  - o <https://www.eventbrite.co.uk/e/519007554567>
- 12.30pm to 1.30pm
  - o <https://www.eventbrite.co.uk/e/519008928677>
- 2pm to 3pm
  - o <https://www.eventbrite.co.uk/e/519010202487>
- 3.40pm to 4.30pm
  - o <https://www.eventbrite.co.uk/e/519011977797>

Please note: No parking is available at this location. There are plentiful public car parks in the local vicinity, the nearest being Victoria Way car park | Woking Borough Council

#### **II.1.6) Information about lots**

This contract is divided into lots: No

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

#### **II.2.2) Additional CPV code(s)**

- 79600000 - Recruitment services

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

NUTS codes

- UK - United Kingdom

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

NHS Surrey Heartlands

Non-Emergency Patient Transport Service (NEPTS)

Individual provider market engagement sessions

In December 2022, Surrey Heartlands Integrated Care Board (ICB) delivered an initial pre-market engagement event whereby interested parties were invited to learn more about

our plans for the future of Non-Emergency Patient Transport (NEPTS) and share relevant feedback and information to support next steps.

We are now pleased to be in a position to invite further engagement, and would welcome attendance at individual provider level sessions by interested parties with experience and expertise in the delivery of; transport, logistics, technology solutions (such as dynamic route planning, booking and customer SMS text notifications), call centre operations, customer services and other provisions relevant to the delivery of NEPTS, to provide feedback on our draft NEPTS service specification and anticipated financial model.

This is an opportunity to engage in an exciting piece of work that seeks to deliver innovative solutions and collaborative ways of working to respond to client and service user needs, creating a sustainable solution for the future.

Click on the links below to take up this opportunity and book an individual provider level meeting, in person, with members of the Surrey Heartlands NEPTS procurement team. If you are unable to book a slot this is because it has already been taken. Please try an alternative time. Should you find that all sessions have been booked please email [syheartlandsicb.ptstransformation@nhs.net](mailto:syheartlandsicb.ptstransformation@nhs.net). We will endeavour to arrange an alternative time for you, but this will be a virtual MS Teams meeting.

Following registration, early in the week commencing 13th February, you will be sent the draft service specification and some questions for consideration.

Thank you in advance for your efforts in reviewing the document and your willingness to discuss it with us.

20th February 2023

at Surrey Heartlands ICB, 1st Floor, Dukes Court, Duke St, Woking GU21 5BH

- 9.30am to 10.30am

- o <https://www.eventbrite.co.uk/e/516666081157>

- 11am to 12pm

- o <https://www.eventbrite.co.uk/e/519000292847>

- 12.30pm to 1.30pm

- o <https://www.eventbrite.co.uk/e/519001957827>

- 2pm to 3pm

o <https://www.eventbrite.co.uk/e/519002740167>

- 3.30pm to 4.30pm

o <https://www.eventbrite.co.uk/e/519004465327>

23rd February 2023

at Surrey Heartlands ICB, 1st Floor, Dukes Court, Duke St, Woking GU21 5BH

- 9.30am to 10.30am

o <https://www.eventbrite.co.uk/e/519005638837>

- 11am to 12pm

o <https://www.eventbrite.co.uk/e/519007554567>

- 12.30pm to 1.30pm

o <https://www.eventbrite.co.uk/e/519008928677>

- 2pm to 3pm

o <https://www.eventbrite.co.uk/e/519010202487>

- 3.40pm to 4.30pm

o <https://www.eventbrite.co.uk/e/519011977797>

Please note: No parking is available at this location. There are plentiful public car parks in the local vicinity, the nearest being Victoria Way car park | Woking Borough Council

### **II.3) Estimated date of publication of contract notice**

20 June 2023



---

## **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