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Awarded contract

Non-Emergency Patient Transport NHS/SOEPS/22.860 VEAT

NHS Sussex Integrated Care Board

F15: Voluntary ex ante transparency notice

Notice reference: 2023/S 000-003000

Published: 31 January 2023, 6:31pm

Section I: Contracting authority/entity

I.1) Name and addresses

NHS Sussex Integrated Care Board

Wicker House, High Street

Worthing

BN11 1DJ

Email

aelliott1@nhs.net

Country

United Kingdom

NUTS code

UKJ2 - Surrey, East and West Sussex

NHS Organisation Data Service

QNX

Internet address(es)

Main address

<https://www.sussex.ics.nhs.uk/>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Non-Emergency Patient Transport NHS/SOEPS/22.860 VEAT

Reference number

NHS/SOEPS/22.860 VEAT

II.1.2) Main CPV code

- 60130000 - Special-purpose road passenger-transport services

II.1.3) Type of contract

Services

II.1.4) Short description

Non-emergency Patient Transport Services (NEPTS) across NHS Sussex Integrated Care Board.

This is a VEAT notice for the award of an additional contract of 24 months to the incumbent provider for the period 01/04/2023 to 31/03/2025.

Patient transport journeys are booked for patients being moved to and from NHS funded treatment at a range of sites across Sussex including acute hospitals and local venues providing community-based care. The service is responsible for safely and effectively transporting eligible patients between their nominated place of residence, to, from and between NHS-funded healthcare facilities in a timely manner, so that they can receive the health care for which they are booked.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £40,432,000

II.2) Description

II.2.2) Additional CPV code(s)

- 34114122 - Patient-transport vehicles
- 34115200 - Motor vehicles for the transport of fewer than 10 persons
- 60000000 - Transport services (excl. Waste transport)
- 85100000 - Health services

II.2.3) Place of performance

NUTS codes

- UKJ2 - Surrey, East and West Sussex

Main site or place of performance

Within the boundaries of West Sussex, East Sussex and Brighton and Hove. Destinations may also include locations 'out of area'.

II.2.4) Description of the procurement

The aftermath of the Covid-19 pandemic and ongoing escalation of system pressures on all healthcare resources has brought about a number of new and significant risks that could not have been foreseen and which have further delayed the commissioners' detailed preparation and engagement for a full procurement for the non- emergency patient transport services in Sussex, under Public Contracts Regulations 2015 and The Public Procurement (Amendment etc.)(EU Exit) Regulations 2020.

This has given rise to an urgent need to secure a safe continued provision of the service via a new contract to mitigate these risks and maximise opportunities for the procurement process to deliver a high quality, patient-centred and responsive Non- Emergency Patient Transport Service (NEPTS), which provides value for money, is resilient, environmentally efficient and innovative in the use of information technology to communicate with service users.

Accordingly, the contracting authority considers that the aftermath of the Covid-19 pandemic and ongoing escalation of system pressures on all healthcare resources presents a state of urgency that is duly substantiated and been brought about by circumstances which a diligent contracting authority could not have foreseen and award an additional contract of 24 months to the incumbent provider.

The new contract will be a continuation of existing service provision, under current terms and

conditions, to transport patients who meet the eligibility criteria to and from their place of residence and Sussex NHS-funded health care facilities.

This responsibility of the service will therefore continue to include:

- providing a single point of access and full booking service for patients and Health Care Professionals (HCPs);
- equitable and consistent application of the eligibility criteria to all patients and carers;
- signposting patients who are not eligible for PTS to alternative transport arrangements;
- effective determination of mobility need or needs;
- allocation of journeys across the sub-contracted transport providers through an equitable, open and transparent process;
- effective communication and collaboration with system wide stakeholders;
- coordination and management of all patient journeys;
- timely reporting to commissioners.

NHS Sussex Integrated Care Board is the successor entity (since 1 July 2022) of:

- NHS West Sussex CCG;
- NHS East Sussex CCG;
- NHS Brighton and Hove CCG.

II.2.11) Information about options

Options: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Negotiated without a prior call for competition

- Extreme urgency brought about by events unforeseeable for the contracting authority

Explanation:

NHS Sussex ICB is committed to providing a high quality, patient-centred and responsive Non-Emergency Patient Transport Service (NEPTS), which provides value for money, is resilient, environmentally efficient and innovative in the use of information technology to communicate with service users.

The COVID-19 pandemic brought about a number of new and significant challenges and risks that could not be foreseen, and have impacted upon the planned timetable for tendering the NEPTS. Following this, NHS Sussex ICB conducted a single joint market engagement with Hampshire and the Isle of Wight, Frimley, Berkshire West, Oxfordshire, Buckinghamshire ICBs during Q3/Q4 2022.

The market engagement process and subsequent feedback received from the market resulted in the surfacing of a number of new and ongoing risks to the Commissioner, principally:

- The ongoing delay in the publication of the NEPTS National Review

Further national recommendations and guidance for the future of NEPTS is expected during 2023 which is necessary to inform and shape our future services.

- Post-COVID and ongoing system pressures

Post-COVID and the ongoing system pressures have substantially changed the NEPTS conveyance model. It remains unclear when or whether it will be possible to return to a pre-covid 'normal' state or what to expect the 'new normal' to look like, from an operational delivery perspective.

- Mobilisation

Based on supply chain position for vehicle chassis and bodywork requirements, the majority

of feedback requested mobilisation periods of between 9 and 12 months. The Commissioners are keen to ensure Providers have the best chance to bid for contracts and therefore the intention is to allow up to 12 months for the mobilisation period.

The existing contract expires on 31/3/23 and following negotiations an agreement was reached to direct award a 2 year contract with Commissioners to South Central Ambulance Service NHS Foundation Trust (the incumbent supplier) for a contract running from 01/04/2023. This will allow NHS Sussex to undertake a full and proper procurement exercise to mitigate the risks that have been exposed.

By awarding an additional contract of 2 years to the incumbent supplier NHS Sussex will have sufficient time required to incorporate the revised national documentation and guidance into the new service specification to benefit all eligible patients. Additionally this will allow NHS Sussex fully incorporate lessons learnt from the Covid-19 pandemic and long term changes to patient behaviours, activity and overall needs.

The future tender process for the new NHS Sussex ICB Non-Emergency Patient Transport service is expected to commence during May 2023 with contract award during March 2024 and then mobilisation prior to contract commencement on 01/04/25.

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-026540](#)

Section V. Award of contract/concession

A contract/lot is awarded: Yes

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract

17 January 2023

V.2.2) Information about tenders

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

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

South Central Ambulance Service NHS Foundation Trust

Unit 7 and 8 Talisman Business Centre, Talisman Road

Bicester

OX26 6HR

Country

United Kingdom

NUTS code

- UKJ14 - Oxfordshire

NHS Organisation Data Service

RYE

The contractor/concessionaire is an SME

No

V.2.4) Information on value of contract/lot/concession (excluding VAT)

Total value of the contract/lot/concession: £40,432,000

V.2.5) Information about subcontracting

The contract/lot/concession is likely to be subcontracted

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Refer to South of England Procurement Services to trigger the review process. This process can be further escalated to NHS Improvement.

Sackville House, Brooks Close

Lewes

BN7 2FZ

Email

robert.kitt@soeprocurement.nhs.uk

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Precise information on deadline(s) for review procedures:

Following publication of this notice, the contracting authority will allow a 10-day standstill period prior to entering into the contract, pursuant to Regulation 99(3)(c) of the Public Contracts Regulations 2015.