

ESSEX COUNTY COUNCIL

AMBULANCE TRANSPORT

SPECIFICATION

Issued 20 JULY 2016

Procurement Project 0312

***Please use this guide only, the information here is not exhaustive but designed to be used as a prompt.***

**Headline Summary**

1. [**Essex County Council**](#EssexCountyCouncil)

*This section provides suppliers with an introduction to the organisation.*

1. [**Introduction**](#Introduction)

*This section introduces suppliers to the specification, its purpose and composition.*

1. [**Background**](#Background)

*This section provides background information to help suppliers see the requirements in context.*

1. [**Scope**](#Scope)

*This section sets out the broad scope of the procurement.*

1. [**Key dates**](#KeyDates)

*This section provides the suppliers with information on key dates in respect of delivery against the contract.*

1. [**Statement of Technical Requirements**](#SOR)

*This section sets out the detailed requirements the supplier is expected to meet, along with any factors to consider.*

1. [**Authorities policies**](#Policies)

*This section outlines the Authorities policies relevant to the requirements.*

1. **[Insurance and warranties](#Insurance_Warranties)**

*This section sets out the minimum insurance levels and any warranties required.*

1. [**E-procurement requirements**](#CorpReq)*This section sets out ECC corporate requirements including the standard wording for e-procurement requirements.*
2. **Essex County Council**
   1. Essex County Council is dedicated to improving Essex and the lives of our residents. Our ambition is to deliver the best quality of life in Britain. We will achieve this by providing high-quality, targeted services that deliver real value for money.
3. **Our vision**
   1. We want Essex to be a county where innovation brings prosperity. We know our county faces a set of unprecedented challenges. If we are to meet these challenges we need new thinking and innovation to ensure we can use our resources in the best possible way for the people of Essex. We must harness the power of new ideas to secure a more prosperous Essex.
   2. This is our vision for Essex 2013/17. As a county council, our most important role will be to establish the conditions for innovation and prosperity in our economy, and to lead innovation in the public services.
   3. Throughout our work, we will build on the strengths of our county. This means harnessing the energy and passion of people across Essex who work hard for their families, build careers and businesses and shape their communities.
   4. We must all play our part in securing a more prosperous county, one where we can flourish, live well and achieve our ambitions.
4. **Delivering the vision**
   1. If we are to succeed through these testing times, we must maintain a focus on our core purpose. The challenge ahead strengthens our resolve to:

* increase educational achievement and enhance skills
* develop and maintain the infrastructure that enables our residents to travel and our businesses to grow
* support employment and entrepreneurship across our economy
* improve public health and wellbeing across Essex
* safeguard vulnerable people of all ages
* keep our communities safe and build community resilience
* respect Essex’s environment

3.2 Our Corporate Outcomes Framework translates our Cabinet’s political ambitions – outlined in their Vision for Essex – into a set of outcomes and supporting indicators that can guide the work of commissioners across ECC. The consolidation of outcomes into a single, authoritative, framework for ECC is designed to:

* provide a clear foundation for the development of our commissioning strategy and plans;
* provide a clear framework for assessing progress – allowing ECC to understand its impact on residents and communities in Essex; and
* and allow for the analysis of ECC resources, assets, contracts etc, against a consistent set of outcomes.
  1. The Corporate Outcomes Framework embeds the principles of Outcomes Based Accountability (OBA) within ECC. OBA is an established and effective approach for expressing, operationalising and ensuring accountability for outcomes. It provides a simple, common sense, low bureaucracy planning model supported by clear terminology.

