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Tender

NHS BNSSG - Planned Outpatients Non-Emergency Patient Transport Services

NHS BRISTOL, NORTH SOMERSET AND SOUTH GLOUCESTERSHIRE INTEGRATED CARE BOARD

F02: Contract notice

Notice identifier: 2025/S 000-018861

Procurement identifier (OCID): ocds-h6vhtk-050c87

Published 2 May 2025, 3:38pm

Section I: Contracting authority

I.1) Name and addresses

NHS BRISTOL, NORTH SOMERSET AND SOUTH GLOUCESTERSHIRE INTEGRATED CARE BOARD

Floor 2, North Wing, 100 Temple Street

Bristol

BS16AG

Contact

Mark Harding, Senior Procurement Manager, NHS South, Central and West Commissioning Support Unit

Email

scwcsu.scwprocurement.bnssg@nhs.net

Country

United Kingdom

Region code

UKK11 - Bristol, City of

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

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

I.3) Communication

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

<https://health-family.force.com/s/Welcome>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://health-family.force.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 BNSSG - Planned Outpatients Non-Emergency Patient Transport Services

Reference number

C357660 / WA17406

II.1.2) Main CPV code

- 85143000 - Ambulance services

II.1.3) Type of contract

Services

II.1.4) Short description

NHS Bristol, North Somerset and South Gloucestershire Integrated Care Board is seeking to secure a Prime Provider who has the capability and capacity to deliver a planned outpatients Non-Emergency Patient Transport Service (NEPTS), in line with the specified requirements.

The purpose of this planned outpatients NEPTS service is to ensure that there is an equitable and accessible service to all eligible patients in Bristol, North Somerset and South Gloucestershire based on their medical need. The model is based on all planned outpatient journeys being booked through a central point of contact called a Patient Transport Hub (PTH) where journey requests are made directly by patients/carers and health or social care staff.

The budget for this service is £5,483,663 per annum. The contract term is 5 years with the option to extend for a further 2 years, making a contract value of £27,418,315 over the initial 5-year term. If the 2-year extension option is utilised the total contract value is £38,385,641. The contract will be uplifted annually in accordance with the planning guidance published by NHS England, which is usually available in the last quarter of a financial year.

The new contract will commence on 1st April 2026.

TUPE may apply to this process.

II.1.5) Estimated total value

Value excluding VAT: £38,385,641

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 85100000 - Health services

II.2.3) Place of performance

NUTS codes

- UKK1 - Gloucestershire, Wiltshire and Bristol/Bath area

Main site or place of performance

Bristol, North Somerset and South Gloucestershire

II.2.4) Description of the procurement

NHS Bristol, North Somerset and South Gloucestershire Integrated Care Board is seeking to secure a Prime Provider who has the capability and capacity to deliver a planned outpatients Non-Emergency Patient Transport Service (NEPTS), in line with the specified requirements.

The purpose of this planned outpatients NEPTS service is to ensure that there is an equitable and accessible service to all eligible patients in Bristol, North Somerset and South Gloucestershire based on their medical need. The model is based on all planned outpatient journeys being booked through a central point of contact called a Patient Transport Hub (PTH) where journey requests are made directly by patients/carers and health or social care staff.

Bookings for eligible patients will then be referred to the awarded Provider by 5pm the night before travel who will plan the journeys, working collaboratively with partner organisations transport teams. The awarded Provider will then transport those eligible patients to and from agreed providers of NHS commissioned care.

The Provider must:

- Ensure that patients get the transport mode most appropriate to their condition and

mobility.

- Provide a service 06:00 - 22:00 every day inclusive of bank or public holidays. (365 days a year and 366 days in each leap year)
- Provide a call-to-confirm/text-to-confirm in a reasonable time prior to travel.
- Provide a patient transport liaison staff member at both Southmead Hospital and the Bristol Royal Infirmary between 08:00 and 18:00 Monday to Saturday trained to an appropriate level of authority to assist with patient flow and who can perform or arrange risk assessments where necessary.
- Transport patients needing renal dialysis who have a medical need requiring transport which isn't provided in the BNSSG Haemodialysis Car contract.
- Ensure staff are trained to provide a supportive response for patients who have access needs which require higher levels of support.

The budget for this service is £5,483,663 per annum. The contract term is 5 years with the option to extend for a further 2 years, making a contract value of £27,418,315 over the initial 5-year term. If the 2-year extension option is utilised the total contract value is £38,385,641. The contract will be uplifted annually in accordance with the planning guidance published by NHS England, which is usually available in the last quarter of a financial year.

The new contract will commence on 1st April 2026.

TUPE may apply to this process. Workforce information will be supplied to Bidders on request on the basis that it is treated as strictly confidential.

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

II.2.5) Award criteria

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

II.2.6) Estimated value

Value excluding VAT: £38,385,641

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

Duration in months

84

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: Yes

II.2.11) Information about options

Options: Yes

Description of options

There is the option to extend this contract for a further 2-year period.

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

Date

16 June 2025

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: 6 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

16 June 2025

Local time

1:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

Interested providers will be able to view this opportunity via the live opportunities list on the 'Health Family' e-procurement system, Atamis. Click on 'View our Live Opportunities' from the home page, available on the following link: <https://health-family.force.com/s/Welcome>.

Once you have found the opportunity (via the search function, using the title or reference number), to gain full access to the bid documentation (including questionnaires), you will need to click on 'Register interest' - this will take you to the log-in page.

If you are not already registered on the system, you will need to do so before gaining full access to the documentation and be able to submit a bid.

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 and the Procurement Act 2023 (Consequential and Other Amendments) Regulations 2025 (PA 2023) do not apply to this award.

VI.4) Procedures for review

VI.4.1) Review body

NHS Bristol, North Somerset and South Gloucestershire Integrated Care Board

Bristol

Country

United Kingdom