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Tender

NHS Sussex Non-Emergency Patient Transport service (NEPTS) 23.922 ITT

NHS Sussex Integrated Care Board (ICB)

F02: Contract notice

Notice identifier: 2023/S 000-018852

Procurement identifier (OCID): ocds-h6vhtk-03de4d

Published 3 July 2023, 2:49pm

Section I: Contracting authority

I.1) Name and addresses

NHS Sussex Integrated Care Board (ICB)

Wicker House, High Street

Worthing

BN11 1DJ

Email

aelliott1@nhs.net

Country

United Kingdom

Region code

UKJ2 - Surrey, East and West Sussex

NHS Organisation Data Service

QNX

Internet address(es)

Main address

<https://www.sussex.ics.nhs.uk/nhs-sussex/>

I.3) Communication

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

<https://atamis-1928.my.site.com/s/Welcome>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://atamis-1928.my.site.com/s/Welcome>

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

NHS Sussex Non-Emergency Patient Transport service (NEPTS) 23.922 ITT

Reference number

23.922 ITT

II.1.2) Main CPV code

- 60130000 - Special-purpose road passenger-transport services

II.1.3) Type of contract

Services

II.1.4) Short description

NHS Sussex ICB (covering the patient population of West Sussex, Brighton & Hove, and East Sussex) are pleased to announce the procurement of a new Non-Emergency Patient Transport Service from 1st April 2025.

The aim of this service is to provide transport for eligible Sussex patients with a medical need, between their places of residence, primary, community, social care and acute settings transporting patients in safe, timely, comfortable and clinically appropriate transport without detriment to their medical condition. 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 and stakeholder partners.

The contract period offered will be for a period of 5 years commencing 1st April 2025. The Commissioners at their sole discretion, will have an option to extend for a further 5 years (5+5). A standard NHS contract will be used for this service.

The annual financial envelope is £23 million pounds per year, so a total financial envelope of £230 million pounds over the maximum 10 year duration.

Bidders are required to have a minimum annual turnover or £23 million pounds (2022/23) to be eligible for award of this contract.

In addition Providers should be appropriately CQC registered.

In order to facilitate joint bids, partnerships and subcontracting arrangements, the Commissioners will be maintaining a Provider Information directory for the duration of the tender preparation window. This is designed to assist Providers of all sizes and from all market segments (e.g. SMEs and VCSEs) to actively collaborate and participate in providing this service.

The deadline for receipt of tenders is 12 p.m. on 4th September 2023.

Key Aims and Objectives

- High quality and consistently patient-centred, minimising waiting times, keeping people informed, better integration into treatment and discharge pathways and providing patients with more control.
- A service that can demonstrate flexibility and responsiveness within contract value to meet complex conveyance needs, including bariatric and higher acuity patients.
- A service that demonstrates the ability to provide a flexible and resilient service able to meet changing demands whilst maintaining business continuity at all times.
- The ability to provide innovative and efficient communication channels to patients and a variety of NHS-funded stakeholder sites in the engagement and provision of its service.
- A service capable of completing all transport journeys within the agreed timescales.
- Work with system partners and contribute to the wider Sussex Health Care system.
- Ensure that all patients who meet the eligibility criteria are conveyed safely, with dignity and in comfort to their destination.
- Improvements in data and technology capabilities which allow transport coordination to optimise demand and capacity.
- Provide a consistent standardised delivery of service from a suitable range of vehicles which meet the net zero carbon emissions, staffed by a professional and skilled workforce.

This procurement is being carried out by NHS South, Central and West Commissioning Support Unit (SCW) on behalf of the Commissioner.

Interested providers will be able to view this opportunity via the live opportunities list on the 'Health Family' e-procurement system, Atamis. This opportunity is titled 'Sussex ICB Non-Emergency Patient Transport Service (NEPTS)' and Contract Ref C190470.

Click on 'View our Live Opportunities' from the home page, available on the following link: <https://health-family.force.com/s/Welcome>.

II.1.5) Estimated total value

Value excluding VAT: £230,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 79512000 - Call centre

II.2.3) Place of performance

NUTS codes

- UKJ2 - Surrey, East and West Sussex

Main site or place of performance

The service supports all patients registered with GP Practices in Sussex.

NB: This service does not include Surrey as listed in the UKJ2 description, however some out of area work will be within scope where the patients home address or the required transport destination is outside of the ICB boundary.

II.2.4) Description of the procurement

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The aim of this service is to provide transport for eligible Sussex patients with a medical need, between their places of residence, primary, community, social care and acute settings transporting patients in safe, timely, comfortable and clinically appropriate transport without detriment to their medical condition. 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 and stakeholder partners.

The contract period offered will be for a period of 5 years commencing 1st April 2025. The Commissioners at their sole discretion, will have an option to extend for a further 5 years (5+5). A standard NHS contract will be used for this service.

The annual financial envelope is £23 million pounds per year, so a total financial envelope of £230 million pounds over the maximum 10 year duration.

Bidders are required to have a minimum annual turnover of £23 million pounds (2022/23) to

be eligible for the award of this contract.

In addition Providers should be appropriately CQC registered.

In order to facilitate joint bids, partnerships and subcontracting arrangements, the Commissioners will be maintaining a Provider Information directory for the duration of the tender preparation window. This is designed to assist Providers of all sizes and from all market segments (e.g. SMEs and VCSEs) to actively collaborate and participate in providing this service.

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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

120

This contract is subject to renewal

Yes

Description of renewals

Primary period of 5 years with an additional 5 year extension period at the sole discretion of the Commissioner.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.14) Additional information

Previous Market Engagement:

Non-Emergency Patient Transport Service (NEPTS)

NHS/SOEPS/23.922 ME

NHS Sussex Integrated Care Board (ICB)

F01: Prior information notice

Prior information only

Notice reference: 2023/S 000-010047

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

Appropriate CQC registration

III.1.2) Economic and financial standing

List and brief description of selection criteria

Bidders are required to have a minimum annual turnover of £23 million (2022/23) to be eligible for award for this contract.

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

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: No

IV.2) Administrative information

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

Date

4 September 2023

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)

IV.2.7) Conditions for opening of tenders

Date

4 September 2023

Local time

12:01pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: 1/4/2031

VI.3) Additional information

This procurement is being carried out by NHS South, Central and West Commissioning Support Unit (SCW) on behalf of the Commissioner.

Interested providers will be able to view this opportunity via the live opportunities list on the 'Health Family' e-procurement system, Atamis. This opportunity is titled 'Sussex ICB Non-Emergency Patient Transport Service (NEPTS)' and Contract Ref C190470.

Click on 'View our Live Opportunities' from the home page, available on the following link: <https://health-family.force.com/s/Welcome>.

The services are deemed to be subject to the full regime of current EU procurement legislation and as such this tender will be conducted in accordance with, and governed by, the Public Contracts Regulations 2015. This contract will therefore be awarded in accordance with the provisions applicable in Section 5 (sub-section 7) of the Public Contracts Regulations 2015.

The contracting authority intends to observe the provisions and 10 day standstill period described in the Public Contracts Regulations 2015.

VI.4) Procedures for review

VI.4.1) Review body

High Court

London

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

As described in VI.3, deadline for lodging of appeals should be in accordance with Regulation 87 and Regulation 91 of the 2015 Regulations.