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Planning

## **NHS Surrey Heartlands Non-Emergency Patient Transport Service (NEPTS) Market Engagement Event**

Surrey Heartlands Integrated Care Board (ICB)

F01: Prior information notice

Prior information only

Notice identifier: 2022/S 000-032272

Procurement identifier (OCID): ocids-h6vhtk-038452

Published 14 November 2022, 5:17pm

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

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

Surrey Heartlands Integrated Care Board (ICB)

Cedar Court, 36 Guildford Rd, Fetcham

Leatherhead

KT22 9AE

#### **Email**

[nhscs.agency@nhs.net](mailto:nhscs.agency@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.3) Communication**

Additional information can be obtained from the above-mentioned address

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

Regional or local authority

**I.5) Main activity**

Health

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

NHS Surrey Heartlands Non-Emergency Patient Transport Service (NEPTS) Market Engagement Event

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**

Surrey Heartlands Integrated Care Board (ICB) invites interested parties with experience and expertise in the delivery of transport, logistics, technology, call centre operations, customer services and other provisions relevant to the delivery of NEPTS who may potentially be interested in this opportunity, to a market engagement event

on 1st December 2022, 13.30-15.30pm

at Martineau Hall, Dorking Halls, Reigate Rd, Dorking RH4 1SG

During this event we aim to:

1. Explain Surrey Heartlands' ambition for NEPTS and convey our aspirations whilst further exploring the associated opportunities and challenges.

Delivery of a comprehensive customer led service which is flexible to demand and easy to use by clinical teams and Surrey citizens

2. Gain an understanding from the market about:

Reactions and feedback upon the NHSE national NEPTS framework NHS England  
<https://www.england.nhs.uk/urgent-emergency-care/improving-ambulance-services/nepts-review/>

Capability and feasibility of delivery of all aspects of the national NEPTS delivery framework expectations and the associated mobilisation and interdependency considerations/factors.

Potential organisational delivery configurations and partnerships

Contractual and Financial Modelling options

Estimated costs of service delivery

Ability of providers to respond to potential simultaneous procurement exercises in 2023

The national framework for this service comprises five elements including specialist and non-specialist transport and a Booking & Coordination Centre. The latter will be responsible for support and signposting to people ineligible for the Patient Transport Service as well as the management of financial support and reimbursement schemes.

#### 1. Booking and Coordination

- Single point of co-ordination brokerage and booking for NEPTS across an ICS
- Co-ordination and booking systems need to be interoperable across different providers

#### 2. 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)

#### 3. Non-Specialist

- Often offer scope for new models of delivery
- Not usually required to register with the CQC

#### 4. Dynamic Purchasing System (DPS) / Framework Agreement

- For both specialist and non- specialist transport
- Ongoing assurance and regular review

#### 5. Financial Support Systems

- Considerations for financial support schemes, such as the Healthcare Travel Costs Scheme (HTCS)
- Financial support schemes that can support NEPTS

To register for this event, please email [syheartlandsicb.contractsadmin@nhs.net](mailto:syheartlandsicb.contractsadmin@nhs.net) with your name, organisation, job title and email address by midday Friday 25th November 2022

We look forward to welcoming you to this event where several Surrey Heartlands senior colleagues will be on hand to facilitate discussion and answer questions. An agenda and pre-reading will be issued on registration.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 79600000 - Recruitment services

#### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

#### **II.2.4) Description of the procurement**

Delivery of transport, logistics, technology, call centre operations, customer services and other provisions relevant to the delivery of NEPTS

### **II.3) Estimated date of publication of contract notice**

14 November 2022

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## **Section IV. Procedure**

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

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

