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Award

## **Non-emergency Patient Transport Service 13.185b2**

NHS East Sussex Clinical Commissioning Group

F15: Voluntary ex ante transparency notice

Notice identifier: 2021/S 000-002956

Procurement identifier (OCID): ocids-h6vhtk-0292f3

Published 12 February 2021, 4:22pm

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

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

NHS East Sussex Clinical Commissioning Group

Sackville House, Brooks Close

Lewes

BN7 2FZ

#### **Contact**

Chris McCarthy

#### **Email**

[christopher.mccarthy@soeprocurement.nhs.uk](mailto:christopher.mccarthy@soeprocurement.nhs.uk)

#### **Telephone**

+44 7823534547

#### **Country**

United Kingdom

**NUTS code**

UKJ2 - Surrey, East and West Sussex

**Internet address(es)**

Main address

<https://www.eastsussexccg.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**

Non-emergency Patient Transport Service 13.185b2

Reference number

13.185b2

**II.1.2) Main CPV code**

- 60130000 - Special-purpose road passenger-transport services

**II.1.3) Type of contract**

Services

**II.1.4) Short description**

On behalf of NHS East Sussex Clinical Commissioning Group, NHS West Sussex Clinical Commissioning Group, and NHS Brighton and Hove Clinical Commissioning Group.

Non-emergency Patient Transport Services (NEPTS) across Sussex.

This is a VEAT notice for the award of an additional contract of 6 months with Commissioners reserving the right to extend for a further 6 months (representing a maximum of 12 months) to the incumbent provider for the period 01/04/2022 to 30/09/2022 (31/03/2023 in the event of a further 6 month extension). Patient transport journeys are booked for patients being moved to and from NHS funded treatment at a range of sites across Sussex including acute hospitals and local venues providing community-based care. The service is responsible for safely and effectively transporting eligible patients between their nominated place of residence, to, from and between NHS-funded healthcare facilities in a timely manner, so that they can receive the health care for which they are booked.

#### **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: £18,700,000

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

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

- 34114122 - Patient-transport vehicles
- 34115200 - Motor vehicles for the transport of fewer than 10 persons
- 60000000 - Transport services (excl. Waste transport)
- 85100000 - Health services

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

NUTS codes

- UKJ2 - Surrey, East and West Sussex

Main site or place of performance

Within the boundaries of West Sussex, East Sussex and Brighton and Hove. Destinations may also include locations 'out of area'.

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

Non-emergency Patient Transport Services (NEPTS) across Sussex.

The prolonged continuation of the Covid-19 pandemic and ongoing escalation of pressures on all healthcare resources has brought about a number of new and significant risks that could not have been foreseen and which have further delayed the Commissioners' detailed preparation and engagement for a full procurement for the non-emergency patient transport services in Sussex, under Public Contracts Regulations 2015 and The Public Procurement (Amendment etc.)(EU Exit) Regulations 2020.

This has given rise to an urgent need to secure a safe continued provision of the service via a new short term contract to mitigate these risks and maximise opportunities for the procurement process to deliver a high quality, patient-centred and responsive Non-Emergency Patient Transport Service (NEPTS), which provides value for money, is resilient, environmentally efficient and innovative in the use of information technology to communicate with service users.

Accordingly, the contracting authority considers that the continued and unprecedented impact of Covid-19 presents a state of urgency that is duly substantiated and been brought about by circumstances which a diligent contracting authority could not have foreseen and award an additional contract of 6 months with Commissioners reserving the right to extended for a further 6 months (representing a maximum of 12 months) to the incumbent provider.

The new short term contract will be a continuation of existing service provision, under current terms and conditions, to transport patients who meet the eligibility criteria to and from their place of residence and Sussex NHS-funded health care facilities.

This responsibility of the service will therefore continue to include:

- providing a single point of access and full booking service for patients and HCPs;
- equitable and consistent application of the eligibility criteria to all patients and carers;
- signposting patients who are not eligible for PTS to alternative transport arrangements;
- effective determination of mobility need or needs;
- allocation of journeys across the sub-contracted transport providers through an equitable, open and transparent process;
- effective communication and collaboration with system wide stakeholders;
- coordination and management of all patient journeys;
- timely reporting to commissioners.

