

**OPPORTUNITY NOTICE - PROVISION OF PATIENT TRANSPORT SERVICES (PTS) FOR THE
CAMBRIDGESHIRE AND PETERBOROUGH INTEGRATED CARE BOARD (ICB)**

This is a call for competition.

NHS Cambridgeshire and Peterborough Integrated Care Board (CP ICB) is seeking to commission a provider or providers to deliver their Patient Transport Services (PTS), to include Non-Emergency Patient Transport Service (NEPTS). The contract currently operating is due to expire on the 30th of September 2024.

The ICB wishes to receive responses to the Invitation to Tenders (ITTs) from suitably qualified and experienced Providers with the necessary skill and experience (or a demonstrable ability to provide the skill and experience) to provide the range of services required.

The ICB has re-designed the way Patient Transport Services are specified in Cambridgeshire and Peterborough. They are looking for stand-alone services for specific cohorts of patients which have varying needs. The re-procurement will be split into 3 lots so 3 separate contracts may be awarded; however, bidders will have the opportunity to bid for all of the lots or any combination of lots. For the avoidance of doubt each bid will be scored on their individual merit. Therefore, it is possible that contracts could be issued to a single provider.

The lots are split as follows:

Lot 1 – Specialist Transport And Non-planned (STAN) – High Dependency, Bariatric, End of Life, Discharges, Ambulatory Care Pathway transport, and Interfacility transfers transport services.

Lot 2 – Planned Patients Transport Service (PPTS) – Renal Dialysis, Outpatients, and Admissions patient transport service.

Lot 3 – Booking and Eligibility Centre – a call centre function that provides telephony access to the Patient Transport service, completing Eligibility Assessments, Bookings and Customer Service to all.

The aim of the services is to deliver high quality, dignified and safe patient transport to specific cohorts of patients, ensuring all services users are assessed robustly and consistently, and that eligible patients are able to travel in a timely manner, without adverse impact on their medical condition.

The services will be person-centred, and providers will need to be committed to the 'personalisation' of the whole service(s) from the point of first contact when the booking is requested, through to pick-up, relationship of the driver with the patient (and escort if applicable), journey to the destination, supporting the patient in preparation for their transport and arrival at home or nominated place of residence or other healthcare setting.

The ICB is also seeking innovation from providers that can maximise the use of information technology and fully utilise technological solutions to deliver service efficiencies to drive quality, safety, sustainability, value for money and improved patient and service user satisfaction.

Each contract will be awarded for a term of five (5) years from the Service start date with an indicative contract value of £53m (see table below for lot specific values) with the possibility of extending the term for another 5 years beyond the initial contracted term at the ICB's discretion and bringing the upper threshold indicative Total Contract Value to circa £117m. The contract start and service commencement date is 1st October 2024. **The ICB originally advertised this opportunity on Friday 16th of June 2023, and has now has re-opened this tender following a review of the financial envelope.** The ICB is planning to notify the outcome of the ITT in December, with the intention that mobilisation for the service/s begins in January, after the Christmas holidays, for circa 9 months.

Lot	Years 1 to 5 Contract		Years 6 - 10 Extension	
	Lower Threshold	Upper Threshold	Lower Threshold	Upper Threshold
Lot 1 - Specialist Transport And Non-planned	£7,197,741	£14,782,845	£8,673,273	£17,843,970
Lot 2 - Planned Patient Transport Service	£14,544,983	£32,646,139	£17,526,693	£39,406,252
Lot 3 - Booking Eligibility Centre	£4,166,985	£5,924,569	£3,733,263	£6,561,136
Total Higher Threshold	£25,909,709	£53,353,553	£29,933,229	£63,811,358

Any bid(s) received that is(are) over or below the set thresholds will be eliminated from the procurement and not evaluated.

These services are being treated as Schedule 3 services (healthcare services) and as such are being procured using the Light Touch Regime under the Public Contracts Regulations 2015. An open type single stage procedure is being used which is proportionate to the complexity and value of these services.

The invitation to tender (ITT) will be available from 23rd of August 2023 on the ML CSU Atamis portal (see below) and it will have a deadline for submissions of 12:00 noon on 19th of October 2023.

Bidder clarification questions may be submitted to the Commissioner (via the ML CSU Atamis portal only) during the procurement process between 23rd of October 2023 and up to 17:00 hours

on the 5th of October 2023.

We recommend current providers of similar services, providers who may be interested in providing this service, or other stakeholders who may have an interest in providing this to register on the MLCSU Atamis portal to register their interest and get access to the ITT and all the related procurement documentation.

To register on the MLCSU Atamis portal

If you have not accessed the portal before you will need to click Register from the landing page and complete the required form.

- 1) Register on the portal webpage <https://health-family.force.com/s/Welcome> (registration and use of the website is free of charge).
- 2) Once registered, To search for tendering opportunities that have been published by the buying organisation, click Find Opportunities.
- 3) From the Find Opportunities page, click on the title of an opportunity. If the tendering project is at the stage where it is open for suppliers to express interest, you will be able to click Register Interest.
- 4) For this project, search for the reference C180710.
- 5) For technical support in submitting your Expression of Interest or registering on the 'Atamis Electronic Sourcing system please contact the Atamis helpdesk via email: support@atamis.co.uk.

All communications from Bidders (including their Bidder Members) during the period of the Procurement (live tender stage) must be directed to MLCSU via the 'messaging' area within the ML CSU online Atamis procurement portal at <https://health-family.force.com/s/Welcome>.

Strictly no other forms of communication to MLCSU or the Commissioner will be accepted (including telephone calls, postal queries/submissions, faxes or email communications) during this period.

NOTES

“Light Touch Regime” services

This procurement is for clinical services which are Light Touch Regime services for the purpose of the Public Contracts Regulations 2015 as specified in Schedule 3 of the Regulations (“Regulations”). Accordingly, the Contracting Authority is only bound by those parts of the Regulations detailed in Chapter 3 Particular Procurement Regimes Section 7. The Contracting Authority is not voluntarily following any other part of the Regulations.

The procedure which the Contracting Authority is following is set out in the tender.

Right to Cancel

The Contracting Authority reserves the right to discontinue the procurement process at any time, which shall include the right not to award a contract; nor does it bind itself to accept the lowest tender, or any tender received, and reserves the right to award a contract in part, or to call for new tenders should it consider this necessary. The Contracting Authority shall not be liable for any costs or expenses incurred by any candidate or tenderer in connection with the completion and return of the information requested in this Contract Notice, or in the completion or submission of any tender, irrespective of the outcome of the competition or if the competition is cancelled or

postponed. All dates, time periods and values specified in this notice are provisional and the Contracting Authority reserves the right to change these.

Transparency

The Contracting Authority is subject to the Freedom of Information Act 2000 (FOIA) and the Environmental Information Regulations 2004 (EIR) and may be required to disclose information received in the course of this procurement under FOIA or the EIR. In addition, and in accordance with the UK Government's policies on transparency, the Contracting Authority intends to publish procurement documentation and the text of any resulting contractual arrangements, subject to possible redactions at the discretion of the Contracting Authority. Any redactions, whether in relation to information requests under FOIA, the EIR or policies on transparency will be in accordance with those grounds prescribed under the Freedom of Information Act 2000 and the Environmental Information Regulations 2004. Further information on transparency can be found at: <https://www.gov.uk/government/publications/procurement-and-contracting-transparency-requirements-guidance>