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Planning

Travel, Taxi and Logistic Courier Services (SBS10527)

NHS Shared Business Services Limited

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-011256

Procurement identifier (OCID): ocds-h6vhtk-04f8c4

Published 26 March 2025, 10:02am

Scope

Reference

SBS10527

Description

NHS Shared Business Services is proposing the creation of a Framework covering Taxi Services, Courier Services, and Corporate Travel.

We have recently published a tender for Transportation and Travel Services for Health, which covers Non-Emergency Patient Transport (NEPTS). This new framework is intended to complement that tender by offering additional transport and travel solutions.

Our aim is to provide an integrated solution for Taxi Services, Courier Services, and Corporate Travel, supporting:

- Healthcare logistics, including patient and staff transport
- Collection and delivery of medical supplies and equipment

- Business travel for healthcare professionals

This framework will help NHS trusts and other public sector organisations address logistical challenges while ensuring that services are delivered efficiently, cost-effectively, and in alignment with NHS sustainability objectives.

Proposed Lot Structure

- Lot 1: Nationwide Taxi and Pre-Hired Services

This lot will provide a nationwide taxi service, requiring awarded providers to offer a comprehensive booking and management system covering all regions of the UK.

- Lot 2: Taxi Marketplace

This lot will provide a Marketplace platform, enabling approved organisations to book and manage taxi services while accessing a supply chain of local SME taxi firms.

- Lot 3: Corporate Business Travel

This lot will provide booking and management platforms for business travel, including rail, hotel, and other corporate travel services.

- Lot 4: Courier Services

This lot will provide a Marketplace platform for booking and managing generic courier services. The awarded supplier will offer a supply chain of approved courier providers, accessible through the Marketplace platform. It will cover:

- General documentation and mail
- General office supplies and equipment
- Non-specialist parcels
- General retail and-eCommerce orders
- Lot 5: Health-Specific Courier Services

This lot will provider courier services providers who can deliver health-specific requirements, including:

- Medical Specimens and Pathology Samples

- Medical Equipment and Devices
- Blood and tissue specimens
- Medication and Pharmaceuticals (including controlled substances)
- Blood (including plasma and platelets for transfusion)
- Organs and Tissues

The services will be supplied through a Framework that allows NHS Trusts (and wider public sector where applicable) access to a range of pre-approved service providers. The providers will be awarded based on their ability to meet strict quality standards, value for money and their social value outlooks.

Commercial tool

Establishes a framework

Total value (estimated)

- £750,000,000 excluding VAT
- £900,000,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 18 December 2026 to 17 December 2028
- Possible extension to 17 December 2030
- 4 years

Main procurement category

Services

CPV classifications

- 60120000 - Taxi services
- 60130000 - Special-purpose road passenger-transport services
- 60161000 - Parcel transport services
- 63510000 - Travel agency and similar services
- 64120000 - Courier services
- 79997000 - Business travel services

Contract locations

- UK - United Kingdom
- GG - Guernsey
- IM - Isle of Man
- JE - Jersey

Engagement

Engagement deadline

16 May 2025

Engagement process description

We previously published a Prior Information Notice (PIN) in April 2024 under the Provider Selection Regime for Transportation and Travel Services for Health (SBS10513). As part of this, we conducted market engagement for Taxi Services and Corporate Travel, initially intending to establish a single framework. However, due to the broad scope and conflicting regulations, we have decided to split the framework into two and will be republishing this Preliminary Market Engagement (PME) notice under The Procurement Act 2023. Our engagement activities included RFI questionnaires and one-to-one supplier meetings. We received 15 responses to the RFI and held meetings with 7 different suppliers between April 2024 and July 2024.

We aim to hold refresher meetings with suppliers who have previously expressed an interest in the scope of this framework, to ensure we remain updated with any market changes. The intention of this notice is to notify the market of our intentions and to reinforce that we remain open to further engagement with any additional suppliers interested in this procurement. Any additional suppliers interested should complete the following form:

<https://forms.office.com/Pages/ResponsePage.aspx?id=LbLs08SlkSLIfybcPSSHniLLNrA2ZKsmv3shqkKVJURUZFM1IUU0laRzhWVUVNVVJaTDIVUzNQRS4u>

We acknowledge the valuable role that local taxi and courier firms play in the service. However, we anticipate that they will be accessible through the Taxi /Courier Services Marketplace lot via the awarded supplier's supply chain. As a result, local taxi and courier firms are not required to submit a bid for this tender.

Participation

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Contracting authority

NHS Shared Business Services Limited

- Companies House: 05280446
- Public Procurement Organisation Number: PDVT-6171-VHCX

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Organisation type: Public authority - sub-central government