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Contract

## EEAST - Accident Repairs

East of England Ambulance Service NHS Trust

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-072384

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

Published 10 November 2025, 12:31pm

## Scope

## Reference

25-T05

## Description

For the provision of a recovery and repair service for damaged vehicles leased to the Contracting Authority, the property of, or in the custody or control of the Contracting Authority for all six (6) Lots as detailed below:

Lot 1 - Bedfordshire

Lot 2 - Cambridgeshire

Lot 3 - Hertfordshire

Lot 4 - Norfolk

Lot 5 - Suffolk

## Lot 6 - Essex

The contract will run from 1st November 2025 to 31st October 2028 with the option to extend for two (2) x further periods of up to twelve (12) months.

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## **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

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## **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)

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 Hertfordshire. 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

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## **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.

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 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

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## **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

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 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 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.

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 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

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## **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:

- 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 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

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## **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

### **Date signed**

3 November 2025

## **Contract dates**

- 4 November 2025 to 31 October 2028
- Possible extension to 31 October 2030
- 4 years, 11 months, 27 days

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

## **Key performance indicators**

Name	Description	Reporting frequency
Repair works	All vehicles must be fully repaired within Twenty (20) working days from approval of the Estimate to proceed.	1 months
Roadside Recovery Timescale	Attend the roadside location site(s) within two (2) hours and recover the vehicle	1 months
Station Recovery Timescale	Attend the Authority's site(s) within four (4) hours and recover the vehicle	1 months
Return of repaired vehicle timescale	Return the repaired vehicle back to the trust within four (4) working hours to the destination specified by the Authority	1 months
Supply of costings Estimate	To provide an initial works costing estimate to the Authority representative within one (1) working day from the receipt of the vehicle to Supplier's site	1 months

## Other information

### Conflicts assessment prepared/revised

Yes

## Procedure

### Procedure type

Open procedure

## **Supplier**

### **Full Circle Enterprise Limited**

- Companies House: 04051362

Heath Road

Banham

NR16 2HS

United Kingdom

Email: [hazel@fullcircleenterprises.co.uk](mailto: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

Contract 1. EEAST - Accident Repairs

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## **Contracting authority**

## **East of England Ambulance Service NHS Trust**

- Public Procurement Organisation Number: PBNZ-4155-WXZB

Whiting Way

Melbourn

SG8 6EN

United Kingdom

Contact name: Samantha King

Email: [tenders@eastamb.nhs.uk](mailto:tenders@eastamb.nhs.uk)

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

Region: UKH12 - Cambridgeshire CC

Organisation type: Public authority - central government