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Planning

Provision of a Non-Emergency Patient Transport Service and a Renal Patient Transport Service for NHS Surrey Heartlands Integrated Commissioning Board

NHS Commercial Solutions

F01: Prior information notice

Prior information only

Notice identifier: 2023/S 000-006839

Procurement identifier (OCID): ocids-h6vhtk-03b0c3

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Section I: Contracting authority

I.1) Name and addresses

NHS Commercial Solutions

The Atrium. Curtis Road.

Dorking

RH4 1XA

Email

seun.ayandipo@nhs.net

Telephone

+44 1306646816

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

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

Buyer's address

<https://www.commercialsolutions-sec.nhs.uk/>

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

Additional information can be obtained from the above-mentioned address

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

Provision of a Non-Emergency Patient Transport Service and a Renal Patient Transport Service for NHS Surrey Heartlands Integrated Commissioning Board

Reference number

Project_5085

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

The purpose of this notice is to alert interested parties to the intention of the Awarding Authority to publish a tender for the service identified.

Full tender information and documentation will be provided on the issue of the Invitation to Tender anticipated in April 2023.

The Awarding Authority is looking to procure Non-Emergency Patient Transport Services under two Lots. The incumbent ICB arrangements for these services will terminate at midnight on 31st March 2024.

The two Lots to be let under this tender will be:

- Lot 1 Non-Emergency Patient Transport Service (excluding Renal Dialysis)
- Lot 2 Non-Emergency Patient Transport Renal Dialysis Service

The contracts to be awarded will commence 1st April 2024 at one second past midnight for a minimum term of 5 years (exact contract terms will be available with tender documentation). The contract values will be declared.

Surrey Heartlands is committed to the development and implementation of a new NEPT Service that delivers benefits to all stakeholders through a patient centred approach and shared vision that:

- enables true system partnership working and incentivisation of excellent patient care and value for money.
- includes health and social care providers in its planning, commissioning and management of NEPTS to ensure that transport is considered in wider pathway improvements as an integral part of service development and discharge planning, and influences outpatient, renal, mental health and social services considerations.
- offers effective coordination with local transport operators and small / medium enterprises (including specialist mental health transport providers where necessary) to maximise utilisation of available resources and ensure resilience arrangements are in place.
- works with local authorities, to explore future scope for collaborative/aligned coordination and delivery of local non-specialist transport arrangements and other neighbouring ICSs to better manage journeys of patients who cross ICS boundaries, and any other aspects of common interest where economies of scale may be useful to consider.
- provides sustainable and flexible care, operating across extended hours, that additionally contributes to health prevention and keeping people well
- delivers high patient and service user satisfaction by way of excellent customer care mechanisms
- ensures alignment to the Surrey Heartlands 'ICS Green Plan' for net zero carbon reduction

II.1.6) Information about lots

This contract is divided into lots: Yes

Maximum number of lots that may be awarded to one tenderer: 2

The contracting authority reserves the right to award contracts combining the following lots or groups of lots:

- Lot 1 Non-Emergency Patient Transport Service (excluding Renal Dialysis)
- Lot 2 Non-Emergency Patient Transport Renal Dialysis Service

II.2) Description

II.2.1) Title

- Lot 1 Non-Emergency Patient Transport Service (excluding Renal Dialysis)

Lot No

1

II.2.2) Additional CPV code(s)

- 85100000 - Health services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The successful Provider/s will be expected to:

- improve technology to book and manage journeys including multiple bookings and longer term/ongoing appointment requirements
- simplify and support reimbursement and support to access alternative transport
- ensure effective journey planning through the coordination of collection to drop off, routes, duration, capacity and frequency of journeys
- deliver a reliable service which provides adherence to schedule and eliminates the need for costly, ad hoc alternative provisions across partners
- enhance customer experience by providing an efficient and trusted service, including personalised communications
- develop better communications to enable users to receive information about operational matters such as up to date arrival times and what to expect from their NEPTS experience.
- offer a variety of vehicle options through expanding the range of available resources to include specialist, community, taxis, volunteers etc., whilst ensuring security of patients e.g., wheelchair users
- provide value for money by ensuring appropriate vehicles and staff are appropriately

matched to the patient clinical and or mobility need.

- model and takes account of future population growth regards residents most likely to require NEPTS in the future, linking this to known changes in the delivery of health care in Surrey
- develop an infrastructure within Surrey Heartlands that is capable of meeting the service standards
- deploy an appropriate range of vehicles with competent staff to fully meet the needs of all eligible patients
- support continuous system-wide communication and collaboration with Commissioners and other stakeholders to improve processes and drive efficiencies and cost-savings
- accommodate changes in the local healthcare economy, including shifts in settings of care as more healthcare services are delivered closer to home
- deliver a service that is equitable across rural and urban settings
- provide services, which are consistent in terms of the agreed performance standards regardless of day of week, location or time of day, ensuring shift planning provides sufficient overlap to allow return to base travel time without impacting on service provision.
- provide intelligent information and solutions to transport need, provision and demand

II.2) Description

II.2.1) Title

- Lot 2 Non-Emergency Patient Transport Renal Dialysis Service

Lot No

2

II.2.2) Additional CPV code(s)

- 85100000 - Health services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The successful Provider/s will be expected to:

- improve technology to book and manage journeys including multiple bookings and longer term/ongoing appointment requirements
- simplify and support reimbursement and support to access alternative transport
- ensure effective journey planning through the coordination of collection to drop off, routes, duration, capacity and frequency of journeys
- deliver a reliable service which provides adherence to schedule and eliminates the need for costly, ad hoc alternative provisions across partners
- enhance customer experience by providing an efficient and trusted service, including personalised communications
- develop better communications to enable users to receive information about operational matters such as up to date arrival times and what to expect from their NEPTS experience.
- offer a variety of vehicle options through expanding the range of available resources to include specialist, community, taxis, volunteers etc., whilst ensuring security of patients e.g., wheelchair users
- provide value for money by ensuring appropriate vehicles and staff are appropriately matched to the patient clinical and or mobility need.
- model and takes account of future population growth regards residents most likely to require NEPTS in the future, linking this to known changes in the delivery of health care in Surrey
- develop an infrastructure within Surrey Heartlands that is capable of meeting the service standards
- deploy an appropriate range of vehicles with competent staff to fully meet the needs of all eligible patients
- support continuous system-wide communication and collaboration with Commissioners and other stakeholders to improve processes and drive efficiencies and cost-savings
- accommodate changes in the local healthcare economy, including shifts in settings of care

as more healthcare services are delivered closer to home

- deliver a service that is equitable across rural and urban settings
- provide services, which are consistent in terms of the agreed performance standards regardless of day of week, location or time of day, ensuring shift planning provides sufficient overlap to allow return to base travel time without impacting on service provision.
- provide intelligent information and solutions to transport need, provision and demand

II.3) Estimated date of publication of contract notice

10 March 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