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Tender

EEAST - Accident Repairs

East of England Ambulance Service NHS Trust

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-048478

Procurement identifier (OCID): ocds-h6vhtk-058583 ([view related notices](#))

Published 13 August 2025, 3:23pm

Changes to notice

This notice has been edited. The [previous version](#) is still available.

Number of lots the supplier can bid for has been updated

Scope

Description

The East of England Ambulance Service NHS Trust (“the Authority”) covers the six counties which make up the East of England – Bedfordshire, Cambridgeshire, Essex,

Hertfordshire, Norfolk and Suffolk and provides a range of services, but is best known for the 999-emergency service. Our dedicated and skilled staff work 365 days a year, 24 hours a day to make sure patients receive the best possible care.

Our diverse area is spread over approximately 7,500 square miles and contains a mix of rural, coastal and urban areas; from Watford to Wisbech and Cromer to Canvey Island. Our services are tailored to meet the needs of each community's differing medical and environmental need.

The Authority employs more than 5,000 staff and 1,000 volunteers to deal with 1,384,547 (2023/24) emergency calls every year. Staff and volunteers are trained and experienced in caring for patients in a variety of situations, ranging from life-threatening illness and injury to less serious situations such as falls in the home or patients with minor injuries.

In addition, the Authority handles more than 500,000 non-emergency patient journeys to and from routine hospital appointments. Further information regarding the Authority can be obtained from www.eastamb.nhs.uk.

The Authority operates a fleet of approximately 1200 vehicles in total, currently comprising 500 Accident & Emergency Dual-Staffed Ambulances, 110 Rapid Response Vehicles, 200 Patient Transport Services vehicles with the remainder being made up of around 350 support vehicles and business / personal use cars.

The Authority's frontline fleet consists of Fiat Ducato DSA's, Ford Transits, MAN TGE's and Renault Masters. For the RRV, we currently have Skoda Enyaq's, Skoda Kodiaq's and VW Transporters. The PTS fleet consists of Vauxhall Movano, Peugeot Boxer, Renault Master minibuses and Ford Transits. This list is not exhaustive and may change during the contract period.

The Authority is seeking Supplier(s) to provide a recovery and repair service for damaged vehicles leased to the Authority, the property of, or in the custody or control of the Authority.

This also includes Third Party vehicles where it is determined that the Authority are at fault for the damage and where the Authority is requested by the Third-Party vehicle owner to action the repairs

The Contracting Authority anticipates that it will enter into a contract with a maximum of number of one (1) Provider for each of the Lots. A Tenderer can bid for one (1) to six (6) Lots. There is no limitation on the number of Lots a Tenderer can be awarded i.e. The same Provider could be awarded all six Lots

Total value (estimated)

- £1,500,000 excluding VAT
- £1,800,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 November 2025 to 31 October 2028
- Possible extension to 31 October 2030
- 5 years

Description of possible extension:

3 year contract with the option to extend for 2 x further periods of 12 months

Options

The right to additional purchases while the contract is valid.

3 year contract with the option to extend for 2 x further periods of 12 months

Main procurement category

Services

CPV classifications

- 50111110 - Vehicle-fleet-support services

Lot constraints

Maximum number of lots a supplier can bid for: 1

Maximum number of lots a supplier can be awarded: 1

Lot Lot 1. Bedfordshire

Description

The Authority is seeking a Supplier to provide a recovery and repair service within Bedfordshire for damaged vehicles leased to the Authority, the property of, or in the custody or control of the Authority.

This also includes Third Party vehicles where it is determined that the Authority are at fault for the damage and where the Authority is requested by the Third-Party vehicle owner to action the repairs

The repair service shall include all inspection, adjustment, restoration and replacement of assemblies and components used to construct a complete vehicle.

The Supplier is required to provide a 24/7 Roadside Recovery Service. Upon notification of the accident repair requirement, the Supplier shall:

- Attend the roadside and recover the vehicle within 2 hours (24/7)
- Attend the Authority's premises and recover the vehicle within 4 hours (24/7)

The Supplier is to complete the repair service within twenty (20) working days from receipt of authorisation to proceed with the works., However, to reduce the Authority's Vehicle Off Road (VOR) rate, the repairs must be completed as soon as practically possible.

Upon confirmation of the completion of the works, the vehicle must be returned to the Authority within four (4) working hours to the destination specified by the Authority. The

destination could be at any of the Authority's locations within Bedfordshire. Should the Authority have capacity, we will collect the vehicle from site upon confirmation of the completion of the works, but this is not guaranteed.

If the vehicle, following accident repair works, is with the Supplier for a duration of time that falls within the planned maintenance regime of the vehicle, the Supplier will be required to undertake the planned service/ maintenance on the vehicle following approval from the Authority representative

Lot value (estimated)

- £250,000 excluding VAT
- £300,000 including VAT

Same for all lots

CPV classifications, contract dates and options are shown in the Scope section, because they are the same for all lots.