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| |  | | --- | | **Essex: a**  **county where innovation brings prosperity** | | **Children in Essex get the best start in life** | **People in Essex enjoy good health and wellbeing** | **People have aspiration and achieve their ambitions through education, training and lifelong-learning** |
| * Percentage of children ready for school * Percentage of children achieving a good level of development by the age of five * Percentage of families living in temporary accommodation * Percentage of children living in non-working households | * People in Essex have a healthy life expectancy * Reduced differential in life expectancy across different areas of Essex * Percentage of children achieving at school [measured at foundation stage, KS2 and KS4] * Percentage of working age people in employment * Prevalence of healthy lifestyles * Prevalence of mental health disorders among children and adults * Percentage of Essex residents who consider themselves to be in good health * Percentage of families living in safe and suitable housing * Percentage of households living in fuel poverty * Teenage pregnancy rates * Life satisfaction rates (ONS condition of wellbeing) | * Rates of literacy and numeracy at all ages * Percentage of children achieving at school * Percentage of adults participating in lifelong learning * Percentage of working age people in employment * Percentage of people participating in further education/higher education/vocational learning * Percentage of young people aged 16-19 not in education, employment & training * Rates of volunteering * Percentage of children attending a good school |

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| |  | | --- | | **People in Essex live in safe communities and are protected from harm** | | **Sustainable economic growth for Essex communities and businesses** | **People in Essex experience a high quality and sustainable environment** | **People in Essex can live independently and exercise control over their lives** |
| * Level of crime in Essex * Number of children subject to protection plans * Number of children in care * Rate of anti-social behaviour in Essex * Number of people killed or seriously injured on Essex roads * Percentage of residents who feel that Essex roads are safe * Hospital admissions caused by injuries to children and young people * Hospital admissions caused by injuries to adults * Incidents of domestic abuse * Percentage of residents who feel safe * Rates of re-offending | * Job growth in key locations and key sectors * Housing growth in key locations * Supply of fit for purpose business premises * Increased connectivity and journey time reliability on priority route network (PR1) * Number of bus and/or community transport journeys * Median earnings * Coverage of superfast broadband services * Sustainable business start-up rates * Percentage of Essex businesses who think they can recruit suitable people * Percentage of working age people in employment * Business rates growth | * Residual waste volumes * Cost of energy to households * Preventable flooding incidents * Level of pollution * Condition of roads and footways * Access to valuable open spaces * Perception of the quality of the environment in Essex’s cities, towns and villages | * Proportion of people who live independently * Percentage of people who regain or increase their level of independence following hospital admissions * Access to end of life care in their preferred placement of choice * Number of children and adults who receive social care support * Number of people with personal budgets |

1. **Introduction** 
   1. Essex County Council (ECC) delivers a significant range of services to the residents of Essex. Passenger transport is a generic term used to describe the variety of transport services which the Local Authority provides on a daily basis, including local bus services, home to school transport and social care transport provision. Within the portfolio of transport services delivered ECC have, over a number of years, also engaged with a variety of ambulance service providers to meet this specific transport need across the county. This service meets the transport needs of those service users who are unable to access other means of transport, as a result of physical or medical conditions. The journeys are typically between residences, care homes or respite centres and are short term demand responsive journeys.
2. **Background**
   1. Historically ECC has engaged with the ambulance service market as and when a specific need arises, contacting a variety of providers individually, to seek availability and cost information. This is recognised as both an inefficient and time consuming process, both for the Authority and providers, often resulting in demanding timescales for service provision not being met.
   2. Consideration has been given to continue with the current model of service delivery however this affords limited opportunity for ECC to work with providers, to develop the service provision in a way that means it will effectively meet all service requirements and so enhance customer satisfaction. This opportunity is therefore seeking to establish a new model of service delivery for the provision of future ambulance services. This is to set in place a contract with a single provider who can meet all our ambulance transport requirements.
   3. During 2014/15 ECC spend on ambulance provision was approximately £13,000 covering 80 individual service requests; all of whom were adult service users. It is anticipated that this level of demand will continue to grow steadily in the future.
3. **Scope**
   1. ECC are seeking a single provider of non-emergency ambulance transport provision with the capability and capacity to provide a comprehensive service across the county of Essex, on a demand basis, 24 hours per day, every day of the year. ECC does not guarantee any work to the provider and reserves the right to use an alternative provider at any point.
   2. Bidders interested in this opportunity must:

