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Contract

Non-Emergency Patient Transport Service in Lincolnshire

NHS Lincolnshire Integrated Care Board

F03: Contract award notice

Notice identifier: 2023/S 000-006832

Procurement identifier (OCID): ocids-h6vhtk-02b168

Published 9 March 2023, 6:09am

Section I: Contracting authority

I.1) Name and addresses

NHS Lincolnshire Integrated Care Board

Bridge House, The Point, Lions Way

Sleaford

NG34 8GG

Email

agem.procurementeastmids@nhs.net

Telephone

+44 11111111

Country

United Kingdom

Region code

UKF3 - Lincolnshire

National registration number

na

Internet address(es)

Main address

<https://lincolnshire.icb.nhs.uk/>

Buyer's address

<https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/68205>

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 in Lincolnshire

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

NHS Lincolnshire ICB are seeking a suitably qualified and capable Provider/s to provide a Non-Emergency Patient Transport Service across Lincolnshire. The patient transport Provider/s will be flexible, adaptable and resilient and will work in partnership with the health system to ensure that the patient transport service is able to respond to the changing landscape of health service delivery in Lincolnshire.

II.1.6) Information about lots

This contract is divided into lots: Yes

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £88,863,754

II.2) Description

II.2.1) Title

Lot 1 - Call Handling & Assessment

Lot No

1

II.2.2) Additional CPV code(s)

- 85140000 - Miscellaneous health services

II.2.3) Place of performance

NUTS codes

- UKF3 - Lincolnshire

II.2.4) Description of the procurement

The Provider will deliver an integrated call handling, eligibility assessment and transport co-ordination function as part of the wider Non-Emergency Patient Transport Service (NEPTS).

The Provider will ensure patients meet the eligibility criteria that is in place from time to time and support all eligible patients to travel to and from healthcare settings in a timely manner, without adverse impact on their medical condition.

The call handling and eligibility assessment service will:

- Be safe and of high quality and that meets all relevant statutory and national guidance and guidelines, and best practice and compliance requirements;
- Deliver high levels of patient and health care practitioner satisfaction;
- Respond to and meet the changing needs for patient transport services for Lincolnshire patients;
- Be efficient and cost effective;
- Deliver social value.

The key aims and objectives of the service are as follows:

- Delivery of outstanding patient and health care practitioner experience;
 - o Transport will arrive within agreed time limits;
 - o No excessive waits for outbound journeys;
 - o Fast track and care home journeys delivered to agreed times;
 - o Service is responsive to unforeseen journey delays;
 - o Reduction in number of journeys undertaken late at night.
- Support for the delivery of excellent hospital flow

- o Zero re-beds due to patient transport issues;
- o Reduction in HCP time to book / chase transport / resolve out transport issues.
- Minimum levels of aborted and cancelled journeys;
- Delivery of COVID safe journeys and support to COVID pathways;
- Support delivery of emerging new care models;
- Signposting of patients who do not meet the eligibility criteria to potential other means of fulfilling their journey including public, voluntary and community transport;
- Cost within acceptable limits.

The service will operate 24 hours a day 7 days a week, 365 days a year (366 days in a leap year) based on changing activity profiles particularly over weekends and as the 7 day working agenda expands and the impact of COVID recovery and response.

II.2.5) Award criteria

Quality criterion - Name: Sections A-L / Weighting: Pass/Fail

Quality criterion - Name: Section M: Service Specific / Weighting: 21%

Quality criterion - Name: Section N: Social Value / Weighting: 15%

Quality criterion - Name: Section O: HR and Workforce Management / Weighting: 5%

Quality criterion - Name: Section P: Data Security/ Information Governance / Weighting: 1.25%

Quality criterion - Name: Section Q: Equality, Diversity and Human Rights / Weighting: 7.5%

Quality criterion - Name: Section R: Clinical Governance / Weighting: 8.75%

Quality criterion - Name: Section S: Premises / Weighting: 0.5%

Quality criterion - Name: Section T: IT / Weighting: 2%

Quality criterion - Name: Lot Specific / Weighting: 9%

Price - Weighting: 30

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

II.2) Description

II.2.1) Title

Lot 2 - Journey Delivery

Lot No

2

II.2.2) Additional CPV code(s)

