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Contract

Provision of Wheelchair Services for NHS Staffordshire and Stoke-on-Trent Integrated Care Board (ICB)

Staffordshire and Stoke-on-Trent ICB

F03: Contract award notice

Notice identifier: 2026/S 000-016386

Procurement identifier (OCID): ocids-h6vhtk-05839d

Published 24 February 2026, 11:06am

Section I: Contracting authority

I.1) Name and addresses

Staffordshire and Stoke-on-Trent ICB

One Smithfield - Leonard Coates Way - Hanley

Stoke-on-Trent

ST1 4FA

Contact

Sarah Morris

Email

sarah.morris105@nhs.net

Country

United Kingdom

Region code

UKG23 - Stoke-on-Trent

NHS Organisation Data Service

QNC

Internet address(es)

Main address

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

Buyer's address

<https://staffsstoke.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

Provision of Wheelchair Services for NHS Staffordshire and Stoke-on-Trent Integrated Care Board (ICB)

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

NHS Midlands and Lancashire Commissioning Support Unit (MLCSU) have facilitated a Competitive Process, in line with the Provider Selection Regime (PSR) of the Healthcare Services Regulations 2023, on behalf of NHS Staffordshire and Stoke-on-Trent Integrated Care Board (ICB) - who invited Bidders to submit a tender for the Provision of Wheelchair Services. This notice serves as an Intention to Award a contract under the Competitive process of the Provider Selection Regime (PSR).

Submissions were submitted via Atamis under the response functionality within the Invitation to Tender (ITT). The closing time/date for receipt of submissions was 12:00 hours on Wednesday 22nd October 2025.

The purpose of this procurement is to secure a Service Provider to deliver Wheelchair Services for all patients registered with a GP in the Staffordshire and Stoke-on-Trent ICB area. The Authority is looking to appoint a Service Provider that will have the ability to successfully perform the service specification requirements, whilst achieving value for money. The Authority are looking to appoint a Service Provider, or Consortium, to deliver this Service for a period of 3 Years with the option to extend for up to a further 2 years. The Contract will commence on the 1st October 2026.

The total awardable value for the contract is £12,676,460 - this includes the initial period of 3 years and the optional 2 year extension. This is an existing service within the ICB. The new contract, from 1st October 2026, is offered to a new provider.

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: £12,676,460

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKG23 - Stoke-on-Trent
- UKG24 - Staffordshire CC

II.2.4) Description of the procurement

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The contract to be used will be the NHS Standard Contract ("the Contract").

Integrated Care Boards (ICBs) have a statutory duty to commission wheelchair services that meet the reasonable needs of their populations. Wheelchair services are critical for

enabling people with long-term mobility needs to live independently, participate in society, and maintain their health and wellbeing.

The wheelchair service will ensure that service users within NHS Staffordshire and Stoke-on-Trent ICB are able to maximize their mobility through the provision of a wheelchair that meets their clinical needs.

The aim of the wheelchair service is to maximise independence and improve the quality of life for service users and their carers, through timely access to appropriate assessment, provision and maintenance of equipment. The provider will respond to changes in the service users' health through regular reviews, and will deliver a positive user experience. High-quality wheelchair provision supports the delivery of the NHS Long Term Plan priorities by reducing hospital delays and supporting care outside of hospital, preventing avoidable harm, and improving quality of life. It is essential that wheelchair services are both effective and sustainable.

The service will focus on quality, innovation, value, integration and collaboration. The service will also focus on facilitating patient choice, improving access and reducing health inequalities.

The provider will contribute to the following outcomes:

- Service Users, their families and carers have choice and control over their wheelchair and/or associated equipment.
- Service Users have a wheelchair and/or associated equipment which allows them to be as independently mobile as their condition allows and that takes account of their social, educational and employment needs.
- Service Users are able to interact with their able bodied peers, engage in recreation and maintain a healthy lifestyle and prevent secondary health problems.
- Service Users are able to contribute to society and enjoy improved access to physical and mental stimulation.
- Service Users have a choice of clinic times and locations which provide greater flexibility to fit in with their lifestyles and which will reduce the likelihood of non-attendance to appointments (DNA).
- The Service shall develop and maintain effective relationships with Local Authorities, acute and community hospitals, GPs, Community Health Teams, third sector organisations and local Service User groups in order that the Service User experiences a joined-up approach to their care.

The Service shall support the wider health system by reducing demand on packages of care and attendances/admissions to hospital by enabling people to maximise their independence and remain in their own homes through the provision of their wheelchair and/or associated equipment.

The wheelchair service must ensure:

- Comprehensive assessment and timely provision of equipment tailored to individual needs.
- Equitable, safe, and person-centred delivery aligned with NHS Constitution principles.
- Ongoing review and maintenance to keep equipment appropriate and safe.
- Support for personal choice and control, reducing inequalities and promoting independence

II.2.5) Award criteria

Quality criterion - Name: Basic Selection Criteria / Weighting: Pass/Fail

Quality criterion - Name: Quality and Innovation / Weighting: 37.50%

Quality criterion - Name: Integration, Collaboration and Service Sustainability / Weighting: 12.50%

Quality criterion - Name: Improving Access, Reducing Health Inequalities and Facilitating Choice / Weighting: 10.00%

Quality criterion - Name: Social Value / Weighting: 10.00%

Price - Weighting: 30.00%

II.2.11) Information about options

Options: No

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: [2025/S 000-059356](#)

Section V. Award of contract

Title

Provision of Wheelchair Services for NHS Staffordshire and Stoke-on-Trent Integrated Care Board (ICB)

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

23 February 2026

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

Ross Auto Engineering Limited (trading as Ross Care)

Ross Auto Engineering Limited, Unit 2, The Summit Centre, Skyport Drive,
Harmondsworth, West Drayton, UB7 0LJ

West Drayton

UB7 0LJ

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

00469301

Internet address

www.rosscare.co.uk

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: £12,676,460

Total value of the contract/lot: £12,676,460

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 or the Procurement Act 2023 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 9th March 2026. 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.

Any representations should be sent to governance@staffsstoke.icb.nhs.uk.

The evaluation was based on the following weighted criteria:

Quality and Innovation - 37.50%

Value - 30.00%

Integration, Collaboration and Service Sustainability - 12.50%

Improving Access, Reducing Health Inequalities and Facilitating Choice - 10.00%

Social Value - 10.00%

These weightings reflect the authority's priority to secure a provider capable of delivering a high-quality, reliable service that meets operational needs and compliance requirements. While cost efficiency is important, the nature of the contract requires a strong emphasis on service quality. Though the other key criteria represent a smaller proportion, they remain key strategic objectives aligned with the authority's commitments to a quality service for service users and their carers.

The successful provider achieved the highest overall score.

The decision to award this contract was ratified on 23rd February 2026 by NHS Staffordshire and Stoke-on-Trent Integrated Care Board (ICB) Strategic Commissioning and Transformation Committee.

All panel members completed and signed a declaration of conflicts of interest and confidentiality agreement. Conflicts of Interest were managed via the ICB Corporate Governance process, and no Conflicts of Interest were identified in relation to wheelchair

services.

VI.4) Procedures for review

VI.4.1) Review body

NHS STAFFORDSHIRE AND STOKE-ON-TRENT INTEGRATED CARE BOARD

One Smithfield, Leonard Coates Way, Stoke-on-Trent, ST1 4FA

Stoke-on-Trent

ST1 4FA

Email

governance@staffsstoke.icb.nhs.uk

Country

United Kingdom