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Contract

HWE Non-Emergency Patient Transport Service - EEAST

NHS Hertfordshire and West Essex Integrated Care Board

F03: Contract award notice

Notice identifier: 2025/S 000-056035

Procurement identifier (OCID): ocids-h6vhtk-059913

Published 12 September 2025, 9:36am

Section I: Contracting authority

I.1) Name and addresses

NHS Hertfordshire and West Essex Integrated Care Board

The Forum

Marlowes, Hemel Hempstead

HP1 1DN

Contact

Bala Balasubramaniam

Email

hweicbhv.procurementteam@nhs.net

Telephone

+44 1923244366

Country

United Kingdom

Region code

UKH23 - Hertfordshire

Internet address(es)

Main address

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

Buyer's address

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

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

HWE Non-Emergency Patient Transport Service - EEAST

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

Non-emergency patient transport service (NEPTS) comprises the movement of patients who require transportation due to their medical condition and whose condition is not considered an 'emergency'. The purpose of the Non-Emergency Patients Transport Service (NEPTS) is to provide safe, appropriate and dignified non-emergency patient transport that enables eligible patients to travel to and from healthcare settings in a reasonable time and in reasonable comfort, in appropriate vehicles with appropriately trained staff, without detriment to their condition.

To confirm as per the PSR direct award process C, the existing provider is satisfying the existing contract, delivering a good service, meeting all KPIs, with no quality concerns and good outcomes and has very good feedback from patients and are likely to satisfy the new contract, and the proposed contracting arrangements are not changing from the existing contract.

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: £32,562,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKH23 - Hertfordshire

II.2.4) Description of the procurement

Non-emergency patient transport service (NEPTS) comprises the movement of patients who require transportation due to their medical condition and whose condition is not considered an 'emergency'. The purpose of the Non-Emergency Patients Transport Service (NEPTS) is to provide safe, appropriate and dignified non-emergency patient transport that enables eligible patients to travel to and from healthcare settings in a reasonable time and in reasonable comfort, in appropriate vehicles with appropriately trained staff, without detriment to their condition.

Where the Eligibility Criteria are met, the PTS is responsible for safely and effectively transporting eligible patients to, from and between NHS-funded healthcare facilities in a timely manner in support of their health care. The service is also responsible for providing relevant care and support including escorting frail and vulnerable patients to and from the location at which their care is delivered, such as a specific ward or department within a hospital site and helping them with booking in where this is indicated or requested. There is no material changes to the new contract. The current contract has got two separate service specifications for Hertfordshire and West Essex place based.

Based on the total NEPTS activity 70% is healthcare related and the rest is non healthcare element.

II.2.5) Award criteria

Quality criterion - Name: the existing provider is satisfying the original contract and will likely satisfy the proposed contract to a sufficient standard / Weighting: 100

Cost criterion - Name: Price / Weighting: 0

II.2.11) Information about options

Options: Yes

Description of options

Potential for a 18 months extension following the end of the one year contract

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

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. For the avoidance of doubt, the provisions of the Public Contracts Regulations 2015 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 24/09/2025. This contract has not yet formally been awarded; this notice serves as an intention to award under the PSR.

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

11 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

East of England Ambulance Service NHS Trust

Whiting Way, Melbourn

Cambridgeshire

SG8 6EN

Email

marie.cherry@npag.eastamb.nhs.uk

Country

United Kingdom

NUTS code

- UKH23 - Hertfordshire

National registration number

00000N/A

Internet address

<https://www.eastamb.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: £32,562,000

Total value of the contract/lot: £26,049,600

Section VI. Complementary information

VI.3) Additional information

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 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 decision makers by 24/09/2025. This contract has not yet formally been awarded; this notice serves as an intention to award under the PSR.

Any representations should be sent to hweicbhv.procurementteam@nhs.net

The business case including the recommendation to award the contract under the Provider Selection Regime Process C was approved at the HWE ICB Strategic Finance and Commissioning Committee on the 11/09/2025.

There were no conflicts or potential conflicts declared.

The options paper for this service was presented at the following panels and committees:
HWE ICB Strategic Finance and Commissioning Committee - 11/09/2025

VI.4) Procedures for review

VI.4.1) Review body

NHS Hertfordshire and West Essex Integrated Care Board

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