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Contract

Non-Emergency Patient Transport Services (NEPTS)

NHS West Yorkshire Integrated Care Board

F03: Contract award notice

Notice identifier: 2025/S 000-053937

Procurement identifier (OCID): ocids-h6vhtk-059426

Published 4 September 2025, 1:59pm

Section I: Contracting authority

I.1) Name and addresses

NHS West Yorkshire Integrated Care Board

White Rose House, West Parade

Wakefield

WF1 1LT

Contact

Simon Rowe

Email

wyicb-kirk.procurement@nhs.net

Country

United Kingdom

Region code

UKE4 - West Yorkshire

Internet address(es)

Main address

<https://www.westyorkshire.icb.nhs.uk/>

Buyer's address

<https://www.westyorkshire.icb.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

Non-Emergency Patient Transport Services (NEPTS)

Reference number

C386124

II.1.2) Main CPV code

- 85143000 - Ambulance services

II.1.3) Type of contract

Services

II.1.4) Short description

Non-emergency Patient Transport (NEPTS) provides pre-planned and on-day (unplanned) transport to support eligible patients to access NHS funded care. NEPTS caters for those patients who are either too ill to get to hospital without assistance or for whom travelling may cause their condition to deteriorate. The service provides for a wide range of patient mobilities, requiring a variety of vehicle types and levels of care consistent with the patient's medical needs - including specialist moving and handling or support during transport such as provision of oxygen.

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: £32,500,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKE4 - West Yorkshire

II.2.4) Description of the procurement

The Contract Authority, the NHS West Yorkshire Integrated Care Board, intends to award a contract to an existing provider following Direct Award Process C. The authority is publishing this notice in Find a Tender in accordance with the NHS Provider Selection Regime.

The Contract Term is 22 months. 1st October 2025 to the 31st July 2027.

II.2.5) Award criteria

Price

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.2.14) Additional information

The existing provider(s) is satisfying the contract and will likely satisfy the proposed contract to a sufficient standard.

The criteria of the PSR have been applied as follows:

Quality and innovation (including performance): 60%

Value: 10%

Integration, collaboration and service sustainability: 10%

Improving access, reducing health inequalities and improving choice: 10%

Social value: 10%

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- New works/services, constituting a repetition of existing works/services

Explanation:

This is a Provider Selection Regime (PSR) intention to award notice. The awarding of this contract is subject to the Health Care Services (Provider Selection Regime) Regulations 2023. The Standstill Period will begin on the day after the publication of this notice. Representations by providers must be made to the relevant authority in writing to the named Contact Person. This contract has not yet formally been awarded; this notice serves as an intention to award a contract under the PSR.

Written representations should be sent to wyicb-kirk.procurement@nhs.net

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

The procurement is covered by the Government Procurement Agreement: Yes

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

4 September 2025

V.2.2) Information about tenders

Number of tenders received: 1

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

V.2.3) Name and address of the contractor

Yorkshire Ambulance Service NHS Trust

Logistics Hub, Unit C1, Telford Way, Wakefield 41 Industrial Estate, Wakefield, WF2 0XQ

Wakefield

WF2 0XQ

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

00000N/A

Internet address

<https://www.yas.nhs.uk>

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: £32,500,000

Total value of the contract/lot: £32,500,000

Section VI. Complementary information

VI.3) Additional information

This is a Provider Selection Regime (PSR) intention to award notice. The Standstill Period will begin on the day after the publication of this notice and shall end at midnight on the 17th September 2025. Representations by providers must be made to the relevant authority in writing to the named Contact Person. This contract has not yet formally been awarded; this notice serves as an intention to award a contract under the PSR.

Written representations should be sent to wycb-kirk.procurement@nhs.net

Your response must include the information below

Cost criterion / Price

The existing provider(s) is satisfying the contract and will likely satisfy the proposed contract to a sufficient standard.

Weighting:100

The service has been reviewed against the key criteria of the Provider Selection Regime. The criteria were given the following weightings throughout.

Quality and innovation (including performance): 60%, including 40% for performance against contractual KPIs.

Value: 10%

Integration, collaboration and service sustainability: 10%

Improving access, reducing health inequalities and improving choice: 10%

Social value: 10%

The existing provider scored over 70%, which is the Contract Authority's pass mark to proceed with the intent to award notice.

The existing provider has consistently met the majority of KPIs (6 out of 9) within the preceding 12 months.

Under-performance against 2 out of 9 KPIs has been marginal, and where performance improvement can be evidenced throughout the preceding 12 months. The Contracting Authority has assessed this to be acceptable.

The existing provider's non-achievement of 1 Key Performance Indicator - for its call-handling response - has been scrutinised (throughout the 2024/25 financial year) and has been subject to a specific project since April 2025 to reduce the volume of calls and improve performance. From April 2025 to July 2025, under-performance is now marginal and the KPI has been met in-full for June and July 2025. The Contracting Authority has assessed this to be acceptable.

For the other aspects of the key criteria, the Contracting Authority adopted a standardised

scoring matrix. This consisted of assessing the information from the review of service against the requirements listed within the statutory guidance for the Provider Selection Regime.

There are no declarations of Interest.

VI.4) Procedures for review

VI.4.1) Review body

WYICB PSR Review Panel

White Rose House, West Parade

Wakefield

WF1 1LT

Country

United Kingdom

Internet address

<https://www.westyorkshire.icb.nhs.uk/>

VI.4.2) Body responsible for mediation procedures

NHS England Independent Patient Choice and Procurement Panel

London

London

SE1 8UG

Country

United Kingdom

Internet address

<https://www.england.nhs.uk/commissioning/how-commissioning-is-changing/nhs-provider-selection-regime/independent-patient-choice-and-procurement-panel/>