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| Supply of Taxi Services  Lewisham and Greenwich NHS Trust  Market Consultation  Ref: ST23-P038 |
| **Bidder Name:** [Insert Supplier Name] |

# Introduction

Lewisham and Greenwich NHS Trust (The Authority) will shortly be conducting a tender for Taxi Services.

We have attached our draft specification and KPI’s and we would like to elicit some supplier feedback. We would be grateful if you could respond to the questions below and return to:

[Mark.somerville@gstt.nhs.uk](mailto:Mark.somerville@gstt.nhs.uk)

**By 14 July 2023 at midday**

If you are unable to answer all the questions, please do not worry, we will be grateful for all the feedback you can provide.



1. **Questionnaire**

## Supplier Detail

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| Please provide your company’s contact details: | |
| Company Name: |  |
| Address: |  |
| Contact Name: |  |
| Position: |  |
| Email: |  |
| Telephone: |  |
| Website: |  |
| Email address any tenders to be sent to: |  |

## Operating Hours

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| 3*. Operating Hours*  *3.1. The Agreement is for the provision of Taxis for the conveyance of staff and patients for pre-booked, routine and immediate journeys covering 24 hours, seven days a week including weekends and bank holidays.*  *3.2. Taxis must be available day and night to provide the service to the Trust as required and take Priority to other work. The Contractor must ensure that it can meet the service requirements on bank holidays including Christmas Day.*  *3.3. Christmas holiday Taxis, the Trust’s Christmas Taxi Policy is reviewed each year. Depending on when the Christmas Bank holidays fall, if there is no public transport, staff working on these days are usually allowed taxis paid for by the Trust. The Trust will collect the bookings and provide them in bulk to the contractor in good time to meet the Christmas requirements.* |
| **Question**  Is this a reasonable requirement that a competent taxi company should be able to provide?  Please suggest any amendments you would suggest with an explanation. |
| *Suppliers response* |

## Classification of Journey’s

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| *4.2. The journeys below will be classified as clinical*  *• For testicular torsion patients from Accident and Emergency travelling to Queen Elizabeth Hospital Woolwich, Guys and St Thomas Hospital and Kings Hospital the taxi will arrive no later than 30 minutes from booking. The key performance indicator is for a 100% of journeys meeting 30 minutes or better.*  *• For the on-call GI bleed theatre nurse for Lewisham and Queen Elizabeth Hospitals the taxi will arrive no later than 45 minutes from booking.*  *• Anaesthetics on-call nurse and or doctor including any specialist equipment, the taxi will arrive no later than 45 minutes from booking ( this is to allow for collection of the nurse or doctor from their home address which may not be local).*  *• Other clinical patient transfers on the day, the taxi will arrive no later than 45 minutes from booking.* |
| **Question**  Are these achievable timings? Assuming a 24/7 timing this a reasonable requirement that a competent taxi company should be able to provide?  Please suggest any amendments you would suggest with an explanation. |
| *Suppliers response* |

## Vehicles and Equipment

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| *9. Vehicles and Equipment*  *9.5. All vehicles must be wheelchair accessible.*  *9.6. Passengers who need to travel with their own collapsible wheelchair or other equipment, e.g. Zimmer frame, Gutter frame, child’s carry cot or chair must be accommodated. If the passenger does not have their own wheelchair, in exceptional cases, the Trust may supply a wheelchair which the contractor will be required to transport at no extra cost. This provision shall also apply to assistance dogs.*  *Contract vehicles used in and about the provisions of this Agreement will carry suitable equipment to allow constant communication with their office facilities and to resolve issues as they occur.*  *9.7. All vehicles to be fitted with satellite tracking, navigation devices and hands-free communication devices prior to the commencement.* |
| Question  Is this vehicle specification achievable, given the nature of the Authority’s requirements for a single supplier?  Please suggest any amendments you would suggest with an explanation. |
| *Suppliers response* |

## Charging and Information

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| *14.3 The Contractor will submit to the Trust every month, within fifteen (15) days of the end of the month, an excel spreadsheet containing the following information in respect of the “account “service:*  *• Date*  *• Time of call*  *• Passenger*  *• The designation of the journey whether clinical or non-clinical*  *• Time of pick up*  *• Time between call and pick up*  *• Pick up address and post code*  *• Drop off post code*  *• Waiting time*  *• Waiting time cost (if applicable)*  *• Total costs*  *• Booked by contact number*  *• Departmental cost centre*  *• Booking type (patient/goods/staff)*  *• Mileage*  *• Fuel Consumption*  *• Vehicle Emissions*  *• Performance against Carbon Reduction plans*  *• Performance against KPIs and any financial penalty.* |
| Question  Is this list of reports realistic to expect?  Are there any other reports we should be asking for?. |
| *Suppliers response* |

## The Rest of the Specification

| **Question**  Please review the remainder of the specification. Please suggest any amendments you would suggest with an explanation. |
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| *Suppliers response* |

## Key performance Indicators (KPIs)

| **Question**  Please review the proposed KPIs. Are these KPIs a reasonable requirement that a competent taxi company should be able to meet?  Please suggest any amendments you would suggest with an explanation. |
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| *Suppliers response* |