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Contract

NHS South Yorkshire ICB - Non-Emergency Patient Transport Service

NHS South Yorkshire Integrated Care Board

F03: Contract award notice

Notice identifier: 2025/S 000-007551

Procurement identifier (OCID): ocids-h6vhtk-04e8b5

Published 28 February 2025, 3:22pm

Section I: Contracting authority

I.1) Name and addresses

NHS South Yorkshire Integrated Care Board

197 Eyre Street

Sheffield

S1 3FG

Contact

Procurement department

Email

syicb.procurement@nhs.net

Country

United Kingdom

Region code

UKE32 - Sheffield

Internet address(es)

Main address

<https://www.southyorkshire.icb.nhs.uk/>

Buyer's address

<https://www.southyorkshire.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

NHS South Yorkshire ICB - Non-Emergency Patient Transport Service

Reference number

SYICB/ICS/NS/25/70

II.1.2) Main CPV code

- 85143000 - Ambulance services

II.1.3) Type of contract

Services

II.1.4) Short description

Service Users who are eligible for transport will receive safe, timely, dignified and comfortable transport, without detriment to their medical condition.

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: £5,025,900

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKE3 - South Yorkshire

Main site or place of performance

South Yorkshire

II.2.4) Description of the procurement

Service Users who are eligible for transport will receive safe, timely, dignified and comfortable transport, without detriment to their medical condition.

The service provider will ensure that service delivery is high quality, responsive, high performing, provides value for money, is environmentally efficient, considers sustainability and innovative in the use of information technology.

To provide a safe environment with suitable trained staff for Service Users to travel to their appointment.

The Service Provider must demonstrate a commitment to reduce carbon emissions and the carbon footprint of service users journeys where possible.

SY ICB are intending to award a contract to an existing provider following direct award process C.

The approx. lifetime value of the contract will be £5,025,900 for the 6 month period.

The contract will run from 1st April 2025 to 30th September 2025

II.2.5) Award criteria

Quality criterion - Name: The existing provider is satisfying the original contract and will likely satisfy the proposed contract to a sufficient standard. / Weighting: 100

Cost criterion - Name: Price / Weighting: 0

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.2.14) Additional information

Key criteria used to make a decision:

Key Criteria 1 - Quality & Innovation - Weighting 25%

There are currently no significant performance issues with the YAS contract.

- There are no and have been no breach notices or remedial action against the contract
- The provider continues to meet with and engage with us a commissioner to discuss any concerns, issues or potential rationale for deviation in performance.

Key Criteria 2 - Value - Weighting 20%

YAS is an anchor NHS organisation, rooted in Yorkshire & Humber with a long-term stake in improving patient outcomes and supporting the success of the whole system. The expertise and perspective the organisation brings to the table are valued across South Yorkshire.

It is estimated that around £460 million is spent on NEPTS a year across England – at an average cost of around £38 per journey. That represents about £1 in every £275 spent by the NHS, approximately the same as the total cost of radiotherapy. For people with a medical or severe mobility need, non-emergency patient transport services (NEPTS) provide an essential means to access the NHS, who otherwise might not be able to attend appointments.

The provider has a consistent approach to Eligibility and prioritises resource where it is most needed and contain service costs

YAS Lead Provider service model is flexible to take advantage of sub-contracted capacity where this offers VfM for the system

There are currently no performance notices for any of the KPIs associated with the

contract.

Key Criteria 3 - Integration, collaboration and service sustainability - Weighting 25%

YAS also sits on the 4 Place UEC Boards which meet monthly, which consists of partners across SY including Trusts, Local Authority, Primary Care and VSCE sectors.

In 23/24 160,568 journeys for all mobilities was undertaken by the service provider. The Provider works collaboratively with system partners ensuring greater regional alignment to create a consistent minimum service offer for patients and acute trust partners- simpler interface, avoiding delays and confusion

PTS Patient Charter explains the providers responsibilities and commitment to providing the highest quality service to SY patients. It has been designed in conjunction with hospitals and other healthcare organisations and professionals in South Yorkshire.