* Have sufficient vehicles and staff to meet the required demand, and any potential increase. We would expect the provider to meet all requirements and to have in place sufficient arrangements should they not be in a position to meet the demand from their own internal fleet. Essex would need to approve any such arrangement.
* Be able to prioritise ECC service requests to deliver a response within the required timeframes. ECC will expect a response confirming capacity within 30 minutes, if unable to fulfil the request and will need to sub-contract an additional 30 minutes will be allowed.
* Be capable of accepting service requests from ECC on a 24/7, every day of the year .
* Provide a dedicated telephone number for main office hours, and the same for outside of office hours provision.
* Be able to provide a single point of contact for ECC for the purpose of making service requests and for all associated queries via telephone and email.
* Provide the same level of service for all requests in line with specification across geographic Essex. The majority of requests are within the geographic area of Essex but there may be occasion for users to be transported out of County.
* Provide a standard of vehicle capable of carrying the full range of expected service users including but not limited to; bariatric users, infectious users, users requiring an evac chair or stretcher, users requiring a 2 or 4 man crew and those who require additional passengers or luggage to travel with them.
* Must comply with information security and data protection policies provided with the Terms and Conditions.
* Must comply with all safeguarding requirements and policies.
* Must provide reports and data in line with the KPI’s provided as part of the Terms and Conditions.
  1. Bidders must be Care Quality Commission Registered.
  2. Bidders must have achieved a rating of Good or above if they have been inspected by the Care Quality Commission. .
  3. Potential and/or known demand/volumes for requirement.
* 75 journeys in 12 month period.

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| **District** | **Number of requirements over the previous 12 month period** |
| Basildon | 21 |
| Braintree | 8 |
| Brentwood | 7 |
| Castle Point | 4 |
| Chelmsford | 13 |
| Colchester | 3 |
| Epping | 8 |
| Harlow | 1 |
| Maldon | 2 |
| Rochford | 1 |
| Southend | 2 |
| Tendring | 3 |
| Uttlesford | 2 |
| **Total** | **75** |
| **Total Bariatric** | **3** |

* 1. Anticipated interfaces within ECC systems – bidders will need to have the ability to accept password protected documents, including PDFs and be able to interface with any software that ECC might implement, (e.g. Egress or Dynamic Purchasing System)

1. **Key Dates**
   1. Commencement date: The contract shall commence on TO BE CONFIRMED
   2. Completion date: The contract shall expire on TO BE CONFIRMED
   3. Duration:
2. **Statement of Technical Requirements**
   1. Environment and Sustainability NOT APPLICABLE
   2. Apprenticeships – NOT APPLICABLE
   3. Social Value Act – NOT APPLICABLE
   4. Compliance with Disclosure and Barring Service checks
   5. Compliance with the Data Protection Act
   6. Adult Safeguarding

8.6.1 Service Providers should act in accordance with the Southend Essex and Thurrock (SET) Safeguarding Adults Guidelines. This details the process of how to report incidents and safeguard vulnerable adults. Service Providers should also be aware of and implement procedures around reporting domestic abuse, honour based abuse, forced marriage and other forms of hidden harm. Service Providers must have their own safeguarding policy which should be kept updated. The following documents will help support Service Providers in carrying out their safeguarding function:

• Southend Essex and Thurrock (SET) Safeguarding Adults Guidelines

• Honour Based Abuse (HBA) Procedure (Essex County Council) 2013

• Domestic abuse/forced marriage and other forms of hidden harm

• Safer Recruitment and Employment Standards (Essex Safeguarding Adults Board) September 2010

• The Mental Capacity Act 2005

• The Care Act 2014

• Human Rights Act 1998

• Deprivation Of Liberty Safeguards (DoLS) In relation to Supreme Court Ruling of March 2014

8.6.2 Service Providers should also ensure staff are trained on and act in accordance with safeguarding procedures as detailed above. The Service Provider should also ensure that the Ask SAL helpline is advertised to all service users\tenants, families\carers and staff that may access the scheme. In addition the Service Provider must ensure that:

• Service users\tenants understand what constitutes abuse and know to whom they should report any concerns.