Lot Lot 2. Cambridgeshire

Description

The Authority is seeking a Supplier to provide a recovery and repair service within Cambridgeshire for damaged vehicles leased to the Authority, the property of, or in the custody or control of the Authority.

This also includes Third Party vehicles where it is determined that the Authority are at fault for the damage and where the Authority is requested by the Third-Party vehicle owner to action the repairs

The repair service shall include all inspection, adjustment, restoration and replacement of assemblies and components used to construct a complete vehicle.

The Supplier is required to provide a 24/7 Roadside Recovery Service. Upon notification

of the accident repair requirement, the Supplier shall:

- Attend the roadside and recover the vehicle within 2 hours (24/7)
- Attend the Authority's premises and recover the vehicle within 4 hours (24/7)

The Supplier is to complete the repair service within twenty (20) working days from receipt of authorisation to proceed with the works., However, to reduce the Authority's Vehicle Off Road (VOR) rate, the repairs must be completed as soon as practically possible.

Upon confirmation of the completion of the works, the vehicle must be returned to the Authority within four (4) working hours to the destination specified by the Authority. The destination could be at any of the Authority's locations within Cambridgeshire. Should the Authority have capacity, we will collect the vehicle from site upon confirmation of the completion of the works, but this is not guaranteed.

If the vehicle, following accident repair works, is with the Supplier for a duration of time that falls within the planned maintenance regime of the vehicle, the Supplier will be required to undertake the planned service/ maintenance on the vehicle following approval from the Authority representative

Lot value (estimated)

- £250,000 excluding VAT
- £300,000 including VAT

Same for all lots

CPV classifications, contract dates and options are shown in the Scope section, because they are the same for all lots.

Lot Lot 3. Hertfordshire

Description

The Authority is seeking a Supplier to provide a recovery and repair service within Hertfordshire for damaged vehicles leased to the Authority, the property of, or in the custody or control of the Authority.

This also includes Third Party vehicles where it is determined that the Authority are at fault for the damage and where the Authority is requested by the Third-Party vehicle owner to action the repairs

The repair service shall include all inspection, adjustment, restoration and replacement of assemblies and components used to construct a complete vehicle.

The Supplier is required to provide a 24/7 Roadside Recovery Service. Upon notification of the accident repair requirement, the Supplier shall:

- Attend the roadside and recover the vehicle within 2 hours (24/7)
- Attend the Authority's premises and recover the vehicle within 4 hours (24/7)

The Supplier is to complete the repair service within twenty (20) working days from receipt of authorisation to proceed with the works., However, to reduce the Authority's Vehicle Off Road (VOR) rate, the repairs must be completed as soon as practically possible.

Upon confirmation of the completion of the works, the vehicle must be returned to the Authority within four (4) working hours to the destination specified by the Authority. The destination could be at any of the Authority's locations within Hertfordshire. Should the Authority have capacity, we will collect the vehicle from site upon confirmation of the completion of the works, but this is not guaranteed.

If the vehicle, following accident repair works, is with the Supplier for a duration of time that falls within the planned maintenance regime of the vehicle, the Supplier will be required to undertake the planned service/ maintenance on the vehicle following approval from the Authority representative

Lot value (estimated)

- £250,000 excluding VAT
- £300,000 including VAT

Same for all lots

CPV classifications, contract dates and options are shown in the Scope section, because they are the same for all lots.

Lot Lot 4. Norfolk

Description

The Authority is seeking a Supplier to provide a recovery and repair service within Norfolk for damaged vehicles leased to the Authority, the property of, or in the custody or control of the Authority.

This also includes Third Party vehicles where it is determined that the Authority are at fault for the damage and where the Authority is requested by the Third-Party vehicle owner to action the repairs

The repair service shall include all inspection, adjustment, restoration and replacement of assemblies and components used to construct a complete vehicle.

The Supplier is required to provide a 24/7 Roadside Recovery Service. Upon notification of the accident repair requirement, the Supplier shall:

- Attend the roadside and recover the vehicle within 2 hours (24/7)
- Attend the Authority's premises and recover the vehicle within 4 hours (24/7)

The Supplier is to complete the repair service within twenty (20) working days from receipt of authorisation to proceed with the works., However, to reduce the Authority's Vehicle Off Road (VOR) rate, the repairs must be completed as soon as practically possible.

Upon confirmation of the completion of the works, the vehicle must be returned to the Authority within four (4) working hours to the destination specified by the Authority. The destination could be at any of the Authority's locations within Norfolk. Should the Authority have capacity, we will collect the vehicle from site upon confirmation of the completion of the works, but this is not guaranteed.