In 2024, a South Yorkshire wide patient involvement survey was undertaken with YAS to see how the service could be improved. The Four Healthwatch's across South Yorkshire supported this work with YAS. Feedback from patients included patients valued the NEPTS service and that is an essential part of people`s care and would limit or stop attendance at hospital appointments if not available to people that need it.

The provider has actively listened to patients, staff, volunteers, our SY communities and our healthcare partners to make sure their strategy is reflective of their views and expectations:

The provider has committed to deliver the most clinically appropriate response for every patient, wherever and where they need it. Provide care that is personalised, joined up and co-ordinated with the wider healthcare system, deliver quality care that is evidence informed, person centred, safe and compassionate and provide support and care delivered by professional, kind and respectful staff.

Key Criteria 4 - Improving access, reducing health inequalities and facilitating choice - Weighting 20%

The service is available to those who meet the national eligibility criteria. Ensuring that those patients receive safe, timely and comfortable transport to their destination providing the most appropriate vehicle and workforce to undertake the journey irrespective of the Service User's mobility.

In South Yorkshire there is a population of 1.37 millions, 18% of people aged 65 and over, 36.7% of people live in the bottom 20% of most deprived areas nationally. 16.9% belong to an ethnic minority, Prevalence of issues related to obesity and smoking, such as breathing problems, diabetes and heart disease

Provide a service that is accessible to all and makes reasonable adjustments to support those who need them

- Develop the use of data, patient/community engagement and insight, evidence and evaluation to better understand access, experience, barriers and outcomes for specific population groups
- Increased use of analysis, intelligence and sharing of data to inform population health priorities and system prevention initiatives
- Develop organisational education/awareness programmes on reducing health inequalities
- Engage with SY ICB to develop more opportunities VCSE and local authority engagement
- Working in collaboration with people who have lived experience of health services, engaging with NHS England's Strategic Coproduction Group.

Key Criteria 5 - Social Value - Weighting 10%

Current Initiatives in line with the NHS Green Plan

Delivering Net Zero Strategy

NEPTS Fleet conversion to EV underway, currently largest EV fleet of any ambulance service, charging infrastructure within estate to support EV roll out

Investment in local people and communities

Expansive and Award-winning apprenticeship programme

Career development pathways and volunteering programmes across all services

Actively supporting staff Health & Well-being

Investment in local economies

NEPTS Lead Provider sub-contract service model, delivery in partnership with local businesses & VCSE providers

Continuing to deliver on the Green Plan.

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:

This is a Provider Selection Regime (PSR) intention to award notice. The awarding of this contract is subject to the Health Care Services (Provider Selection Regime) Regulations 2023. For the avoidance of doubt, the provisions of the Public Contracts Regulations 2015 do not apply to this award. The standstill period begins on the day after the publication of this notice. Representations by providers must be made to the relevant authority by 12th March 2025. This contract has not yet formally been awarded; this notice serves as an intention to award under the PSR.

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

The procurement is covered by the Government Procurement Agreement: No

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

21 February 2025

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

Yorkshire Ambulance Service NHS Trust

Wakefield

WF2 0XQ

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £5,025,900

Total value of the contract/lot: £5,025,900

Section VI. Complementary information

VI.3) Additional information

This is a Provider Selection Regime (PSR) intention to award notice. The awarding of this contract is subject to the Health Care Services (Provider Selection Regime) Regulations 2023. For the avoidance of doubt, the provisions of the Public Contracts Regulations 2015 do not apply to this award. The standstill period begins on the day after the publication of this notice. Representations by providers must be made to decision makers by 12th March 2025. This contract has not yet formally been awarded; this notice serves as an intention to award under the PSR.

Written representations should be sent to syicb.procurement@nhs.net.

The decision makers were the Formal Executive Board on the 18th September 2024.

No conflicts of interest were declared.

VI.4) Procedures for review

VI.4.1) Review body

NHS South Yorkshire ICB

722 Prince of Wales Road

Sheffield

S9 4EU

Country

United Kingdom

Internet address

<https://www.southyorkshire.icb.nhs.uk>

VI.4.2) Body responsible for mediation procedures

Independent Choice and Procurement Panel.

Wellington House

London

SE1 8UG

Country

United Kingdom

Internet address

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