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Award

EEAST - Accident Repairs

East of England Ambulance Service NHS Trust

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-065684

Procurement identifier (OCID): ocds-h6vhtk-058583 ([view related notices](#))

Published 15 October 2025, 4:09pm

Scope

Reference

25-T05

Description

The East of England Ambulance Service NHS Trust (“the Authority”) covers the six counties which make up the East of England – Bedfordshire, Cambridgeshire, Essex, Hertfordshire, Norfolk and Suffolk and provides a range of services, but is best known for the 999-emergency service. Our dedicated and skilled staff work 365 days a year, 24 hours a day to make sure patients receive the best possible care.

Our diverse area is spread over approximately 7,500 square miles and contains a mix of rural, coastal and urban areas; from Watford to Wisbech and Cromer to Canvey Island. Our services are tailored to meet the needs of each community’s differing medical and environmental need.

The Authority employs more than 5,000 staff and 1,000 volunteers to deal with 1,384,547 (2023/24) emergency calls every year. Staff and volunteers are trained and experienced in caring for patients in a variety of situations, ranging from life-threatening illness and

injury to less serious situations such as falls in the home or patients with minor injuries.

In addition, the Authority handles more than 500,000 non-emergency patient journeys to and from routine hospital appointments. Further information regarding the Authority can be obtained from www.eastamb.nhs.uk.

The Authority operates a fleet of approximately 1200 vehicles in total, currently comprising 500 Accident & Emergency Dual-Staffed Ambulances, 110 Rapid Response Vehicles, 200 Patient Transport Services vehicles with the remainder being made up of around 350 support vehicles and business / personal use cars.

The Authority's frontline fleet consists of Fiat Ducato DSA's, Ford Transits, MAN TGE's and Renault Masters. For the RRV, we currently have Skoda Enyaq's, Skoda Kodiaq's and VW Transporters. The PTS fleet consists of Vauxhall Movano, Peugeot Boxer, Renault Master minibuses and Ford Transits. This list is not exhaustive and may change during the contract period.

The Authority is seeking Supplier(s) to provide a recovery and repair service for damaged vehicles leased to the Authority, the property of, or in the custody or control of the Authority.

This also includes Third Party vehicles where it is determined that the Authority are at fault for the damage and where the Authority is requested by the Third-Party vehicle owner to action the repairs

The Contracting Authority anticipates that it will enter into a contract with a maximum of number of one (1) Provider for each of the Lots. A Tenderer can bid for one (1) to six (6) Lots. There is no limitation on the number of Lots a Tenderer can be awarded i.e. The same Provider could be awarded all six Lots

Lot Lot 1. Bedfordshire

Description

The Authority is seeking a Supplier to provide a recovery and repair service within Bedfordshire for damaged vehicles leased to the Authority, the property of, or in the custody or control of the Authority.

This also includes Third Party vehicles where it is determined that the Authority are at fault for the damage and where the Authority is requested by the Third-Party vehicle owner to action the repairs

The repair service shall include all inspection, adjustment, restoration and replacement of assemblies and components used to construct a complete vehicle.

The Supplier is required to provide a 24/7 Roadside Recovery Service. Upon notification of the accident repair requirement, the Supplier shall:

- Attend the roadside and recover the vehicle within 2 hours (24/7)
- Attend the Authority's premises and recover the vehicle within 4 hours (24/7)

The Supplier is to complete the repair service within twenty (20) working days from receipt of authorisation to proceed with the works., However, to reduce the Authority's Vehicle Off Road (VOR) rate, the repairs must be completed as soon as practically possible.

Upon confirmation of the completion of the works, the vehicle must be returned to the Authority within four (4) working hours to the destination specified by the Authority. The destination could be at any of the Authority's locations within Bedfordshire. Should the Authority have capacity, we will collect the vehicle from site upon confirmation of the completion of the works, but this is not guaranteed.

If the vehicle, following accident repair works, is with the Supplier for a duration of time that falls within the planned maintenance regime of the vehicle, the Supplier will be required to undertake the planned service/ maintenance on the vehicle following approval from the Authority representative

Lot Lot 3. Hertfordshire

Description

The Authority is seeking a Supplier to provide a recovery and repair service within Hertfordshire for damaged vehicles leased to the Authority, the property of, or in the

custody or control of the Authority.

This also includes Third Party vehicles where it is determined that the Authority are at fault for the damage and where the Authority is requested by the Third-Party vehicle owner to action the repairs

The repair service shall include all inspection, adjustment, restoration and replacement of assemblies and components used to construct a complete vehicle.

