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Tender

Non-Emergency Patient Transport Service in Lincolnshire

NHS Lincolnshire CCG

F21: Social and other specific services – public contracts

Contract notice

Notice identifier: 2021/S 000-010743

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

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Section I: Contracting authority

I.1) Name and addresses

NHS Lincolnshire CCG

Bridge House, The Point, Lions Way

Sleaford

NG34 8GG

Contact

Sarah Davies

Email

sarah.davies127@nhs.net

Telephone

+44 1111111

Country

United Kingdom

NUTS code

UKF3 - Lincolnshire

National registration number

na

Internet address(es)

Main address

<https://lincolnshireccg.nhs.uk>

Buyer's address

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

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

https://uk.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=37870&B=AGCSU

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

https://uk.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=37870&B=AGCSU

Tenders or requests to participate must be submitted to the above-mentioned address

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

Reference number

Lincs NEPTS 2021

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

NHS Lincolnshire CCG 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

Tenders may be submitted for all lots

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.2.7) Duration of the contract or the framework agreement

Duration in months

117

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.2.13) 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) Form of procedure

Open procedure

IV.2) Administrative information

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

25 June 2021

Local time

5:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

Section VI. Complementary information

VI.3) Additional information

Please register on the EU Supply Portal <https://uk.eu-supply.com/login.asp>.

The reference for this tender is Quote/tender 44459 - Provision of a Non-Emergency Patient Transport Service for Lincolnshire

VI.4) Procedures for review

VI.4.1) Review body

Arden & GEM Commissioning Support Unit

Birch House, Southwell Road West, Rainworth

Mansfield

NG21 0HJ

Email

agem.procurementeastmids@nhs.net

Country

United Kingdom

Internet address

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

VI.4.2) Body responsible for mediation procedures

Arden & GEM Commissioning Support Unit

Birch House, Southwell Road West, Rainworth

Mansfield

NG21 0HJ

Email

agem.procurementeastmids@nhs.net

Country

United Kingdom

Internet address

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

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

Arden & GEM Commissioning Support Unit

Birch House, Southwell Road West, Rainworth

Mansfield

NG21 0HJ

Email

agem.procurementeastmids@nhs.net

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