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Contract

Provision of a Non-Emergency Patient Transport Service and a Renal Patient Transport Service for NHS Surrey Heartlands Integrated Care Board

NHS Surrey Heartlands Integrated Care Board

F03: Contract award notice

Notice identifier: 2023/S 000-028843

Procurement identifier (OCID): ocds-h6vhtk-03b0c3

Published 29 September 2023, 3:51pm

Section I: Contracting authority

I.1) Name and addresses

NHS Surrey Heartlands Integrated Care Board

Cedar Court, 36 Guildford Road

Leatherhead

KT22 9AE

Email

seun.ayandipo@nhs.net

Telephone

+44 1306646816

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<https://www.surreyheartlands.org/nhs-surrey-heartlands-board>

Buyer's address

<https://www.commercialsolutions-sec.nhs.uk/>

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Provision of a Non-Emergency Patient Transport Service and a Renal Patient Transport Service for NHS Surrey Heartlands Integrated Care Board

Reference number

Project_5085

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

The Awarding Authority procured Non-Emergency Patient Transport Services under two Lots. The incumbent ICB arrangements for these services will terminate at midnight on 31st March 2024.

The two Lots let under this contract are:

- Lot 1 Non-Emergency Patient Transport Service (excluding Renal Dialysis)
- Lot 2 Non-Emergency Patient Transport Renal Dialysis Service

The contracts awarded will commence 1st April 2024 at one second past midnight for a minimum term of 5 years.

Surrey Heartlands ICB is committed to the development and implementation of a new NEPT Service that delivers benefits to all stakeholders through a patient centred approach and shared vision that:

- enables true system partnership working and incentivisation of excellent patient care and value for money.
- includes health and social care providers in its planning, commissioning and management of NEPTS to ensure that transport is considered in wider pathway improvements as an integral part of service development and discharge planning, and influences outpatient, renal, mental health and social services considerations.
- offers effective coordination with local transport operators and small / medium enterprises (including specialist mental health transport providers where necessary) to maximise use of available resources and ensure resilience arrangements are in place.
- works with local authorities, to explore future scope for collaborative/aligned coordination and delivery of local non-specialist transport arrangements

works with neighbouring ICSs to better manage journeys of patients who cross ICS

boundaries, and any other aspects of common interest where economies of scale may be useful to consider.

- provides sustainable and flexible care, operating across extended hours, that contributes to health prevention and keeping people well
- delivers high patient and service user satisfaction by way of excellent customer care mechanisms
- ensures alignment to the Surrey Heartlands 'ICS Green Plan'

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: £43,808,315

II.2) Description

II.2.1) Title

Non-Emergency Patient Transport Service (excluding Renal Dialysis)

Lot No

1

II.2.2) Additional CPV code(s)

- 85100000 - Health services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Lot 1 service requirements:

- Booking and coordination – a single point of eligibility assessment, booking, co-ordination and brokerage for NEPTS across Surrey Heartlands ICS including signposting to alternate free or paid for provisions where appropriate; co-ordination and booking systems need to be interoperable across different providers.
- Specialist Transport – vehicles that are designed for the primary purpose of transporting people who require treatment; they will likely be required to register with the Care Quality Commission (CQC).
- Non-Specialist Transport – offering scope for new models of delivery; not usually required to register with the CQC.
- Guidance and signposting to Financial Support Schemes – considerations for financial support schemes that can support NEPTS such as the Healthcare Travel Costs Scheme (HTCS)

II.2.5) Award criteria

Quality criterion - Name: Technical / Weighting: 70

Quality criterion - Name: Price / Weighting: 30

Price - Weighting: 100

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

II.2) Description

II.2.1) Title

Non-Emergency Patient Transport Renal Dialysis Service

Lot No

II.2.2) Additional CPV code(s)

- 85100000 - Health services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Lot 2 service requirements:

- Booking, coordination and triage – a single point of brokering and managing patient journeys for and on behalf of, Surrey Heartlands patients requiring transportation for the purposes of attending Renal Dialysis appointments.
- Specialist Transport – vehicles that are designed for the primary purpose of transporting people who require treatment; adapted vehicle or support from staff they will likely be required to register with the Care Quality Commission (CQC).
- Non-Specialist Transport – offering scope for new models of delivery; such as private hire/taxis and community transport not usually required to register with the CQC.

II.2.5) Award criteria

Quality criterion - Name: Technical / Weighting: 70

Quality criterion - Name: Price / Weighting: 30

Price - Weighting: 100

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

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 000-006839](#)

IV.2.9) Information about termination of call for competition in the form of a prior information notice

The contracting authority will not award any further contracts based on the above prior information notice

Section V. Award of contract

Contract No

5085_3817

Lot No

1

Title

Non-Emergency Patient Transport Service (excluding Renal Dialysis)

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

28 September 2023

V.2.2) Information about tenders

Number of tenders received: 5

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 1

Number of tenders received from tenderers from non-EU Member States: 5

Number of tenders received by electronic means: 5

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

V.2.3) Name and address of the contractor

ERS Transition Limited, trading as EMED Group

Angels Wing 1 Whitehouse Street Hunslet

Leeds

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Total value of the contract/lot: £33,667,480

Section V. Award of contract

Contract No

5085_3817

Lot No

2

Title

Non-Emergency Patient Transport Renal Dialysis Service

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

28 September 2023

V.2.2) Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 1

Number of tenders received from tenderers from non-EU Member States: 4

Number of tenders received by electronic means: 4

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

V.2.3) Name and address of the contractor

ERS Transition Limited, trading as EMED Group

Angels Wing 1 Whitehouse Street Hunslet

Leeds

LS10 1AD

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Total value of the contract/lot: £10,140,835

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Surrey Heartlands ICB

Dukes Court, Duke Street Woking Surrey

Surrey

GU21 5BH

Country

United Kingdom