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Contract

NW2024-49 Non Emergency Patient Transport Service - NHS Norfolk and Waveney Integrated Care Board

NHS Norfolk & Waveney Integrated Care Board

F03: Contract award notice

Notice identifier: 2024/S 000-014460

Procurement identifier (OCID): ocds-h6vhtk-042f07

Published 7 May 2024, 10:02am

Section I: Contracting authority

I.1) Name and addresses

NHS Norfolk & Waveney Integrated Care Board

County Hall, Martineau Ln

Norwich

NR1 2DH

Contact

Procurement Lead

Email

agem.norfolkprocurement@nhs.net

Country

United Kingdom

Region code

UKH15 - Norwich and East Norfolk

Internet address(es)

Main address

<https://www.improvinglivesnw.org.uk/about-us/our-nhs-integrated-care-board-icb/icb-contact/>

Buyer's address

<https://www.improvinglivesnw.org.uk/about-us/our-nhs-integrated-care-board-icb/icb-contact/>

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

NW2024-49 Non Emergency Patient Transport Service - NHS Norfolk and Waveney Integrated Care Board

Reference number

C235808

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

NHS Norfolk and Waveney Integrated Care Board (referred to as the Commissioner) invited suitably qualified and experienced providers to express an interest in delivering Non-Emergency Patient Transport Services (NEPTS) for eligible Norfolk and Waveney patients across NHS Norfolk and Waveney ICB.

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: £78,544,466

II.2) Description

II.2.2) Additional CPV code(s)

- 85100000 - Health services

II.2.3) Place of performance

NUTS codes

- UKH1 - East Anglia

Main site or place of performance

Norfolk and Waveney

II.2.4) Description of the procurement

NHS Norfolk and Waveney Integrated Care Board (referred to as the Commissioner) invited suitably qualified and experienced providers to express their interest in delivering Non-Emergency Patient Transport services (NEPTS) for eligible Norfolk and Waveney patients across NHS Norfolk and Waveney ICB.

The aim of the service was to provide Non-Emergency Transport for eligible Norfolk and Waveney patients with a medical need, between their places of residence, community and acute settings transporting patients in safe, timely, comfortable and clinically appropriate transport without detriment to their medical condition. This includes all Mental health transport, both secure and non-secure. There is a need for the NEPTS Provider in the post-COVID pandemic to be able to respond to rapidly changing regional demand patterns to cater for the patient, the Acute Trusts, Community partners, Mental health partners and other stakeholder partners across Norfolk and Waveney Integrated Care System (ICS).

The anticipated contract period is for an initial period of 5 years with the option to extend for up to a further two years, commencing 1st October 2024.

The Services to which this Procurement relates fall within Schedule 3 of the Public Contracts Regulations 2015 (as amended The Public Procurement (Amendment etc.) (EU Exit) Regulations 2020). As such, the procurement of the Services was run as a bespoke, single stage application process akin to the Open procedure, involving a number of stages which are outlined within the suite of procurement documents. The Authority does not intend to hold itself bound by any of the Regulations, save those applicable to Schedule 3 Services.

The market was invited to register and apply for the opportunity via the Atamis esourcing portal <https://health-family.force.com/s/Welcome> and search Project ID C235808.

II.2.5) Award criteria

Quality criterion - Name: Service Delivery / Weighting: 48.

Quality criterion - Name: Scenarios / Weighting: 9

Quality criterion - Name: Quality / Weighting: 7

Quality criterion - Name: Corporate, Social and Environmental Responsibility / Weighting: 10

Quality criterion - Name: HR and Workforce Management / Weighting: 8

Quality criterion - Name: Information Governance / Weighting: 2

Quality criterion - Name: Equality, Diversity and Human Rights / Weighting: 6

Price - Weighting: 10

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 Services to which this Procurement relates fall within Schedule 3 of the Public Contracts Regulations 2015 (as amended The Public Procurement (Amendment etc.) (EU Exit) Regulations 2020). As such, the procurement of the Services is being run as a bespoke, single stage application process akin to the Open procedure, involving a number of stages which are outlined within the suite of procurement documents. The Authority does not intend to hold itself bound by any of the Regulations, save those applicable to Schedule 3 Services.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

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

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-002143](#)

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

19 April 2024

V.2.2) Information about tenders

Number of tenders received: 3

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

Lincoln

LN6 3AH

Telephone

+44 7807200741

Country

United Kingdom

NUTS code

- UKH15 - Norwich and East Norfolk

National registration number

03646929

Internet address

www.htg-uk.com

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: £78,544,466

Total value of the contract/lot: £78,544,466

V.2.5) Information about subcontracting

The contract is likely to be subcontracted

Value or proportion likely to be subcontracted to third parties

Proportion: 9 %

Short description of the part of the contract to be subcontracted

Circa 0.73% of the Contract will be sub-contracted to a Secure Mental Health provision.

Circa 8% of journeys will be sub-contracted to on-board Volunteers, Taxi Providers and utilise Community Providers

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

The High Court

The Strand

London

WC2A 2LL

Country

United Kingdom

Internet address

<https://www.judiciary.uk/courts-and-tribunals/high-court/>

VI.4.2) Body responsible for mediation procedures

The High Court

The Strand

London

WC2A 2LL

Country

United Kingdom

Internet address

<https://www.judiciary.uk/courts-and-tribunals/high-court/>