• Safeguarding of children who may visit the premises is addressed.

• There are periodic (at least annual) reviews of the effectiveness of safeguarding and protection from abuse policies and procedures and their implementation.

• Staff induction covers how to recognise and report suspected or actual abuse.

• There is on-going safeguarding training for staff at all levels which is regularly evaluated and reviewed.

• DBS (Disclosure and Barring Service) checks for staff and volunteers are carried out prior to commencement of employment and kept up to date

• Any staff dismissed are appropriately referred to the Disclosures and Barring service and the policies and procedures clearly set out the process for this.

• There is a designated, trained and supported safeguarding lead.

• There is a robust and regularly reviewed Whistleblowing policy.

* 1. IS Information Handling and Security Questionnaire needs to be completed.
  2. SME Engagement/Voluntary Sector NOT APPLICABLE
  3. TUPE implications – NOT APPLICABLE
  4. Continuous improvement – in providing the services the Service Provider shall use best endeavours throughout any awarded contract to make arrangements in consultation with the Authority to secure continuous improvement and reduce costs in the way in which the services are provided. The Service Provider acknowledges that the Authority may require such reduction of costs to parallel the reduction of budget available to the Authority.
  5. Intellectual Property rights – NOT APPLICABLE
  6. Vehicle Standards

1. Vehicles should comply with all Road Traffic, Construction and Use regulations and DOH specifications for patient vehicles and equipment. All ambulance vehicles used on the Agreement for Stretcher and Wheelchair’s must meet M1 and M2 standards along with meeting the standard BS EN 1789:2000 for vehicles carrying stretchers.
2. All vehicles must be no more than 7 years old at any point in the contract. Vehicles must be compliant with British safety standards.
3. The Provider shall be required to have access to a Bariatric vehicle(s). Bariatric patients will be transported in line with the general specification.
4. All ambulance vehicles must carry on board (as a minimum) the following equipment:-
   1. Clean Blankets
   2. Disposable towels and wipes
   3. Disposable gloves (including the provision of latex free ones)
   4. Fresh drinking water
   5. Incontinence pads
   6. A Complete first aid box
   7. Carry chair
   8. Fire extinguisher
   9. Hand towels
   10. Spillage kits to clean up body fluids
   11. Urine bottles
   12. Decontamination wipes
   13. Oxygen cylinder
5. The Provider will supply all linen and ensure that it is adequately cleaned after each use.
6. All vehicles used for the carriage of wheelchairs must be fitted with tail-lift or ramp facilities or other suitable access equipment, and the appropriate wheelchair clamps, which will be used at all times. These vehicles must comply with the latest guidance for safe transportation of wheelchairs – MHRA DB2001(03) 2001. Evidence should be produced on the request of the commissioner.
7. All seats must be covered in an easily cleaned and durable vinyl material. Seats must be fitted with high backs, suitable to convey elderly and infirm patients.
8. The vehicle shall in all respects comply with relevant legislation and the requirements of the Licensing Authority where such exists.
9. The vehicle exterior shall be clean and tidy and of a uniform colour. All vehicles should clearly identify the Provider.
10. The vehicle interior shall be of a clean and tidy appearance, with no damaged upholstery.
11. In addition the following specific cleaning procedures must be undertaken: -
    1. Exterior of vehicles are to be clean at the beginning of each shift.
    2. Interior floors & upholstery to be cleaned daily
    3. Accidental spillages to be removed at the first opportunity and the vehicle disinfected
    4. Linen/blankets etc. to be cleaned after each use
    5. All interior surfaces must be cleaned using approved methods and materials..
    6. The Provider must follow an agreed procedure for the decontamination of vehicles
12. (e.g. with regard to MRSA)
13. Space should be available for the safe storage of wheelchairs or luggage or equipment that is required to accompany the patient. Such equipment must be conveyed in a safe and secure manner.
14. Smoking shall not be allowed in any vehicles used for delivering services under this contract at any time.
15. The provider shall check all vehicles for defects on a daily basis and maintain a vehicle check and defect report. This will be made available to ECC representatives upon request. If any defect makes the vehicle un-roadworthy a suitable replacement should be deployed. Routine maintenance and inspection will be undertaken outside of the normal working day or otherwise will be covered by alternative vehicles.
16. In the event that a vehicle carrying patient’s breaks down the bidder is responsible for ensuring patients are collected by an alternative vehicle as soon as is practically possible.
17. The bidder shall be required to demonstrate that they can provide cover for the non-availability of vehicles for any reason.
18. The bidder shall comply with all Road Traffic Act Regulations.
19. The bidder shall ensure that all vehicles, including any sub-contracted vehicles, are driven in a manner conducive to patient safety and comfort.
