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Contract

Non Emergency Patient Transport Service

NHS NORFOLK AND WAVENEY INTEGRATED CARE BOARD

F20: Modification notice

Notice identifier: 2025/S 000-072516

Procurement identifier (OCID): ocds-h6vhtk-05ddfb

Published 10 November 2025, 3:52pm

Section I: Contracting authority/entity

I.1) Name and addresses

NHS NORFOLK AND WAVENEY INTEGRATED CARE BOARD

8th Floor, County Hall, Martineau Lane

Norwich

NR12DH

Email

nwicb.contractsandprocurement@nhs.net

Country

United Kingdom

Region code

UKH15 - Norwich and East Norfolk

NHS Organisation Data Service

26a

Internet address(es)

Main address

<https://improvinglivesnw.org.uk/>

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Non Emergency Patient Transport Service

Reference number

NW2024-49 (C235808) 2526-146

II.1.2) Main CPV code

- 85143000 - Ambulance services

II.1.3) Type of contract

Services

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKH14 - Suffolk
- UKH15 - Norwich and East Norfolk
- UKH16 - North and West Norfolk
- UKH17 - Breckland and South Norfolk

II.2.4) Description of the procurement at the time of conclusion of the contract:

NHS Norfolk and Waveney Integrated Care Board (referred to as the Commissioner) invited suitably qualified and experienced providers to express their interest in delivering

Non-Emergency Patient Transport services (NEPTS) for eligible Norfolk and Waveney patients across NHS Norfolk and Waveney ICB.

The aim of the service was to provide Non-Emergency Transport for eligible Norfolk and Waveney patients with a medical need, between their places of residence, community and acute settings transporting patients in safe, timely, comfortable and clinically appropriate transport without detriment to their medical condition. This includes all Mental health transport, both secure and non-secure. There is a need for the NEPTS Provider in the post-COVID pandemic to be able to respond to rapidly changing regional demand patterns to cater for the patient, the Acute Trusts, Community partners, Mental health partners and other stakeholder partners across Norfolk and Waveney Integrated Care System (ICS).

The anticipated contract period is for an initial period of 5 years with the option to extend for up to a further two years, commencing 1st October 2024.

The Services to which this Procurement relates fall within Schedule 3 of the Public Contracts Regulations 2015 (as amended The Public Procurement (Amendment etc.) (EU Exit) Regulations 2020). As such, the procurement of the Services was run as a bespoke, single stage application process akin to the Open procedure, involving a number of stages which are outlined within the suite of procurement documents. The Authority does not intend to hold itself bound by any of the Regulations, save those applicable to Schedule 3 Services.

The market was invited to register and apply for the opportunity via the Atamis esourcing portal <https://health-family.force.com/s/Welcome> and search Project ID C235808.

The Notice identifier is 2024/S 000-014460 but as this was published by our procurement team (AGEM) we are unable to properly link this notice to this modification notice.

II.2.7) Duration of the contract, framework agreement, dynamic purchasing system or concession

Duration in months

Section IV. Procedure

IV.2) Administrative information

IV.2.1) Contract award notice concerning this contract

Notice number: [2099/S 001-999999](#)

Section V. Award of contract/concession

Contract No

2024/S 000-014460

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract/concession award decision:

1 October 2024

V.2.2) Information about tenders

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

V.2.3) Name and address of the contractor/concessionaire

Health Transportation Group UK Ltd

Lincoln

Country

United Kingdom

NUTS code

- UKF30 - Lincolnshire

NHS Organisation Data Service

8F231

The contractor/concessionaire is an SME

No

V.2.4) Information on value of the contract/lot/concession (at the time of conclusion of the contract;excluding VAT)

Total value of the procurement: £67,323,828

Section VI. Complementary information

VI.3) Additional information

This is a Provider Selection Regime (PSR) contract modification notice, under the Health Care Services (Provider Selection Regime) Regulations 2023. For the avoidance of doubt, the provisions of the Procurement Act Regulations 2024 do not apply to this award. This contract has been formally modified.

Modification approved by ICB Interim Director of Finance 30/9/25

No conflicts of interest were declared.

VI.4) Procedures for review

VI.4.1) Review body

NHS Norfolk and Waveney Integrated Care Board (ICB)

Norwich

Country

United Kingdom

Section VII: Modifications to the contract/concession

VII.1) Description of the procurement after the modifications

VII.1.1) Main CPV code

- 85143000 - Ambulance services

VII.1.3) Place of performance

NUTS code

- UKH14 - Suffolk
- UKH15 - Norwich and East Norfolk
- UKH16 - North and West Norfolk
- UKH17 - Breckland and South Norfolk

VII.1.4) Description of the procurement:

A modification to uplift the contract value by the agreed Cost Uplift Factor for 2025/26.
Value - £10,520,703.32

There is no change to the duration of the contract, which remains 1 October 2024 to 30 September 2031 (inclusive of an optional 2 year extension)

VII.1.5) Duration of the contract, framework agreement, dynamic purchasing system or concession

Duration in days

78

VII.1.6) Information on value of the contract/lot/concession (excluding VAT)

Total value of the contract/lot/concession:

£67,323,828

VII.1.7) Name and address of the contractor/concessionaire

Health Transportation Group UK Ltd

Lincoln

Country

United Kingdom

NUTS code

- UKF30 - Lincolnshire

NHS Organisation Data Service

8F231

The contractor/concessionaire is an SME

No

VII.2) Information about modifications

VII.2.1) Description of the modifications

Nature and extent of the modifications (with indication of possible earlier changes to the contract):

The modification is made in response to external factors beyond the control of the relevant authority and the provider, including but not limited to:

- changes in patient or service user volume
- changes in prices in accordance with a formula provided for in the contract documents (for example uplifts in prices published in the National Tariff or index linking)

but do not render the contract or framework agreement materially different in character.

There is no change to the duration of the contract, which remains 1 October 2024 to 30 September 2031 (inclusive of an optional 2 year extension)

VII.2.2) Reasons for modification

Need for modification brought about by circumstances which a diligent contracting authority/entity could not foresee.

Description of the circumstances which rendered the modification necessary and explanation of the unforeseen nature of these circumstances:

The modification is made in response to external factors beyond the control of the relevant authority and the provider, including but not limited to:

- changes in patient or service user volume
- changes in prices in accordance with a formula provided for in the contract documents (for example uplifts in prices published in the National Tariff or index linking)

but do not render the contract or framework agreement materially different in character.

There is no change to the duration of the contract, which remains 1 October 2024 to 30 September 2031 (inclusive of an optional 2 year extension)

VII.2.3) Increase in price

Updated total contract value before the modifications (taking into account possible earlier contract modifications, price adaptions and average inflation)

Value excluding VAT: £67,323,828

Total contract value after the modifications

Value excluding VAT: £77,844,531