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Not applicable

HWE Non-Emergency Patient Transport Service - EEAST

NHS Hertfordshire and West Essex Integrated Care Board

F14: Notice for changes or additional information

Notice identifier: 2025/S 000-059524

Procurement identifier (OCID): ocids-h6vhtk-059913

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Section I: Contracting authority/entity

I.1) Name and addresses

NHS Hertfordshire and West Essex Integrated Care Board

The Forum

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HP1 1DN

Contact

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Email

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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/>

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

ransportation 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.

Section VI. Complementary information

VI.6) Original notice reference

Notice number: [2025/S 000-056035](#)

Section VII. Changes

VII.1) Information to be changed or added

VII.2) Other additional information

This is a Provider Selection Regime (PSR) confirmation of contract award notice. This contract has been awarded under 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. This contract has now been formally awarded using direct award process C. The contract award date is 25/09/2025, and the standstill period took place between 12/09/2025 to 24/09/2025. The business case including the recommendation to award the contract under Provider Selection Regime Process C was approved by the ICB's Strategic Finance & Commissioning Committee on the 11/09/2025 and there were no recorded or potential conflicts of interest of individuals making the decision declared at this meeting. The services are intended to be provided between 01/10/2025 - 30/09/2026 for one year, with the option to extend up to 18 months. The maximum value of the new contract is £13,024,800 for the period 2025/26, should the optional extension be used, the maximum contract value for the 18 months period is £32,562,000.