

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/055281-2025>

Pipeline

## Secure Patients Transport for Mental Health Patients

NHS Wales Shared Services Partnership-Procurement Services (hosted by Velindre University NHS Trust)

UK1: Pipeline notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-055281

Procurement identifier (OCID): ocids-h6vhtk-059754

Published 10 September 2025, 10:42am

### Scope

### Description

Cardiff and Vale University Health Board (CAVUHB), have the requirement for Secure Mental Health Patient Transport, which involves the safe and appropriate transfer of individuals experiencing acute psychiatric symptoms or crises. This includes transfers between hospitals, from home or care settings to hospital, and to or from secure facilities.

The service must ensure the safety of the patient, transport staff, and the public. It requires trained personnel skilled in de-escalation and restraint, specialist vehicles with appropriate safety modifications, and the use of physical or procedural controls where necessary, particularly for patients detained under the Mental Health Act.

The service requirements must be available 24/7, using secure, specialist mental health vehicles. Vehicles should be equipped with pods or cells when required, based on a risk assessment. Response times must meet the following standards:

- Urgent: within 30 minutes
- Standard: within 4 hours
- Pre-planned: within and up to 24 hours

The service must provide national coverage with no distance limitations and should operate a fleet that is either already low-carbon or transitioning away from petrol and diesel. A robust booking and communication system is essential, along with staff who are knowledgeable about the Mental Health Act. Staffing levels should be determined through a risk assessment process.

### **Total value (estimated)**

- £2,500,000 excluding VAT
- £3,000,000 including VAT

### **Contract dates (estimated)**

- 1 April 2026 to 31 March 2029
- Possible extension to 31 March 2031
- 5 years

### **Main category**

Services

### **CPV classifications**

- 60120000 - Taxi services
- 60171000 - Hire of passenger cars with driver
- 60130000 - Special-purpose road passenger-transport services
- 85143000 - Ambulance services

## **Contract locations**

- UKL22 - Cardiff and Vale of Glamorgan
- 

## **Participation**

### **Particular suitability**

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

## **Submission**

### **Publication date of tender notice (estimated)**

3 November 2025

---

## **Procedure**

### **Procedure type**

Open procedure

### **Above or below total value threshold**

Above or equal to threshold

---

## **Contracting authority**

### **NHS Wales Shared Services Partnership-Procurement Services (hosted by Velindre University NHS Trust)**

- NHS Organisation Data Service: RQF

2nd Floor, Woodland House, Maes-Y-Coed Road

Cardiff

CF14 4HH

United Kingdom

Contact name: Lily Prance

Telephone: +442921500642

Email: [lily.prance@wales.nhs.uk](mailto:lily.prance@wales.nhs.uk)

Website: <http://nwssp.nhs.wales/ourservices/procurement-services/>

Region: UKL22 - Cardiff and Vale of Glamorgan

Organisation type: Public authority - sub-central government

Devolved regulations that apply: Wales