If the vehicle, following accident repair works, is with the Supplier for a duration of time that falls within the planned maintenance regime of the vehicle, the Supplier will be required to undertake the planned service/ maintenance on the vehicle following approval

from the Authority representative

Lot value (estimated)

- £250,000 excluding VAT
- £300,000 including VAT

Same for all lots

CPV classifications, contract dates and options are shown in the Scope section, because they are the same for all lots.

Lot Lot 5. Suffolk

Description

The Authority is seeking a Supplier to provide a recovery and repair service within Suffolk for damaged vehicles leased to the Authority, the property of, or in the custody or control of the Authority.

This also includes Third Party vehicles where it is determined that the Authority are at fault for the damage and where the Authority is requested by the Third-Party vehicle owner to action the repairs

The repair service shall include all inspection, adjustment, restoration and replacement of assemblies and components used to construct a complete vehicle.

The Supplier is required to provide a 24/7 Roadside Recovery Service. Upon notification of the accident repair requirement, the Supplier shall:

- Attend the roadside and recover the vehicle within 2 hours (24/7)
- Attend the Authority's premises and recover the vehicle within 4 hours (24/7)

The Supplier is to complete the repair service within twenty (20) working days from receipt

of authorisation to proceed with the works., However, to reduce the Authority's Vehicle Off Road (VOR) rate, the repairs must be completed as soon as practically possible.

Upon confirmation of the completion of the works, the vehicle must be returned to the Authority within four (4) working hours to the destination specified by the Authority. The destination could be at any of the Authority's locations within Suffolk. Should the Authority have capacity, we will collect the vehicle from site upon confirmation of the completion of the works, but this is not guaranteed.

If the vehicle, following accident repair works, is with the Supplier for a duration of time that falls within the planned maintenance regime of the vehicle, the Supplier will be required to undertake the planned service/ maintenance on the vehicle following approval from the Authority representative

Lot value (estimated)

- £250,000 excluding VAT
- £300,000 including VAT

Same for all lots

CPV classifications, contract dates and options are shown in the Scope section, because they are the same for all lots.

Lot Lot 6. Essex

Description

The Authority is seeking a Supplier to provide a recovery and repair service within Essex for damaged vehicles leased to the Authority, the property of, or in the custody or control of the Authority.

This also includes Third Party vehicles where it is determined that the Authority are at fault for the damage and where the Authority is requested by the Third-Party vehicle owner to action the repairs

The repair service shall include all inspection, adjustment, restoration and replacement of assemblies and components used to construct a complete vehicle.

The Supplier is required to provide a 24/7 Roadside Recovery Service. Upon notification of the accident repair requirement, the Supplier shall:

- Attend the roadside and recover the vehicle within 2 hours (24/7)
- Attend the Authority's premises and recover the vehicle within 4 hours (24/7)

The Supplier is to complete the repair service within twenty (20) working days from receipt of authorisation to proceed with the works., However, to reduce the Authority's Vehicle Off Road (VOR) rate, the repairs must be completed as soon as practically possible.

Upon confirmation of the completion of the works, the vehicle must be returned to the Authority within four (4) working hours to the destination specified by the Authority. The destination could be at any of the Authority's locations within Essex. Should the Authority have capacity, we will collect the vehicle from site upon confirmation of the completion of the works, but this is not guaranteed.

If the vehicle, following accident repair works, is with the Supplier for a duration of time that falls within the planned maintenance regime of the vehicle, the Supplier will be required to undertake the planned service/ maintenance on the vehicle following approval from the Authority representative

Lot value (estimated)

- £250,000 excluding VAT
- £300,000 including VAT

Same for all lots

CPV classifications, contract dates and options are shown in the Scope section, because they are the same for all lots.

Participation

Particular suitability

Lot Lot 1. Bedfordshire

Lot Lot 2. Cambridgeshire

Lot Lot 3. Hertfordshire

Lot Lot 4. Norfolk

Lot Lot 5. Suffolk

Lot Lot 6. Essex

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Enquiry deadline

26 August 2025, 5:00pm

Tender submission deadline

5 September 2025, 12:00pm

Submission address and any special instructions

<https://health-family.force.com/s/Welcome>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

22 September 2025

Recurring procurement

Publication date of next tender notice (estimated): 1 August 2030

Award criteria

Name	Description	Type	Weighting
Technical Envelope	See invitation to tender documents	Quality	50.00%
Commercial Documents	See invitation to tender documents	Price	50.00%

Other information**Conflicts assessment prepared/revised**

Yes

Procedure

Procedure type

Open procedure

Justification for not publishing a preliminary market engagement notice

Renewal of current service

Contracting authority

East of England Ambulance Service NHS Trust

- Public Procurement Organisation Number: PBNZ-4155-WXBZ

Whiting Way

Melbourn

SG8 6EN

United Kingdom

Contact name: Samantha King

Email: tenders@eastamb.nhs.uk

Website: <https://www.eastamb.nhs.uk/>

Region: UKH12 - Cambridgeshire CC

Organisation type: Public authority - central government