The value stated represents the total potential value i.e. for up to a total of 12 months including the optional extension.

The three CCGs named in this notice are successor entities (since 1 April 2020) of:

- NHS West Sussex CCG - NHS Coastal West Sussex CCG, NHS Crawley CCG, NHS Horsham and Mid Sussex CCG;
- NHS East Sussex CCG - NHS High Weald Lewes Havens CCG, NHS Eastbourne Hastings and Seaford CCG, NHS Hastings and Rother CCG;
- NHS Brighton and Hove CCG - no change.

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

Options: Yes

Description of options

This is an award of a contract of 6 months with Commissioners reserving the right to extend for a further 6 months.

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Negotiated without a prior call for competition

- Extreme urgency brought about by events unforeseeable for the contracting authority

Explanation:

The Sussex CCGs are committed to providing a high quality, patient-centred and responsive Non-Emergency Patient Transport Service (NEPTS), which provides value for money, is resilient, environmentally efficient and innovative in the use of information technology to communicate with service users.

The COVID-19 pandemic has brought about a number of new and significant challenges and risks that could not be foreseen, and have impacted upon the planned timetable for tendering the NEPTS.

- The resurgence of the COVID pandemic. A second wave of infections started in August 2020 leading to a second national lockdown in November 2020. The third wave and associated lockdown from the end of December has caused significantly more impact to the system than previous waves alongside the new variant of COVID which has displayed increased transmission ability.
- There has been a significant delay in the publication of the NEPTS National Review report which will provide national recommendations and guidance for the future of NEPTS and will help to shape our future services.
- COVID has substantially changed the NEPTS conveyance model. It is yet unclear when it will be possible to return to a 'normal' state nor what to expect the normal to look like, from an operational delivery perspective.
- Mass Vaccination has commenced in December 2020 and NEPTS providers are being asked to support this programme of work. This has increased the burden placed upon providers in an already busy period of the year.

Therefore, the tender process for the new service will now be paused.

The existing contract expires on 31st March 2022 and following negotiations an agreement was reached to direct award a 6 months contract with Commissioners reserving the right to extend for a further 6 months (representing a maximum of 12 months) to South Central Ambulance Service NHS Foundation Trust (the incumbent supplier) for a contract running from 01/04/2022. This will allow the Sussex CCGs to undertake a full and proper procurement exercise to mitigate the risks that have been exposed.

By awarding an additional contract of 6 months with Commissioners reserving the right to extend for a further 6 months (representing a maximum of 12 months) to the incumbent supplier the CCGs will have sufficient time required to receive the findings of the national NEPTS review and incorporate them into the new service specification to benefit patients. Additionally this will allow the CCGs to fully incorporate lessons learnt from the Covid-19 pandemic and long term changes to patient behaviours, activity and overall needs.

The value stated represents the total potential value i.e. for up to a total of 12 months including the optional extension.

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

The procurement is covered by the Government Procurement Agreement: Yes

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## **Section V. Award of contract/concession**

### **Title**

Non-Emergency Patient Transport Service

A contract/lot is awarded: Yes

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

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

12 February 2021

#### **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**

South Central Ambulance Service NHS Foundation Trust

Unit 7 & 8 Talisman Business Centre, Talisman Road,

Bicester

OX26 6HR

Country

United Kingdom

NUTS code

- UKJ1 - Berkshire, Buckinghamshire and Oxfordshire

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: £18,700,000

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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Refer to South of England Procurement Services to trigger the review process. See email address below.

Sackville House, Brooks Close,

Lewes

BN7 2FZ

Email

[christopher.mccarthy@soeprocurement.nhs.uk](mailto:christopher.mccarthy@soeprocurement.nhs.uk)

Country

United Kingdom

#### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

Following publication of this notice, the contracting authority will allow a 10-day standstill period prior to entering into the contract, pursuant to Regulation 99(3)(c) of the Public Contracts Regulations 2015.