The Supplier is required to provide a 24/7 Roadside Recovery Service. Upon notification of the accident repair requirement, the Supplier shall:

- Attend the roadside and recover the vehicle within 2 hours (24/7)
- Attend the Authority's premises and recover the vehicle within 4 hours (24/7)

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If the vehicle, following accident repair works, is with the Supplier for a duration of time that falls within the planned maintenance regime of the vehicle, the Supplier will be required to undertake the planned service/ maintenance on the vehicle following approval from the Authority representative

Lot Lot 2. Cambridgeshire

Description

The Authority is seeking a Supplier to provide a recovery and repair service within Cambridgeshire for damaged vehicles leased to the Authority, the property of, or in the custody or control of the Authority.

This also includes Third Party vehicles where it is determined that the Authority are at fault for the damage and where the Authority is requested by the Third-Party vehicle owner to action the repairs

The repair service shall include all inspection, adjustment, restoration and replacement of assemblies and components used to construct a complete vehicle.

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The Supplier is to complete the repair service within twenty (20) working days from receipt of authorisation to proceed with the works., However, to reduce the Authority's Vehicle Off Road (VOR) rate, the repairs must be completed as soon as practically possible.

Upon confirmation of the completion of the works, the vehicle must be returned to the Authority within four (4) working hours to the destination specified by the Authority. The destination could be at any of the Authority's locations within Cambridgeshire. Should the Authority have capacity, we will collect the vehicle from site upon confirmation of the completion of the works, but this is not guaranteed.

If the vehicle, following accident repair works, is with the Supplier for a duration of time that falls within the planned maintenance regime of the vehicle, the Supplier will be required to undertake the planned service/ maintenance on the vehicle following approval from the Authority representative

Lot Lot 4. Norfolk

Description

The Authority is seeking a Supplier to provide a recovery and repair service within Norfolk for damaged vehicles leased to the Authority, the property of, or in the custody or control of the Authority.

This also includes Third Party vehicles where it is determined that the Authority are at fault for the damage and where the Authority is requested by the Third-Party vehicle

owner to action the repairs

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- Attend the roadside and recover the vehicle within 2 hours (24/7)
- Attend the Authority's premises and recover the vehicle within 4 hours (24/7)

The Supplier is to complete the repair service within twenty (20) working days from receipt of authorisation to proceed with the works., However, to reduce the Authority's Vehicle Off Road (VOR) rate, the repairs must be completed as soon as practically possible.

Upon confirmation of the completion of the works, the vehicle must be returned to the Authority within four (4) working hours to the destination specified by the Authority. The destination could be at any of the Authority's locations within Norfolk. Should the Authority have capacity, we will collect the vehicle from site upon confirmation of the completion of the works, but this is not guaranteed.

If the vehicle, following accident repair works, is with the Supplier for a duration of time that falls within the planned maintenance regime of the vehicle, the Supplier will be required to undertake the planned service/ maintenance on the vehicle following approval from the Authority representative

Lot Lot 5. Suffolk

Description

The Authority is seeking a Supplier to provide a recovery and repair service within Suffolk for damaged vehicles leased to the Authority, the property of, or in the custody or control of the Authority.

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The repair service shall include all inspection, adjustment, restoration and replacement of assemblies and components used to construct a complete vehicle.

The Supplier is required to provide a 24/7 Roadside Recovery Service. Upon notification of the accident repair requirement, the Supplier shall:

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The Supplier is to complete the repair service within twenty (20) working days from receipt of authorisation to proceed with the works., However, to reduce the Authority's Vehicle Off Road (VOR) rate, the repairs must be completed as soon as practically possible.

Upon confirmation of the completion of the works, the vehicle must be returned to the Authority within four (4) working hours to the destination specified by the Authority. The destination could be at any of the Authority's locations within Suffolk. Should the Authority have capacity, we will collect the vehicle from site upon confirmation of the completion of the works, but this is not guaranteed.

If the vehicle, following accident repair works, is with the Supplier for a duration of time that falls within the planned maintenance regime of the vehicle, the Supplier will be required to undertake the planned service/ maintenance on the vehicle following approval from the Authority representative

Lot Lot 6. Essex

Description

The Authority is seeking a Supplier to provide a recovery and repair service within Essex for damaged vehicles leased to the Authority, the property of, or in the custody or control of the Authority.

This also includes Third Party vehicles where it is determined that the Authority are at fault for the damage and where the Authority is requested by the Third-Party vehicle owner to action the repairs

The repair service shall include all inspection, adjustment, restoration and replacement of assemblies and components used to construct a complete vehicle.

The Supplier is required to provide a 24/7 Roadside Recovery Service. Upon notification of the accident repair requirement, the Supplier shall:

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- Attend the Authority's premises and recover the vehicle within 4 hours (24/7)

The Supplier is to complete the repair service within twenty (20) working days from receipt of authorisation to proceed with the works., However, to reduce the Authority's Vehicle Off Road (VOR) rate, the repairs must be completed as soon as practically possible.

