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Contract

NHS BNSSG - Planned Outpatients Non-Emergency Patient Transport Services

NHS Bristol, North Somerset and South Gloucestershire Integrated Care Board

F03: Contract award notice

Notice identifier: 2025/S 000-054211

Procurement identifier (OCID): ocids-h6vhtk-050c87

Published 5 September 2025, 11:21am

Section I: Contracting authority

I.1) Name and addresses

NHS Bristol, North Somerset and South Gloucestershire Integrated Care Board

Floor 2, North Wing, 100 Temple Street

Bristol

BS16AG

Email

scwcsu.scwprocurement.bnssg@nhs.net

Country

United Kingdom

Region code

UKK11 - Bristol, City of

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

<https://bnssg.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

NHS BNSSG - Planned Outpatients Non-Emergency Patient Transport Services

Reference number

C357660 / WA17406

II.1.2) Main CPV code

- 85143000 - Ambulance services

II.1.3) Type of contract

Services

II.1.4) Short description

NHS Bristol, North Somerset and South Gloucestershire Integrated Care Board sought to secure a Prime Provider who has the capability and capacity to deliver a planned outpatients Non-Emergency Patient Transport Service (NEPTS), in line with the specified requirements.

The purpose of the planned outpatients NEPTS service is to ensure that there is an

equitable and accessible service to all eligible patients in Bristol, North Somerset and South Gloucestershire based on their medical need. The model is based on all planned outpatient journeys being booked through a central point of contact called a Patient Transport Hub (PTH) where journey requests are made directly by patients/carers and health or social care staff.

The contract term is 5 years with the option to extend for a further 2 years, making a contract value of £27,418,310 over the initial 5-year term. If the 2-year extension option is utilised the total contract value is £38,374,054. The bid price was not identical for each financial year. The contract will be uplifted annually in accordance with the planning guidance published by NHS England, which is usually available in the last quarter of a financial year.

The new contract will commence on 1st April 2026.

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: £38,374,054

II.2) Description

II.2.2) Additional CPV code(s)

- 85100000 - Health services

II.2.3) Place of performance

NUTS codes

- UKK1 - Gloucestershire, Wiltshire and Bristol/Bath area

Main site or place of performance

Bristol, North Somerset and South Gloucestershire

II.2.4) Description of the procurement

NHS Bristol, North Somerset and South Gloucestershire Integrated Care Board sought to secure a Prime Provider who has the capability and capacity to deliver a planned outpatients Non-Emergency Patient Transport Service (NEPTS), in line with the specified requirements.

The purpose of the planned outpatients NEPTS service is to ensure that there is an equitable and accessible service to all eligible patients in Bristol, North Somerset and South Gloucestershire based on their medical need. The model is based on all planned outpatient journeys being booked through a central point of contact called a Patient Transport Hub (PTH) where journey requests are made directly by patients/carers and health or social care staff.

Bookings for eligible patients will then be referred to the awarded Provider by 5pm the night before travel who will plan the journeys, working collaboratively with partner organisations transport teams. The awarded Provider will then transport those eligible patients to and from agreed providers of NHS commissioned care.

The Provider must:

- Ensure that patients get the transport mode most appropriate to their condition and mobility.
- Provide a service 06:00 - 22:00 every day inclusive of bank or public holidays. (365 days a year and 366 days in each leap year)
- Provide a call-to-confirm/text-to-confirm in a reasonable time prior to travel.
- Provide a patient transport liaison staff member at both Southmead Hospital and the Bristol Royal Infirmary between 08:00 and 18:00 Monday to Saturday trained to an appropriate level of authority to assist with patient flow and who can perform or arrange risk assessments where necessary.
- Transport patients needing renal dialysis who have a medical need requiring transport which isn't provided in the BNSSG Haemodialysis Car contract.
- Ensure staff are trained to provide a supportive response for patients who have access needs which require higher levels of support.

The contract term is 5 years with the option to extend for a further 2 years, making a contract value of £27,418,310 over the initial 5-year term. If the 2-year extension option is utilised the total contract value is £38,374,054. The bid price was not identical for each financial year. The contract will be uplifted annually in accordance with the planning guidance published by NHS England, which is usually available in the last quarter of a financial year.

The new contract will commence on 1st April 2026.

TUPE may apply to this process. Workforce information was supplied to Bidders on request on the basis that it is treated as strictly confidential.

This exercise is being carried out by NHS South, Central and West Commissioning Support Unit (SCW) on behalf of the Commissioner.

II.2.5) Award criteria

Quality criterion - Name: Quality and Innovation / Weighting: 57

Quality criterion - Name: Integration, Collaboration and Service Sustainability / Weighting: 8

Quality criterion - Name: Improving access, reducing health inequalities, and facilitating choice / Weighting: 5

Quality criterion - Name: Social Value / Weighting: 10

Cost criterion - Name: Value / Weighting: 20

II.2.11) Information about options

Options: Yes

Description of options

There is the option to extend this contract for a further 2-year period.

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: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2025/S 000-018861](#)

Section V. Award of contract

Title

Planned Outpatients Non-Emergency Patient Transport Services

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: 8

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

V.2.3) Name and address of the contractor

ERS Transition - trading as EMED Group Limited

Angels Wing 1 Whitehouse Street, Hunslet

Leeds

LS10 1AD

Country

United Kingdom

NUTS code

- UKE42 - Leeds

Companies House

10783395

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: £38,385,641

Total value of the contract/lot: £38,374,054

Section VI. Complementary information

VI.3) Additional information

The awarding decision was approved by the NHS Bristol, North Somerset and South Gloucestershire ICB Board.

There were no conflicts or potential conflicts of interest of individuals making the decision declared.

The winning bidder was chosen in line with the key criteria published within the tender documentation.

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. For the avoidance of doubt, the provisions of the Public Contracts Regulations 2015 and The Procurement Act 2023 do not apply to this award. The publication of this notice marks the start of the standstill period. Representations by providers must be made to the relevant authority by midnight on 17th September 2025. This contract has not yet formally been awarded; this notice serves as an intention to award a contract under the competitive process of the PSR.

Written representations should be sent via the Atamis e-procurement portal or by email to scwcsu.scwprocurement.bnssg@nhs.net

VI.4) Procedures for review

VI.4.1) Review body

NHS Bristol, North Somerset and South Gloucestershire ICB

Bristol

Country

United Kingdom