20. Sub-contractors are subject to the same terms, conditions and standards as the main provider.
21. It is the responsibility of the Provider to undertake all necessary maintenance to vehicles and equipment to ensure that all aspects of the regulations for vehicles and equipment governing Road Transport are complied with.
22. All vehicles must be equipped with suitable heating facilities for use during cold weather and adequate ventilation or air conditioning to keep patients cool on hot days. Such facilities must be turned on prior to the commencement of the journey and before patient’s board the vehicle, in order to obtain maximum benefit.
23. No vehicle which has suffered major impact damage shall be used until it has been repaired. Vehicles that have minor exterior panel damage will be assessed prior to use to ensure they are fit for purpose.
24. Fully functional seat belts must be available for all passengers. Staff must ensure patients are fully secure prior to departure and during the journey.
25. Seat belt and anchorage points must be maintained in a proper condition at all times in that the belt, its anchorage, fastenings and adjusting device are free from any obvious defect which would seriously affect the proper functioning of the seat belt in the event of an accident. Anchorage points and all load bearing members of the vehicle structure or panelling within 30cm of each anchorage point must at all times be free from serious corrosion, distortion or fracture.
26. It is the responsibility of the driver to ensure that all passengers wear fitted seat belts and all vehicles are able to safely secure equipment by means of restraints/straps. Patients refusing to wear seat belts must produce appropriate documentation that authorises the no use of seat belts or they will be refused transportation by the operator of the vehicle.
27. Vehicles must facilitate the safe loading and unloading of patients requiring wheelchair, stretcher and two person handling. If lifting equipment is required at any point during the journey, the bidder should ensure it is carried in relevant vehicles.
28. Where stretcher cases are conveyed, sufficient vehicles must be configured to transport stretcher cases, and have facilities to safely secure wheelchair-bound patients (including electric wheelchairs) whilst in transit. Vehicles must comply with MDA DB2001 (03) “Guidance on the Safe Transportation of Wheelchairs”, (June, 2001). While the stretcher facility may be removed when not required it should be easily and quickly available when necessary.
29. If a patient with a known infection transmission risk is carried, they must be transported alone unless otherwise specified and the vehicle must be removed from service and cleaned in accordance with the bidders decontamination procedures. This is expected to be a very infrequent occurrence.
30. Car radios/music players must be turned off and should only be turned on at the request of the patient, they should not be so loud as to be uncomfortable for patients, and should be turned off if requested. A notice to this effect should be placed within each vehicle.
31. The bidder shall provide breakdown cover on all vehicles.
32. A replacement vehicle shall be available within 1 hour of any vehicle breakdown, or from the time a defect is noted, necessitating its temporary removal from use, and should remain available for the duration that the original vehicle is out of use.
33. ECC requires that when the provider intends to share a vehicle on ECC business it must seek prior approval from ECC.
34. All vehicles must be equipped with suitable communication such as two-way radio and mobile phone that can be used safely by the driver during journeys.
35. The bidder will be required at times to convey boxes of feeds, folding wheelchairs, Zimmer frames, artificial limbs, crutches, oxygen cylinders, suitcases, and other equipment, and straps or clamps should be provided to ensure they are conveyed in a safe and secure manner.
36. ECC reserve the right to request a full list of resources being used to fulfil the contract at any time.
    1. Acceptance testing NOT APPLICABLE
    2. Performance, targets, and monitoring arrangements - supplier must be able to report and meet the targets as set out in the Ambulance Operator Key Performance Indicator.
    3. Implementation/mobilisation – the supplier must be available to implement the contract immediately following contract award.
    4. Decommissioning & Disposal NOT APPLICABLE
    5. Hand-over process, transition between providers NOT APPLICABLE
    6. Health and safety requirements Supplier would be expected to be compliant with all relevant Health & Safety Legislation.
    7. Pricing Matrix – bidder must be able to provide a pricing matrix to ECC with price per mile, or per hour, for journeys to be completed within the scope of the contract.
    8. **Business Continuity**
    9. Bidders must have a detailed business continuity plan in place to ensure the continued provision of service throughout the duration of this agreement, including details of how ECC can access the service in the case of an event that triggers business continuity plans.
    10. Training requirements, knowledge transfer – NOT APPLICABLE
    11. Whole of life support NOT APPLICABLE
    12. Expected Improvements NOT APPLICABLE
    13. Whole of life support NOT APPLICABLE
    14. Clinical Governance NOT APPLICABLE
    15. Inspection NOT APPLICABLE
37. **Authorities policies**

