

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/017719-2024>

Tender

## **Non-Emergency Patient Transport Service**

NHS Suffolk and North East Essex Integrated Care Board

F02: Contract notice

Notice identifier: 2024/S 000-017719

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

Published 7 June 2024, 1:10pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

NHS Suffolk and North East Essex Integrated Care Board

Aspen House, Stephenson Road, Severalls Business Park

Colchester

CO4 9QR

#### **Contact**

Jane Garnett

#### **Email**

[jane.garnett@snee.nhs.uk](mailto:jane.garnett@snee.nhs.uk)

#### **Country**

United Kingdom

#### **Region code**

UKH34 - Essex Haven Gateway

## **NHS Organisation Data Service**

QJG

### **Internet address(es)**

Main address

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

Buyer's address

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

### **I.3) Communication**

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

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

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<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.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 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 to inform providers of the release of documentation to initiate a competitive process to secure a Provider(s) to deliver this service.

In order to express an interest in this service and access the documentation, free of charge, please register on the In-tend portal via the following address and express an

interest in the Non-Emergency Patient Transport opportunity under 'current tenders'.

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

If you have any questions, please send them as a correspondence through the In-tend website in the first instance or via email to the address contained within this notice.

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.

Responses must be submitted through the Intend e-Procurement Portal on the link provided in this notice prior to the stated deadline.

#### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

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

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **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 000-015550](#)

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

Date

12 July 2024

Local time

12:00pm

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

English

#### **IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 12 (from the date stated for receipt of tender)

---

## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

NHS Suffolk and North East Essex Integrated Care Board

Aspen House, Stephenson Road, Severalls Business Park Colchester CO4 9QR

Colchester

CO4 9QR

Email

[procurement@snee.nhs.uk](mailto:procurement@snee.nhs.uk)

Country

United Kingdom