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Tender

Provision of Wheelchair Services for NHS Staffordshire and Stoke-on-Trent Integrated Care Board (ICB)

NHS Staffordshire and Stoke-on-Trent Integrated Care Board

F02: Contract notice

Notice identifier: 2025/S 000-059356

Procurement identifier (OCID): ocds-h6vhtk-05839d

Published 24 September 2025, 3:29pm

Section I: Contracting authority

I.1) Name and addresses

NHS Staffordshire and Stoke-on-Trent Integrated Care Board

One Smithfield, Leonard Coates Way

Stoke-on-Trent

ST1 4FA

Contact

Sarah Morris

Email

sarah.morris105@nhs.net

Country

United Kingdom

Region code

UKG23 - Stoke-on-Trent

NHS Organisation Data Service

QNC

Internet address(es)

Main address

<https://staffsstoke.icb.nhs.uk/>

I.3) Communication

Access to the procurement documents is restricted. Further information can be obtained at

<https://atamis-1928.lightning.force.com/lightning/page/home>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://atamis-1928.lightning.force.com/lightning/page/home>

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

Provision of Wheelchair Services for NHS Staffordshire and Stoke-on-Trent Integrated Care Board (ICB)

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

NHS Midlands and Lancashire Commissioning Support Unit (MLCSU) are facilitating a Competitive Process, in line with the Provider Selection Regime (PSR) of the Healthcare Services Regulations 2023, on behalf of NHS Staffordshire and Stoke-on-Trent Integrated Care Board (ICB) - who invite Bidders to submit a tender for the Provision of Wheelchair Services.

??Submissions MUST be submitted via Atamis under the response functionality within the Invitation to Tender (ITT). The closing time/date for receipt of submissions is 12:00 hours on Wednesday 22nd October 2025.

? ?The purpose of this procurement is to secure a Service Provider to deliver Wheelchair Services for all patients registered with a GP in the Staffordshire and Stoke-on-Trent ICB area. ?The Authority are looking to appoint a Service Provider, or Consortium, to deliver this Service for a period of 3 Years with the option to extend for up to a further 2 years. The Contract will commence on the 1st April 2026.

?The contract is offered on a block basis, and payment will be unaffected by activity levels. The contract should have a maximum block value of £2,730,000 per annum, plus VAT. The total value for the initial three year period would therefore be £8,190,000, plus VAT. The total value for the initial three year period, plus the optional two year extension period, would be £13,650,000, plus VAT. The ICB reserves the right to reject any bids which are received above this block value. The ICB, at its discretion, also reserves the right to reject, following clarification, any bids which are deemed to be abnormally low and where service sustainability is questionable. This will be assessed during the evaluation of the Basic Selection Criteria.

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The aim of the wheelchair service is to maximise independence and improve the quality of life for service users and their carers, through timely access to appropriate assessment, provision and maintenance of equipment. The provider will respond to changes in the service users' health through regular reviews, and will deliver a positive user experience. High-quality wheelchair provision supports the delivery of the NHS Long Term Plan priorities by reducing hospital delays and supporting care outside of hospital, preventing avoidable harm, and improving quality of life. It is essential that wheelchair services are both effective and sustainable.

Full details of the service are set out in the Service Specification (Annex 2), this can be accessed via Atamis.

The ITT and all associated documents will be made available to all Bidders who express an interest via Atamis.

II.1.5) Estimated total value

Value excluding VAT: £13,650,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKG23 - Stoke-on-Trent
- UKG24 - Staffordshire CC

Main site or place of performance

Staffordshire and Stoke-on-Trent

II.2.4) Description of the procurement

NHS Midlands and Lancashire Commissioning Support Unit (MLCSU) are facilitating a Competitive Process, in line with the Provider Selection Regime (PSR) of the Healthcare Services Regulations 2023, on behalf of NHS Staffordshire and Stoke-on-Trent Integrated Care Board (ICB) - who invite Bidders to submit a tender for the Provision of Wheelchair

Services.

Submissions MUST be submitted via Atamis under the response functionality within the Invitation to Tender (ITT). The closing time/date for receipt of submissions is 12:00 hours on Wednesday 22nd October 2025. You are recommended to upload all documents and submit your submission in sufficient time for it to reach the system prior to the closing time/date of 12:00 hours on Wednesday 22nd October 2025. The system automatically time/date stamps all submissions.

The purpose of this procurement is to secure a Service Provider to deliver Wheelchair Services for all patients registered with a GP in the Staffordshire and Stoke-on-Trent ICB area. The Authority is looking to appoint a Service Provider that will have the ability to successfully perform the service specification requirements, whilst achieving value for money. The Authority are looking to appoint a Service Provider, or Consortium, to deliver this Service for a period of 3 Years with the option to extend for up to a further 2 years. The Contract will commence on the 1st April 2026.

The contract is offered on a block basis, and payment will be unaffected by activity levels. The contract should have a maximum block value of £2,730,000 per annum, plus VAT. The total value for the initial three year period would therefore be £8,190,000, plus VAT. The total value for the initial three year period, plus the optional two year extension period, would be £13,650,000, plus VAT. The ICB reserves the right to reject any bids which are received above this block value. The ICB, at its discretion, also reserves the right to reject, following clarification, any bids which are deemed to be abnormally low and where service sustainability is questionable. This will be assessed during the evaluation of the Basic Selection Criteria.