- 85140000 - Miscellaneous health services

II.2.3) Place of performance

NUTS codes

- UKF3 - Lincolnshire

II.2.4) Description of the procurement

The Provider will deliver a journey delivery service that is responsive to patient need and journey times as determined by the call handling service function as part of the wider Non-Emergency Patient Transport Service (NEPTS). The patient transport journey Provider will deliver a service that:

- Supports patients to receive the best possible outcome from their contact with health services;
- Supports a reduction in inequalities

The patient transport service will:

- Be safe and of high quality and that meets all relevant statutory and national guidance and guidelines, and best practice and compliance requirements;

- Delivers high levels of patient and health care practitioner satisfaction;
- Respond to and meet the changing needs for patient transport services for Lincolnshire patients;
- Is efficient and cost effective;
- Delivers social value.

The key aims and objectives of the service are as follows:

- Delivery of outstanding patient and health care practitioner experience
 - o Transport will arrive within agreed time limits;
 - o No excessive waits for outbound journeys;
 - o Fast track and care home journeys delivered to agreed times;
 - o Service is responsive to unforeseen journey delays;
 - o Reduction in number of journeys undertaken late at night.
- Support for the delivery of excellent hospital flow:
 - o Zero re-beds due to patient transport issues;
 - o Reduction in HCP time to book / chase transport / resolve transport issues.
- Minimum levels of aborted and cancelled journeys;
- Delivery of COVID safe journeys and support to COVID pathways;
- Support delivery of emerging new care models;
- Cost within acceptable limits.

The patient transport service will operate 24 hours a day 7 days a week, 365 days a year (366 days in a leap year) based on changing activity profiles particularly over weekends and as the 7 day working agenda expands and the impact of COVID recovery and response.

The core hours of the service are 00.00 to 24.00 Monday to Sunday.

II.2.5) Award criteria

Quality criterion - Name: Sections A-L / Weighting: Pass/Fail

Quality criterion - Name: Section M: Service Specific / Weighting: 21%

Quality criterion - Name: Section N: Social Value / Weighting: 15%

Quality criterion - Name: Section O: HR and Workforce Management / Weighting: 5%

Quality criterion - Name: Section P: Data Security/ Information Governance / Weighting: 1.25%

Quality criterion - Name: Section Q: Equality, Diversity and Human Rights / Weighting: 7.5%

Quality criterion - Name: Section R: Clinical Governance / Weighting: 8.75%

Quality criterion - Name: Section S: Premises / Weighting: 0.5%

Quality criterion - Name: Section T: IT / Weighting: 2%

Quality criterion - Name: Lot Specific / Weighting: 9%

Price - Weighting: 30

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

Open procedure

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

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2021/S 000-010743](#)

Section V. Award of contract

Contract No

1

Title

Lot 1 - Call Handling & Assessment

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

15 February 2023

V.2.2) Information about tenders

Number of tenders received: 6

Number of tenders received by electronic means: 6

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

East Midlands Ambulance Service

Horizon Place

Nottingham

NG8 6PY

Country

United Kingdom

NUTS code

- UKF1 - Derbyshire and Nottinghamshire

National registration number

n/a

The contractor is an SME

No

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

Total value of the contract/lot: £9,273,274.45

Section V. Award of contract

Contract No

2

Title

Lot 2 - Journey Delivery

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

15 February 2023

V.2.2) Information about tenders

Number of tenders received: 6

Number of tenders received by electronic means: 6

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

East Midlands Ambulance Service

Horizon Place

Nottingham

NG8 6PY

Country

United Kingdom

NUTS code

- UKF1 - Derbyshire and Nottinghamshire

National registration number

n/a

The contractor is an SME

No

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

Total value of the contract/lot: £79,590,479.30

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Arden & GEM Commissioning Support Unit

St John's House, 30 East Street

Leicester

LE1 6NB

Email

agem.procurementeastmids@nhs.net

Country

United Kingdom

Internet address

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