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Contract

PROVISION OF PATIENT TRANSPORT SERVICES (PTS) FOR THE CAMBRIDGESHIRE AND PETERBOROUGH INTEGRATED CARE BOARD (ICB

NHS CAMBRIDGESHIRE AND PETERBOROUGH INTEGRATED CARE BOARD (ICB)

F03: Contract award notice

Notice identifier: 2024/S 000-019325

Procurement identifier (OCID): ocds-h6vhtk-03d73d

Published 24 June 2024, 3:39pm

Section I: Contracting authority

I.1) Name and addresses

NHS CAMBRIDGESHIRE AND PETERBOROUGH INTEGRATED CARE BOARD (ICB)

Gemini House, Bartholomew's Walk, Cambridgeshire Business Park, Angel Drove, Ely,
Cambridgeshire CB7 4EA

Ely

CB7 4EA

Contact

Paulo Sousa-Cabral

Email

paulo.sousa-cabral@nhs.net

Country

United Kingdom

Region code

UKH12 - Cambridgeshire CC

NHS Organisation Data Service

QUE

Internet address(es)

Main address

<https://www.cpics.org.uk/>

Buyer's address

<https://www.cpics.org.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 PATIENT TRANSPORT SERVICES (PTS) FOR THE
CAMBRIDGESHIRE AND PETERBOROUGH INTEGRATED CARE BOARD (ICB)

Reference number

WHISP-187

II.1.2) Main CPV code

- 85112000 - Hospital support services
 - EA27 - For non-emergency patient
 - LA32 - For paramedical use

II.1.3) Type of contract

Services

II.1.4) Short description

The ICB has re-designed the way Patient Transport Services are specified in Cambridgeshire and Peterborough. They are looking for stand-alone services for specific cohorts of patients which have varying needs.

II.1.6) Information about lots

This contract is divided into lots: Yes

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £117,164,911

II.2) Description

II.2.1) Title

Lot 1 - Specialist Transport and Non- planned (STAN)

Lot No

1

II.2.2) Additional CPV code(s)

- 85143000 - Ambulance services
 - EA27 - For non-emergency patient
 - LA32 - For paramedical use

II.2.3) Place of performance

NUTS codes

- UKH11 - Peterborough
- UKH12 - Cambridgeshire CC

II.2.4) Description of the procurement

This service will provide eligible patients with transport for the following types: Discharges, including ED; Interfacility Transfers; High Dependency Transfers; End of Life (EoL); Bariatric (excluding Renal Dialysis Bariatric).

The service provider will be an integral partner across the system and their service will have a significant impact on the performance of patient flow across the healthcare system.

The Provider will be required to work in collaboration with the other providers of the overall PTS service to ensure a seamless and high quality service is delivered to all service users.

II.2.5) Award criteria

Quality criterion - Name: SERVICE DELIVERY / Weighting: 20.25

Quality criterion - Name: MOBILISATION / Weighting: 4.5

Quality criterion - Name: QUALITY AND GOVERNANCE / Weighting: 8

Quality criterion - Name: WORKFORCE / Weighting: 4

Quality criterion - Name: IM&T / Weighting: 4.5

Quality criterion - Name: INFORMATION GOVERNANCE / Weighting: 3

Quality criterion - Name: PATIENT & STAKEHOLDER EXPERIENCE, ENGAGEMENT & COMMUNICATION / Weighting: 3.75

Quality criterion - Name: SOCIAL VALUE / Weighting: 10

Quality criterion - Name: FINANCIAL MODEL / Weighting: 40

Cost criterion - Name: 1. Contract Value / Weighting: 20

Cost criterion - Name: 2. Cash flow / Weighting: 10

Cost criterion - Name: 3. ITT Correlation / Weighting: 5

Cost criterion - Name: 4. Net zero/Carbon Reduction Savings / Weighting: 5

II.2.11) Information about options

Options: No

II.2) Description

II.2.1) Title

Lot 2 - Planned Patient Transport Service (PPTS)

Lot No

2

II.2.2) Additional CPV code(s)

- 85112200 - Outpatient care services
- 85143000 - Ambulance services

II.2.3) Place of performance

NUTS codes

- UKH11 - Peterborough
- UKH12 - Cambridgeshire CC

II.2.4) Description of the procurement

The service will provide transport to the patients whose journeys are planned in advance,

such as Renal Dialysis, Community Mental Health, Outpatients, Admissions. The service will ensure that patients and service user are picked up and collected in a timely manner, with regular and accurate reminders and estimated time of arrival.

The Provider will be required to work in collaboration with the other providers of the overall PTS service to ensure a seamless and high quality service is delivered to all service users.