The contract to be used will be the NHS Standard Contract ("the Contract").

Integrated Care Boards (ICBs) have a statutory duty to commission wheelchair services that meet the reasonable needs of their populations. Wheelchair services are critical for enabling people with long-term mobility needs to live independently, participate in society, and maintain their health and wellbeing.

The wheelchair service will ensure that service users within NHS Staffordshire and Stoke-on-Trent ICB are able to maximize their mobility through the provision of a wheelchair that meets their clinical needs.

The aim of the wheelchair service is to maximise independence and improve the quality of life for service users and their carers, through timely access to appropriate assessment, provision and maintenance of equipment. The provider will respond to changes in the service users' health through regular reviews, and will deliver a positive user experience. High-quality wheelchair provision supports the delivery of the NHS Long Term Plan priorities by reducing hospital delays and supporting care outside of hospital, preventing

avoidable harm, and improving quality of life. It is essential that wheelchair services are both effective and sustainable.

?

?The service will focus on quality, innovation, value, integration and collaboration. The service will also focus on facilitating patient choice, improving access and reducing health inequalities.

?The provider will contribute to the following outcomes:

?- Service Users, their families and carers have choice and control over their wheelchair and/or associated equipment.

?- Service Users have a wheelchair and/or associated equipment which allows them to be as independently mobile as their condition allows and that takes account of their social, educational and employment needs.

- ?Service Users are able to interact with their able-bodied peers, engage in recreation and maintain a healthy lifestyle and prevent secondary health problems.

- ?Service Users are able to contribute to society and enjoy improved access to physical and mental stimulation.

- ?Service Users have a choice of clinic times and locations which provide greater flexibility to fit in with their lifestyles and which will reduce the likelihood of non-attendance to appointments (DNA).

?- The Service shall develop and maintain effective relationships with Local Authorities, acute and community hospitals, GPs, Community Health Teams, third sector organisations and local Service User groups in order that the Service User experiences a joined-up approach to their care.

?The Service shall support the wider health system by reducing demand on packages of care and attendances/admissions to hospital by enabling people to maximise their independence and remain in their own homes through the provision of their wheelchair and/or associated equipment.

?The wheelchair service must ensure:

- Comprehensive assessment and timely provision of equipment tailored to individual needs.

- Equitable, safe, and person-centred delivery aligned with NHS Constitution principles.

- Ongoing review and maintenance to keep equipment appropriate and safe.
- Support for personal choice and control, reducing inequalities and promoting independence

To register on Atamis:

If you have not accessed with the portal before you will need to click Register from the landing page and complete the required form.

1) Register on the portal webpage

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

(registration and use of the website is free of charge).

2) Once registered, to search for tendering opportunities that have been published by the buying organisation, click Find Opportunities.

3) From the Find Opportunities page, click on the title of an opportunity. If the tendering project is at the stage where it is open for suppliers to express interest, you will be able to click Register Interest. For this project the contract reference on Atamis is C374018.

For technical support in submitting your Expression of Interest or registering on the 'Atamis Electronic Sourcing system please contact the Atamis helpdesk via email:

support@atamis.co.uk

All communications from providers should come through the Atamis portal. Strictly no other forms of communication to MLCSU or the Commissioner will be accepted (including telephone calls, postal queries/submissions, faxes or email communications) during this period.

II.2.5) Award criteria

Quality criterion - Name: Basic Selection Criteria / Weighting: Pass/Fail

Quality criterion - Name: Quality and Innovation / Weighting: 37.5%

Quality criterion - Name: Integration, Collaboration and Service Sustainability / Weighting: 12.5%

Quality criterion - Name: Improving Access, Reducing Health Inequalities and Facilitating Choice / Weighting: 10%

Quality criterion - Name: Social Value / Weighting: 10%

Price - Weighting: 30%

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Start date

1 April 2026

End date

31 March 2029

This contract is subject to renewal

Yes

Description of renewals

There is an optional extension period of two years from 31.03 2029 to 31.03 2031.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.14) Additional information

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Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

??The contract is offered on a block basis, and payment will be unaffected by activity levels. The contract should have a maximum block value of £2,730,000 per annum, plus VAT. The total value for the initial three year period would therefore be £8,190,000, plus VAT. The total value for the initial three year period, plus the optional two year extension period, would be £13,650,000, plus VAT. The ICB reserves the right to reject any bids which are received above this block value. The ICB, at its discretion, also reserves the right to reject, following clarification, any bids which are deemed to be abnormally low and where service sustainability is questionable. This will be assessed during the evaluation of the Basic Selection Criteria.

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

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: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2025/S 000-047018](#)

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

22 October 2025

Local time

12:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.7) Conditions for opening of tenders

Date

23 October 2025

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

This is a Provider Selection Regime (PSR) Notice. The subsequent award of a contract will be subject to the Health Care Services (Provider Selection Regime) Regulations 2023. For the avoidance of doubt, the provisions of the Public Contracts Regulations 2015 or the Procurement Act 2023 will not apply to this procurement opportunity.

VI.4) Procedures for review

VI.4.1) Review body

NHS STAFFORDSHIRE AND STOKE-ON-TRENT INTEGRATED CARE BOARD

One Smithfield, Leonard Coates Way

Stoke-on-Trent

ST1 4FA

Email

governance@staffsstoke.icb.nhs.uk

Country

United Kingdom