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Contract

NHS SY ICB - Non Emergency Patient Transport Service

NHS South Yorkshire Integrated Care Board

F03: Contract award notice

Notice identifier: 2025/S 000-007554

Procurement identifier (OCID): ocids-h6vhtk-04e8b7

Published 28 February 2025, 3:23pm

Section I: Contracting authority

I.1) Name and addresses

NHS South Yorkshire Integrated Care Board

197 Eyre Street

Sheffield

S1 3FG

Contact

Procurement dep[artment

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 SY ICB - Non Emergency Patient Transport Service

Reference number

SYICB/ICS/NS/25/71

II.1.2) Main CPV code

- 85143000 - Ambulance services

II.1.3) Type of contract

Services

II.1.4) Short description

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

To 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.

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

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: £322,672

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

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

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

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

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

The approximate value of the contract will be £322,672.

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

The key criteria that were used to make a decision, are:

Key Criteria 1 - Quality & Innovation - Weighting 25%

There are no performance or quality issues with the First4Care Contract

There have been no breach notices or remedial action plans against the contract

The provider meets with the commissioner on a quarterly basis to discuss performance and activity.

The provider is continually reviewing performance and suggesting ways to make improvements in care delivery.

Key Criteria 2 - Value - Weighting 20%

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 or be discharged from hospital.

First4 Care is an independent provider of transport services and is flexible to take advantage of local workforce offering VfM for the system and employability of people in

the local area. This is reflected in the 'Outstanding' CQC rating results, with the inspection stating that First4Care has an innovative staffing model, based on grassroot ownership, which empowered staff in decision making to drive quality and service.

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

The provider are willing to deliver the service at the current contract value. The service cost value of service will not increase.

CQC registered and inspected with the latest inspection being 31 May 2023. First4Care have been rated as 'Good' in all areas and 'Outstanding' in the Well-led department.

The service meets the agreed response times and treats patients with compassion and kindness, respects their privacy and dignity and takes account of their individual needs.

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

On average the Provider discharges a total of 11,268 patients per annum from Barnsley, Rotherham, and Doncaster hospitals, who otherwise would not be able to be discharged from hospital. 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.

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, whenever and where they need it. Provide care that is personalised, joined up and coordinated 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%

In South Yorkshire there is a population of 1.37 million, 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%

The provider utilises (where possible) the population from the locality it is serving, which has increased employment, benefitting the local community in terms of workforce and patients alike.

The provider has a commitment to reduce energy consumption by 10% in the next 2 years and is looking at electric fleet vehicles.

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.

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

First 4 Care Ltf

Edwinstowe

NG21 9HS

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: £322,672

Total value of the contract/lot: £322,672

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.

The award decision was made by the SY ICB Formal Executive Group on 18th September 2024.

There were no conflicts of interests 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>