**FOR EXAMPLE:**

* 1. Information security and communication.
  2. Information Governance/Data Protection

1. **Insurance and warranties** 
   1. Bidders must have or be willing to obtain Employer’s liability insurance to a value of £5m.
   2. Bidders must have or be willing to obtain Public liability insurance to a value of £5m.
2. **E-Procurement Requirements**
   * 1. Overview

11.2 Essex County Council has implemented a fully automated Purchase to Pay system called Marketplace. For further information, please [click here](http://www.essex.gov.uk/Business-Partners/Supplying-Council/Pages/IDeA-Marketplace.aspx).

11.3 A record on Marketplace will be created for the successful bidder and a user ID and password will be issued via e-mail.

11.4 The user ID and password will allow the successful bidder to:

11.5 View their orders online;

11.6 Update their status;

11.7 Notify delivery; and

11.8 Submit and monitor the status of electronic invoices, once they have been submitted.

11.9 Orders will be sent electronically to the successful bidder’s central e-mail address from the contract start date.

11.10 Electronic Invoicing

11.11 The successful bidder will be expected to submit electronic invoices from the contract start date. The successful bidder will achieve this through turning any outstanding Purchase Orders into electronic invoices by utilising the PO Flip method on Marketplace. On approval of the electronic invoice an automatic payment will be made via BACS, direct to the successful bidder’s bank account supported by an e-mailed remittance advice, in line with Essex County Council’s contracted payment terms. In addition to the above, the successful bidder will be able to view the status of their invoices, via the Marketplace system.

11.12 There is no charge for the PO Flip method.

11.13 The successful bidder must also be prepared to submit electronic invoices through any electronic system Essex County Council may use from time to time.

**12. Agreement term**

12.1 The Agreement term for this agreement will be three year(s) with an option to extend for a period of 36 month(s). The decision to extend the Agreement with is at the sole discretion of Essex County Council.

12.2 With appropriate notice the Authority may terminate the Agreement on any of the following Authority Break Point Dates:

12 MONTHS FOLLOWING CONTRACT AWARD

**13. Payment**

13.1 The Authority will pay any invoice issued by the Supplier within 30 days of receipt of a valid invoice following the delivery of the Good(s) and/or service(s). On the thirtieth day the payment will leave the account of the Authority

13.2 The rates/prices stated on the invoice must be those specified under this Agreement.

**14. Commercial Response**

14.1 The Tenderer is to complete the commercial response detailed within the E-sourcing portal