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Tender

## **Non Emergency Patient Transport**

NHS Suffolk and North East Essex Integrated Care Board

F02: Contract notice

Notice identifier: 2022/S 000-029800

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

Published 21 October 2022, 3:30pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

NHS Suffolk and North East Essex Integrated Care Board

Endeavour House

Ipswich

IP1 2BX

#### **Contact**

Jane Garnett

#### **Email**

[jane.garnett@suffolk.nhs.uk](mailto:jane.garnett@suffolk.nhs.uk)

#### **Country**

United Kingdom

#### **Region code**

UKH14 - Suffolk

**NHS Organisation Data Service**

QJG

**Internet address(es)**

Main address

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

**I.3) Communication**

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

<https://in-tendhost.co.uk/snee-icb/aspx/Home>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://in-tendhost.co.uk/snee-icb/aspx/Home>

**I.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

Health

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## **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**

- 85000000 - Health and social work 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**

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

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

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

There is the potential for this contract to be commissioned with an extension period of up to five (5) years, however this will be subject to the outcome of the dialogue stage.

#### **II.2.10) Information about variants**

Variants will be accepted: Yes

#### **II.2.11) Information about options**

Options: No

**II.2.14) Additional information**

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).

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Competitive dialogue

#### **IV.1.4) Information about reduction of the number of solutions or tenders during negotiation or dialogue**

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated

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

Date

21 November 2022

Local time

12:00pm

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

NHS Suffolk and North East Essex Integrated Care Board

Endeavour House

Ipswich

IP1 2BX

Email

[jane.garnett@suffolk.nhs.uk](mailto:jane.garnett@suffolk.nhs.uk)

Country

United Kingdom

Internet address

<https://in-tendhost.co.uk/snee-icb/asp/Home>