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Tender

Cumbria Taxi Services 2026 - 2029

Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust

UK4: Tender notice - Procurement Act 2023 - view information about notice types

Notice identifier: 2025/S 000-078079

Procurement identifier (OCID): ocds-h6vhtk-05eb0e

Published 28 November 2025, 1:04pm

Scope

Reference

C403908

Description

The Cumbria Region Taxi Service for Cumbria, Northumberland, Tyne & Wear (CNTW) Trust (Authority) is managed by NTW Solutions (a wholly owned subsidiary of the Authority).

The contract period is targeted to commence 1st April 2026 (subject to Trust and Contractor final agreement) for Initial Term of 36 months, to expire 31st March 2029 (or 36 months from actual start date).

There is an option to extend from 1st April 2029 to 30th November 2029, subject to satisfactory performance of contract KPI's and agreement of both Parties.

Total value (estimated)

- £844,701.22 excluding VAT
- £1,013,541.46 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 April 2026 to 31 March 2029
- Possible extension to 31 March 2031
- 5 years

Description of possible extension:

3 year Initial Term + 1 x 8 month extension

Main procurement category

Services

CPV classifications

• 60120000 - Taxi services

Participation

Particular suitability

Small and medium-sized	enterprises	(SME))
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Submission

Enquiry deadline

12 December 2025, 12:00pm

Tender submission deadline

9 January 2026, 12:00pm

Submission address and any special instructions

https://atamis-1928--

prospend.vf.force.com/apex/CS_ContractPage?filters=&page=1&Preview=Yes&searchStr =&SearchType=Projects&sortStr=Alphabetical&uid=a07Sr00000os2fTIAQ&sfdcIFrameOrigin=https://atamis-1928.lightning.force.com

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

13 February 2026

Award criteria

Name	Description	Туре	Order of importance
Cumbria Taxi - PA23 Open Competition	Technical Envelope = 40% Commercial Envelope = 40% Social Value Envelope = 20% See Tender Documents for full details	I	1

Other information

Payment terms

30 days from the receipt of an accepted invoice.

Description of risks to contract performance

- Inability to perform all journey demands and consistently meet / exceed 95% on time pickup KPI per calendar month.
- Liquidation of service provider.
- Closure of major CNTW Cumbria (sites & community) locations.
- Impacts of pandemics.
- * Significant downtime of online booking portal or associated App.

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Contracting authority

Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust

• Public Procurement Organisation Number: PDBW-5798-GPLT

St Nicholas Hospital, Jubilee Road

Newcastle Upon Tyne

NE3 3XT

United Kingdom

Email: leigh.tidyman@ntw.nhs.uk

Website: https://www.cntw.nhs.uk/

Region: UKC22 - Tyneside

Organisation type: Public authority - central government

Other organisation

These organisations are carrying out the procurement, or part of it, on behalf of the contracting authorities.

NTW Solutions Limited

Summary of their role in this procurement: Procurement Process

Public Procurement Organisation Number: PYXL-7738-DGRP

Arran House, St Nicholas Hospital, Jubilee Road, Gosforth

Newcastle Upon Tyne

NE3 3XT

United Kingdom

Email: leigh.tidyman@ntw.nhs.uk

Website: https://www.ntwsolutions.co.uk

Region: UKC22 - Tyneside

Contact organisation

Contact Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust for any

enquiries.