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Not applicable

Non-Emergency Patient Transport Services (NEPTS)

NHS West Yorkshire Integrated Care Board

F14: Notice for changes or additional information

Notice identifier: 2025/S 000-061921

Procurement identifier (OCID): ocds-h6vhtk-059426

Published 2 October 2025, 5:19pm

Section I: Contracting authority/entity

I.1) Name and addresses

NHS West Yorkshire Integrated Care Board

White Rose House, West Parade

Wakefield

WF1 1LT

Contact

Simon Rowe

Email

wycb-kirk.procurement@nhs.net

Country

United Kingdom

Region code

UKE4 - West Yorkshire

Internet address(es)

Main address

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

Buyer's address

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

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Non-Emergency Patient Transport Services (NEPTS)

Reference number

C386124

II.1.2) Main CPV code

- 85143000 - Ambulance services

II.1.3) Type of contract

Services

II.1.4) Short description

Non-emergency Patient Transport (NEPTS) provides pre-planned and on-day (unplanned) transport to support eligible patients to access NHS funded care. NEPTS caters for those patients who are either too ill to get to hospital without assistance or for whom travelling may cause their condition to deteriorate. The service provides for a wide range of patient mobilities, requiring a variety of vehicle types and levels of care consistent with the patient's medical needs - including specialist moving and handling or support during transport such as provision of oxygen.

Section VI. Complementary information

VI.6) Original notice reference

Notice number: [2025/S 000-053937](#)

Section VII. Changes

VII.1.2) Text to be corrected in the original notice

Section number

VI.3.0.1

Instead of

Text

This is a Provider Selection Regime (PSR) intention to award notice. The Standstill Period will begin on the day after the publication of this notice and shall end at midnight on the 17th September 2025. Representations by providers must be made to the relevant authority in writing to the named Contact Person. This contract has not yet formally been awarded; this notice serves as an intention to award a contract under the PSR. Written representations should be sent to wycib-kirk.procurement@nhs.net Your response must include the information below

Cost criterion / Price The existing provider(s) is satisfying the contract and will likely satisfy the proposed contract to a sufficient standard. Weighting: 100

The service has been reviewed against the key criteria of the Provider Selection Regime. The criteria were given the following weightings throughout.

Quality and innovation (including performance): 60%, including 40% for performance against contractual KPIs. Value: 10%

Integration, collaboration and service sustainability: 10%

Improving access, reducing health inequalities and improving choice: 10%

Social value: 10%

The existing provider scored over 70%, which is the Contract Authority's pass mark to proceed with the intent to award notice. The existing provider has consistently met the majority of KPIs (6 out of 9) within the preceding 12 months. Under-performance against 2 out of 9 KPIs has been marginal, and where performance improvement can be evidenced throughout the preceding 12 months. The Contracting Authority has assessed this to be acceptable. The existing provider's non-achievement of 1 Key Performance Indicator - for its call-handling response - has been scrutinised (throughout the 2024/25 financial year) and has been subject to a specific project since April 2025 to reduce the volume of calls and improve performance. From April 2025 to July 2025, under-performance is now marginal and the KPI has been met in-full for June and July 2025. The Contracting Authority has assessed this to be acceptable. For the other aspects of the key criteria, the Contracting Authority adopted a standardised scoring matrix. This consisted of assessing the information from the review of service against the

requirements listed within the statutory guidance for the Provider Selection Regime. There are no declarations of Interest.

Read

Text

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 the Direct Award C process.