Upon confirmation of the completion of the works, the vehicle must be returned to the Authority within four (4) working hours to the destination specified by the Authority. The destination could be at any of the Authority's locations within Essex. Should the Authority have capacity, we will collect the vehicle from site upon confirmation of the completion of the works, but this is not guaranteed.

If the vehicle, following accident repair works, is with the Supplier for a duration of time that falls within the planned maintenance regime of the vehicle, the Supplier will be required to undertake the planned service/ maintenance on the vehicle following approval from the Authority representative

Contract 1. EEAST - Accident Repairs

Lots

Lot Lot 1. Bedfordshire

Lot Lot 3. Hertfordshire

Lot Lot 2. Cambridgeshire

Lot Lot 4. Norfolk

Lot Lot 5. Suffolk

Lot Lot 6. Essex

Supplier

- [Full Circle Enterprise Limited](#)

Contract value

- £1,500,000 excluding VAT
- £1,800,000 including VAT

Above the relevant threshold

Award decision date

15 October 2025

Date assessment summaries were sent to tenderers

15 October 2025

Standstill period

- End: 24 October 2025
- 8 working days

Earliest date the contract will be signed

27 October 2025

Contract dates (estimated)

- 1 November 2025 to 31 October 2028
- Possible extension to 31 October 2030
- 5 years

Description of possible extension:

three (3) year contract with the option to extend for two (2) x further periods of twelve (12) months

Main procurement category

Services

Options

The right to additional purchases while the contract is valid.

three (3) year contract with the option to extend for two (2) x further periods of twelve (12) months

CPV classifications

- 50111110 - Vehicle-fleet-support services
-

Information about tenders

Lot Lot 1. Bedfordshire

- 1 tender received
 - 1 tender assessed in the final stage:
 - 1 submitted by small and medium-sized enterprises (SME)
 - 0 submitted by voluntary, community and social enterprises (VCSE)
 - 1 supplier awarded contracts
 - 0 suppliers unsuccessful (details included for contracts over £5 million)
-

Lot Lot 3. Hertfordshire

- 1 tender received
 - 1 tender assessed in the final stage:
 - 1 submitted by small and medium-sized enterprises (SME)
 - 0 submitted by voluntary, community and social enterprises (VCSE)
 - 1 supplier awarded contracts
 - 0 suppliers unsuccessful (details included for contracts over £5 million)
-

Lot Lot 2. Cambridgeshire

- 1 tender received
- 1 tender assessed in the final stage:
 - 1 submitted by small and medium-sized enterprises (SME)
 - 0 submitted by voluntary, community and social enterprises (VCSE)

- 1 supplier awarded contracts
 - 0 suppliers unsuccessful (details included for contracts over £5 million)
-

Lot Lot 4. Norfolk

- 1 tender received
 - 1 tender assessed in the final stage:
 - 1 submitted by small and medium-sized enterprises (SME)
 - 0 submitted by voluntary, community and social enterprises (VCSE)
 - 1 supplier awarded contracts
 - 0 suppliers unsuccessful (details included for contracts over £5 million)
-

Lot Lot 5. Suffolk

- 2 tenders received
 - 2 tenders assessed in the final stage:
 - 1 submitted by small and medium-sized enterprises (SME)
 - 0 submitted by voluntary, community and social enterprises (VCSE)
 - 1 supplier awarded contracts
 - 1 supplier unsuccessful (details included for contracts over £5 million)
-

Lot Lot 6. Essex

- 2 tenders received
- 2 tenders assessed in the final stage:
 - 1 submitted by small and medium-sized enterprises (SME)

- 0 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts
- 1 supplier unsuccessful (details included for contracts over £5 million)

Procedure

Procedure type

Open procedure

Supplier

Full Circle Enterprise Limited

- Companies House: 04051362

Heath Road

Norwich

NR16 2HS

United Kingdom

Email: hazel@fullcircleenterprises.co.uk

Region: UKH17 - Breckland and South Norfolk

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Associated people/organisations:

Manchetts Ltd (aka Manchetts Rescue & Recovery)

Manchetts Garage, Ness Road, Burwell, Cambridge, Cambridgeshire, CB25 0AA

Tears of Sutton Bridge Ltd (aka Tears Holdings Ltd)

262 Bridge Road Sutton Bridge, Spalding, Lincolnshire, England, PE12 9SH

Contract 1. EEAST - Accident Repairs

Contracting authority

East of England Ambulance Service NHS Trust

- Public Procurement Organisation Number: PBNZ-4155-WXBZ

Whiting Way

Melbourn

SG8 6EN

United Kingdom

Contact name: Samantha King

Email: tenders@eastamb.nhs.uk

Website: <https://www.eastamb.nhs.uk/>

Region: UKH12 - Cambridgeshire CC

Organisation type: Public authority - central government