II.2.5) Award criteria

Quality criterion - Name: SERVICE DELIVERY / Weighting: 20.25

Quality criterion - Name: MOBILISATION / Weighting: 4.5

Quality criterion - Name: QUALITY AND GOVERNANCE / Weighting: 8

Quality criterion - Name: WORKFORCE / Weighting: 4

Quality criterion - Name: IM&T / Weighting: 4.5

Quality criterion - Name: INFORMATION GOVERNANCE / Weighting: 3

Quality criterion - Name: EQUALITIES / Weighting: 2

Quality criterion - Name: PATIENT & STAKEHOLDER EXPERIENCE, ENGAGEMENT & COMMUNICATION / Weighting: 3.75

Quality criterion - Name: SOCIAL VALUE / Weighting: 10

Quality criterion - Name: FINANCIAL MODEL / Weighting: 40

Cost criterion - Name: 1. Contract Value / Weighting: 20

Cost criterion - Name: 2. Cash flow / Weighting: 10

Cost criterion - Name: 3. ITT Correlation / Weighting: 5

Cost criterion - Name: 4. Net zero/Carbon Reduction Savings / Weighting: 5

II.2.11) Information about options

Options: Yes

Description of options

Possibility of extending the term for another 5 years beyond the initial contracted term at the ICB's discretion

II.2) Description

II.2.1) Title

Lot 3 - Booking Eligibility Centre (BEC)

Lot No

3

II.2.2) Additional CPV code(s)

- 85141220 - Advisory services provided by nurses

II.2.3) Place of performance

NUTS codes

- UKH11 - Peterborough
- UKH12 - Cambridgeshire CC

II.2.4) Description of the procurement

This service will handle all telephony Eligibility Assessments and Bookings during core hours and direct calls appropriately to the Transport Providers (Lot 1 and 2) outside of these hours. They will provide a customer service/enquiry service and work in collaboration with the two transport services to ensure a seamless high quality Patient Transport Service is delivered across the healthcare system.

II.2.5) Award criteria

Quality criterion - Name: SERVICE DELIVERY / Weighting: 20.25

Quality criterion - Name: MOBILISATION / Weighting: 6

Quality criterion - Name: QUALITY AND GOVERNANCE / Weighting: 7.5

Quality criterion - Name: WORKFORCE / Weighting: 3

Quality criterion - Name: IM&T / Weighting: 5

Quality criterion - Name: INFORMATION GOVERNANCE / Weighting: 3

Quality criterion - Name: EQUALITIES / Weighting: 2

Quality criterion - Name: PATIENT & STAKEHOLDER EXPERIENCE, ENGAGEMENT & COMMUNICATION / Weighting: 3.25

Quality criterion - Name: SOCIAL VALUE / Weighting: 10

Quality criterion - Name: FINANCIAL MODEL / Weighting: 40

Cost criterion - Name: 1. Contract Value / Weighting: 20

Cost criterion - Name: 2. Cash flow / Weighting: 10

Cost criterion - Name: 3. ITT Correlation / Weighting: 5

Cost criterion - Name: 4. Net zero/Carbon Reduction Savings / Weighting: 5

II.2.11) Information about options

Options: Yes

Description of options

Possibility of extending the term for another 5 years beyond the initial contracted term at the ICB's discretion

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: [2023/S 000-017257](#)

Section V. Award of contract

Lot No

Lot 1

Title

Specialist Transport and Non- planned

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

23 January 2024

V.2.2) Information about tenders

Number of tenders received: 1

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

ERS Transition - trading as EMED Group Limited

Leeds

Country

United Kingdom

NUTS code

- UKE42 - Leeds

Companies House

10783395

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £32,572,803.02

Section V. Award of contract

Lot No

Lot 2

Title

Planned Patient Transport Service

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

22 January 2024

V.2.2) Information about tenders

Number of tenders received: 1

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

ERS Transition - trading as EMED Group Limited

Leeds

Country

United Kingdom

NUTS code

- UKE42 - Leeds

Companies House

10783395

Internet address

<https://www.emedgroup.co.uk/>

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £71,928,911.31

Section V. Award of contract

Lot No

Lot 3

Title

Booking Eligibility Centre

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

22 January 2024

V.2.2) Information about tenders

Number of tenders received: 2

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

ERS Transition - trading as EMED Group Limited

Leeds

Country

United Kingdom

NUTS code

- UKE42 - Leeds

Companies House

10783395

Internet address

<https://www.emedgroup.co.uk/>

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £10,182,169.96

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

NHS Cambridgeshire & Peterborough ICB

ELy

Country

United Kingdom