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Contract

Non-Emergency Patient Transport Service (NEPTS)

NHS Hertfordshire and West Essex Integrated Care Board

F03: Contract award notice

Notice identifier: 2024/S 000-003374

Procurement identifier (OCID): ocds-h6vhtk-042a25

Published 1 February 2024, 2:00pm

Section I: Contracting authority

I.1) Name and addresses

NHS Hertfordshire and West Essex Integrated Care Board

Charter House, Parkway

Welwyn Garden City

AL8 6JL

Contact

NHS Hertfordshire and West Essex Integrated Care Board

Email

bilal.tabasum@attain.co.uk

Country

United Kingdom

Region code

UKH23 - Hertfordshire

Internet address(es)

Main address

<https://hertsandwestessex.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

Non-Emergency Patient Transport Service (NEPTS)

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

This is a Contract Award Notice to communicate a contract award made by the Contracting Authority; Hertfordshire and West Essex Integrated Care Board, (hereinafter referred to as “the Authority”) in compliance with their local standing financial instructions (SFIs).

On 29th December 2023, the Authority published a Voluntary Ex-Ante Transparency Notice (VEAT) (Reference 2023/S 000-038032) to inform the market of its intention to award the contract. The Authority applied a voluntary 10-day standstill period prior to conclusion of the contract. The contract award is made to East of England NHS Ambulance Trust (EEAST) for the provision of Non-Emergency Patient Transport Service

(NEPTS) across Hertfordshire and West Essex.

The new contract is intended to start on 1st October 2024 and will be for a period of 1-year, ending on 30th September 2025. Prior to the the incorporation of NHS Hertfordshire and West Essex ICB, the service was provided to each of the Clinical Commissioning Groups under separate contractual arrangements but delivered by the same provider.

The contract has now been consolidated into a single contract under an all inclusive block arrangement. The total cumulative value of all contracts since they started, to 30th September 2024 will be £43,065,760 (exclusive of VAT). Please note that these are expected values and may be amended post contract finalisation with the provider.

The value of the new proposed contract is £9,293,757 (exclusive of VAT).

NHS England has been working to improve NEPTS and as a part of this work, certain regions have been identified as pathfinder areas to test the implementation of the new national framework for NEPTS. The East of England Region is one of those pathfinder areas. EEAST are participating in the second wave of the national pilot for the coordination of NEPTS at both a regional and place-based level to explore how the service can support the regionally agreed clinical model of Access to the Stack, 'Call before you Convey' and Community Hubs.

This work may have implications for the future service model which the new specification should consider. To procure the service at this point would likely mean that a service model is implemented which is not fit for the future and not in line with the national model.

A process will be undertaken prior to the new contract end date to ensure a new contract is in place by 1st October 2025.

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: £9,293,757

II.2) Description

II.2.2) Additional CPV code(s)

- 85100000 - Health services

II.2.3) Place of performance

NUTS codes

- UKH23 - Hertfordshire

II.2.4) Description of the procurement

This is a Contract Award Notice to communicate a contract award made by the Contracting Authority; Hertfordshire and West Essex Integrated Care Board, (hereinafter referred to as “the Authority”) in compliance with their local standing financial instructions (SFIs).

On 29th December 2023, the Authority published a Voluntary Ex-Ante Transparency Notice (VEAT) (Reference 2023/S 000-038032) to inform the market of its intention to award the contract. The Authority applied a voluntary 10-day standstill period prior to conclusion of the contract. The contract award is made to East of England NHS Ambulance Trust (EEAST) for the provision of Non-Emergency Patient Transport Service (NEPTS) across Hertfordshire and West Essex.

The new contract is intended to start on 1st October 2024 and will be for a period of 1-year, ending on 30th September 2025. Prior to the the incorporation of NHS Hertfordshire and West Essex ICB, the service was provided to each of the Clinical Commissioning Groups under separate contractual arrangements but delivered by the same provider.

The contract has now been consolidated into a single contract under an all inclusive block arrangement. The total cumulative value of all contracts since they started, to 30th September 2024 will be £43,065,760 (exclusive of VAT). Please note that these are expected values and may be amended post contract finalisation with the provider.

The value of the new proposed contract is £9,293,757 (exclusive of VAT).

NHS England has been working to improve NEPTS and as a part of this work, certain regions have been identified as pathfinder areas to test the implementation of the new national framework for NEPTS. The East of England Region is one of those pathfinder areas. EEAST are participating in the second wave of the national pilot for the coordination of NEPTS at both a regional and place-based level to explore how the service can support the regionally agreed clinical model of Access to the Stack, 'Call before you Convey' and Community Hubs.

This work may have implications for the future service model which the new specification should consider. To procure the service at this point would likely mean that a service model is implemented which is not fit for the future and not in line with the national model.

A process will be undertaken prior to the new contract end date to ensure a new contract is in place by 1st October 2025.

Non-Emergency Patient Transport is an eligibility-based service that provides transport and care to individuals that, due to their medical needs, would otherwise be unable to travel to or from the point at which they receive health care services.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

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 procurement falls outside the scope of application of the regulations

Explanation:

NHSE has been working on improving NEPTS and as part of this effort certain regions have been identified as pathfinder areas to test the implementation of the new national framework for NEPTS. Our region, the East of England, is one of the pathfinder areas. East of England NHS Trust (EEAST) are participating in the second wave of the national pilot for the co-ordination of NEPTS, at a regional and place-based level to explore how the service can support the regionally agreed clinical model of Access to the Stack, 'Call before you Convey' and Community Hubs.

This work may have implications for the future service model which the new specification should consider. To procure the service at this point would likely mean that a service model is implemented which is not fit for the future and not in line with the national model.

A process will be undertaken prior to the new contract end date to ensure a new contract is in place by 1st October 2025.

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: [2023/S 000-038032](#)

Section V. Award of contract

Title

Non-Emergency Patient Transport Service (NEPTS)

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

8 December 2023

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

East of England Ambulance Service NHS Trust (EEAST)

Whiting Way

Melbourn, Cambridgeshire

SG8 6EN

Country

United Kingdom

NUTS code

- UKH12 - Cambridgeshire CC

The contractor is an SME

No

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

Total value of the contract/lot: £9,293,757

V.2.5) Information about subcontracting

The contract is likely to be subcontracted

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

High Court of Justice of England and Wales

Strand

London

WC2A 2LL

Country

United Kingdom

VI.4.4) Service from which information about the review procedure may be obtained

NHS Hertfordshire and West Essex Integrated Care Board

Charter House, Parkway

Welwyn Garden City

AL8 6JL

Email

bilal.tabasum@attain.co.uk

Country

United Kingdom