

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/023111-2023>

Contract

Non Emergency Patient Transport

NHS Suffolk and North East Essex Integrated Care Board

F03: Contract award notice

Notice identifier: 2023/S 000-023111

Procurement identifier (OCID): ocids-h6vhtk-0377fa

Published 8 August 2023, 4:02pm

Section I: Contracting authority

I.1) Name and addresses

NHS Suffolk and North East Essex Integrated Care Board

Endeavour House

Ipswich

IP1 2BX

Email

jane.garnett@suffolk.nhs.uk

Country

United Kingdom

NUTS code

UKH14 - Suffolk

Internet address(es)

Main address

<https://suffolkandnortheastessex.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

Non Emergency Patient Transport

Reference number

WSCCG - 00000067

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 invitation to 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.2.2) Additional CPV code(s)

- 85100000 - Health services

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

No Contract has been awarded - 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 14,000 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 NEPTS New National Framework also includes five components to be included in the contract:-Updated eligibility criteria -Support for wider transport planning and journeys for all patients-Increased Transparency-Path to net zero in patient transport sector-Procurement and contract management Significant innovation is required for this service over the term of the contract which is why the ICB has opted to undertake a process akin to the Competitive Dialogue procedure. Dialogue will cover the published National Guidelines for NEPTS which highlights changes in the way NEPTS works moving forward and the local ICB considerations particularly around system integration and 5 year ICB plan when published. 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 Bidder. The term of the contract is subject of the dialogue. The anticipated aggregate contract value is £104,527,000. across the potential 10 years, but this figure is subject to negotiation and dialogue as part of this advertised process.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Competitive dialogue

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: [2022/S 000-029800](#)

Section V. Award of contract

Title

Non-Emergency Patient Transport Service

A contract/lot is awarded: No

V.1) Information on non-award

The contract/lot is not awarded

Other reasons (discontinuation of procedure)

Section VI. Complementary information

VI.3) Additional information

No contract has been awarded - The Services to which this Procurement related fall within Schedule 3 of the Public Contracts Regulations 2015 (as amended The Public Procurement (Amendment etc.) (EU Exit) Regulations 2020). As such, the procurement of the Services is to be conducted as a bespoke process akin to the Competitive Dialogue procedure, involving a number of stages which are outlined within the suite of procurement documents. The Authority does not intend to hold itself bound by any of the Regulations, save those applicable to Schedule 3 Services. 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 to include (but not be limited to) reduction of activity and removal of funding for Personal Health Budgets and/or an increase in additional low level/low risk journeys where activity may be transferred from the 999 contract to the patient transport service (for example 'GP Urgents' services) in accordance with Regulation 72 (1) (a) of the Public Contracts Regulations 2015 (as amended The Public Procurement (Amendment etc.) (EU Exit) Regulations 2020).

VI.4) Procedures for review

VI.4.1) Review body

NHS Suffolk and North East Essex Integrated Care Board

Ipswich

Country

United Kingdom