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Contract

Non-emergency Patient Transport Service for Kent & Medway

NHS Kent and Medway Integrated Care Board

F03: Contract award notice

Notice identifier: 2025/S 000-060612

Procurement identifier (OCID): ocids-h6vhtk-04ca35

Published 29 September 2025, 3:50pm

Section I: Contracting authority

I.1) Name and addresses

NHS Kent and Medway Integrated Care Board

2nd floor Gail House Lower Stone Street

Maidstone

ME15 6NB

Contact

William Clark

Email

william.clark7@nhs.net

Country

United Kingdom

Region code

UKJ41 - Medway

Internet address(es)

Main address

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

Buyer's address

<https://www.kentandmedway.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

Non-emergency Patient Transport Service for Kent & Medway

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

NHS Kent & Medway Integrated Care Board (acting as the Co-ordinating Commissioner) and NHS South East London Integrated Care Board (acting as the Associate Commissioner) have undertaken a procurement process for a Non-Emergency Patient Transport Service. The contract duration will be for an initial period of 5 years with an option to extend for up to a

further 3 years as required.

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: £210,674,927

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKJ4 - Kent

II.2.4) Description of the procurement

NHS Kent & Medway Integrated Care Board (acting as the Co-ordinating Commissioner) and

NHS South East London Integrated Care Board (acting as the Associate Commissioner) have

undertaken a procurement process for a Non-Emergency Patient Transport Service. The aim

of the Kent and Medway Non-Emergency Patient Transport Service is to provide non-urgent,

planned transportation of eligible Kent and Medway patients with a medical need for transport to and from premises providing NHS healthcare, and/or between providers of NHS funded

healthcare. This encompasses a wide range of vehicle types and levels of care consistent with the patients' medical needs. The service consists of journeys for patients requiring renal dialysis, outpatient appointments, transfers and discharges. The service is critical to support patients and to ensure that health services can work effectively and on time by transporting patients to healthcare appointments and supporting hospital discharges. The model is based on a single point of access where journey requests are made

directly by patients/carers and or appropriate healthcare professionals.

The geographical scope of this contract includes the transport of all Kent and Medway patients to points of care within Kent, Medway, Bromley, Bexley and also King's College Hospital and Guy's and St Thomas' (GSTT) hospital sites.

The Transport Provider will ensure that patients access their hospital treatment on time and that the wider system has timely access to patient transport that supports patient care and

flow.

This contract relates to an existing service with the intention to award being made to an existing provider.

The Contract will commence April 2026 for 5 years with the Commissioner having the option to extend the Contract for a further 3 years.

II.2.5) Award criteria

Quality criterion - Name: Quality & Innovation / Weighting: 36%

Quality criterion - Name: Integration, collaboration & service sustainability / Weighting: 13%

Quality criterion - Name: Improving access, reducing health inequalities and facilitating choice / Weighting: 6%

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

Cost criterion - Name: Value / Weighting: 35%

II.2.11) Information about options

Options: Yes

Description of options

Contract may be extended by up to 3 years

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

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: [2024/S 000-041217](#)

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

29 September 2025

V.2.2) Information about tenders

Number of tenders received: 7

Number of tenders received from SMEs: 2

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

V.2.3) Name and address of the contractor

G4S CARE AND JUSTICE SERVICES (UK) LIMITED

London

Country

United Kingdom

NUTS code

- UKI3 - Inner London – West

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: £210,674,927

Total value of the contract/lot: £210,674,927

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 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 23:59 on the 10th October 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 to william.clark7@nhs.net.

Award decision-makers - Kent & Medway ICB Board

Conflicts of Interest: No conflicts of interest raised.

The lifetime value of the contract is expected to be £210,674,927.00

The Key Criteria used and weighted by the authority were as follows:

Quality and Innovation 36%

Value 35%

Integration, collaboration, and service sustainability 13%

Improving access, reducing health inequalities, and facilitating choice 6%

Social value 10%

The rationale for this was based on the detailed list of all requirements according to the specification and requirements of the integrated care system.

VI.4) Procedures for review

VI.4.1) Review body

NHS England

7&8 Wellington Place

Leeds

LS1 4AP

Country

United Kingdom

Internet address

<https://www.england.nhs.uk/>