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Contract

Non-Emergency Patient Transport Service

NHS SUFFOLK AND NORTH EAST ESSEX INTEGRATED CARE BOARD

F03: Contract award notice

Notice identifier: 2025/S 000-011101

Procurement identifier (OCID): ocds-h6vhtk-045a0c

Published 25 March 2025, 12:31pm

Section I: Contracting authority

I.1) Name and addresses

NHS SUFFOLK AND NORTH EAST ESSEX INTEGRATED CARE BOARD

Endeavour House, Russell Road

Ipswich

IP12BX

Contact

Jane Garnett

Email

jane.garnett@snee.nhs.uk

Telephone

+44 1473770000

Country

United Kingdom

Region code

UKH14 - Suffolk

NHS Organisation Data Service

QJG

Internet address(es)

Main address

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

Buyer's address

<https://in-tendhost.co.uk/snee-icb/asp/Home>

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

Reference number

WSCCG - 00000108

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

The NHS Suffolk and North East Essex Integrated Care Board are issuing this tender in connection with the competitive procurement of Non-Emergency Patient Transport Services. The scope of the service will include assessment of eligibility, call handling, booking and the provision of safe non-emergency patient transport to eligible patients. The commissioners are looking to establish a contract for five (5) years with a potential extension period of up to five (5) years.

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: £139,616,350

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKH14 - Suffolk
- UKH34 - Essex Haven Gateway

Main site or place of performance

Provision of services across the NHS Suffolk and North East Essex Integrated Care Board locality.

II.2.4) Description of the procurement

The aim of this procurement is to establish non-emergency patient transport services across the NHS Suffolk and North East Essex Integrated Care Board (ICB) locality.

The Non-Emergency Patient Transport Service (NEPTS) will be provided to all eligible patients within the locality. Currently over 13,500 journeys per month are undertaken.

NEPTS are a key enabler underpinning access to elective care and supporting timely and efficient discharge processes for acute and community providers. As a partner within the system, the NEPTS provider will support improvements across the system, enabling patient choice and equitable access for elective care.

National planning guidance breaks down the patient transport system into four core components.

- triage and co-ordination

- specialist services, which will require trained staff, often an adapted/specialist vehicle where the provider will be registered with the CQC.

- non-specialist services, where a regular taxi or minibus is appropriate.

- reimbursement for private or public transport, either as part of NEPTS or the Healthcare Travel Cost Scheme (HTCS).

Consideration within these elements needs to be given to system relationships, improving integrated patient pathways including discharges, the wider transport system, including urgent services and local authority provision.

The Contract will be for a term of 60 months (five years), with the possibility of extending the term for a period of 60 additional months (five years) beyond the initial contracted duration by agreement between the Authority and the Provider. The service is due to start on the 1st April 2026 with the first term ending on 31st March 2031, and the extension period would run from 1st April 2031 until 31st March 2036.

The anticipated aggregate contract value is £123,226,440. across the potential 10 years, but this figure is subject to the tender process.

This notice is an Intention to Award notice under the competitive process for an existing service being awarded to a new provider.

This is a Provider Selection Regime (PSR) Contract 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.

II.2.5) Award criteria

Quality criterion - Name: Price is not the only award criterion and all criteria are stated only in the procurement documents / Weighting: 100

Price - Weighting: 0

II.2.11) Information about options

Options: Yes

Description of options

There is the potential for this contract to be extended by a period of up to five (5) years, 60 months.

II.2.14) Additional information

The Authority may wish to introduce additional services during the lifetime of the contract ("Contract modifications"). Such contract modifications will be contemplated where additional requirements are similar and or complementary to the services already included in the Specification, at any given time. Such expansion would be by the addition of services commissioned by the Authority as named in the Contract Notice. To this end, the Bidder should be aware that after the award of contract, there is a possibility that the successful Bidder may be offered a variation to the contract in accordance with the Health Care Services (Provider Selection Regime) Regulations 2023.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Restricted procedure

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

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-017719](#)

Section V. Award of contract

Title

Non-Emergency Patient Transport Service

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

25 March 2025

V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 0

Number of tenders received by electronic means: 2

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

V.2.3) Name and address of the contractor

HEALTH TRANSPORTATION GROUP UK LIMITED

Danwood House Harrisson Place, Whisby Road

Lincoln

LN6 3AH

Country

United Kingdom

NUTS code

- UKF3 - Lincolnshire

Companies House

03646929

The contractor is an SME

No

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

Total value of the contract/lot: £139,616,350

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 publication of this notice marks the start of the standstill period. Representations by providers must be made to the relevant authority by 23:59 on the 7th April. This contract has not yet formally been awarded; this notice serves as an intention to award a contract under the competitive process of the PSR.

Written representations should be sent to procurement@snee.nhs.uk.

Award decision-makers - SNEE Integrated Care Board

No conflicts of interest were identified among individuals involved in making the decision in relation to this service.

The Key Criteria used and weighted by the authority were as follows:

Quality and Innovation 63%

Value 00% (Evaluation uses a price per quality point methodology to take into account the value of the contract)

Integration, collaboration, and service sustainability 18%

Improving access, reducing health inequalities, and facilitating choice 9%

Social value 10%

The rationale for this was based on the detailed list of all requirements according to the specification and requirements of the integrated care system.

VI.4) Procedures for review

VI.4.1) Review body

NHS Suffolk and North East Essex Integrated Care Board

Endeavour House, Russell Road

Ipswich

IP1 2BX

Email

procurement@snee.nhs.uk

Country

United Kingdom