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Contract

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

NHS Sussex Integrated Care Board (ICB)

F03: Contract award notice

Notice identifier: 2024/S 000-027359

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

Published 27 August 2024, 6:31pm

Section I: Contracting authority

I.1) Name and addresses

NHS Sussex Integrated Care Board (ICB)

Sackville House, Brooks Close

LEWES

BN7 2FX

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/>

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 CAN

Reference number

23.922 CAN

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 award of a contract for a new Non-Emergency Patient

Transport Service from 1st April 2025.

II.1.6) Information about lots

This contract is divided into lots: No

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

Value excluding VAT: £230,000,000

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

NHS Sussex ICB (covering the patient population of West Sussex, Brighton & Hove, and East Sussex) are pleased to announce the award of contract 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 will be for a period of 5 years commencing 1st April 2025. The Commissioners at their sole discretion, 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.

II.2.5) Award criteria

Quality criterion - Name: Service Delivery / Weighting: 42

Quality criterion - Name: Mobilisation / Weighting: 10

Quality criterion - Name: Reporting / Weighting: 5

Quality criterion - Name: Communications and Engagement / Weighting: 10

Quality criterion - Name: Workforce / Weighting: 8

Quality criterion - Name: Digital / Weighting: 10

Quality criterion - Name: Sustainability and Social value (also covered elsewhere) / Weighting: 5

Quality criterion - Name: Business Resilience and Service Continuity / Weighting: 10

Cost criterion - Name: Assurance / Weighting: Pass/Fail

II.2.11) Information about options

Options: Yes

Description of options

£23,000,000 per annum. Primary period of 5 years with an additional 5 year extension period at the sole discretion of

the Commissioner.

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.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-018852](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

26 July 2024

V.2.2) Information about tenders

Number of tenders received: 5

Number of tenders received from SMEs: 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 Ltd)

Angels Wing 1 Whitehouse Street, Hunslet

LEEDS

LS10 1AD

Country

United Kingdom

NUTS code

- UKE - Yorkshire and the Humber

Companies House

10783395

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £115,000,000

Total value of the contract/lot: £230,000,000

V.2.5) Information about subcontracting

The contract is likely to be subcontracted

Value or proportion likely to be subcontracted to third parties

Proportion: 19 %

Short description of the part of the contract to be subcontracted

Elite Medical and Ambulance Services Ltd

Registration number: 08510248

Registered or head office address: Unit 51 Granary Business Centre Broad Farm
Hellingly, BN27 4DU

Role: To provide Time-bound, same-day Discharge & transfer service as part of the RDTS requirements.

Approximate % of contractual obligations assigned: ~ 19% of total annual contract value

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

NHS Sussex Integrated Care Board (ICB)

Sackville House, Brooks Close

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BN7 2FX

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aelliott1@nhs.net

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United Kingdom