**CHELSEA AND WESTMINSTER HOSPITAL NHS FOUNDATION TRUST AND THE North West London Integrated care systems (NWL ICS)**

**Market Engagement Questionnaire (MEQ) – Non-Emergency Patient Transport (NEPT) Services**

**September-October 2021**

# Disclaimers

Organisations considering whether to respond to this information request should note the following:

* Chelsea and Westminster Hospital NHS Foundation Trust and participating NWL ICS members (the Commissioners) are still finalising their decision as to how best to establish the above Service and are undertaking market engagement to seek the views and opinions of those organisations that may be interested in delivering the Services/Lots if it decides to procure it;
* This Market Engagement Questionnaire (MEQ), and any subsequent information provided in response to it, does not form an integral part of any potential future procurement exercise and should be considered as an attempt by the Commissioners to engage with the potential market to identify potential interest and inform development of the intended Services;
* This MEQ, the accompanying draft documentation and the responses received arising from it are in no way legally binding on any party;
* **Participation in the engagement exercise is not a mandatory requirement for participating in any potential future procurement; however, responses received will assist to inform the Commissioners as to the level of interest from the market and will be used to evidence a decision as to whether or not to undertake a competitive procurement. CONFIRMATION OF YOUR EXPRESSION OF INTEREST IS THEREFORE IMPORTANT.**

# Instructions for Responding to this MEQ

Please ensure you have read the supporting information provided with this MEQ before responding, including the draft current of the four Service Specifications, noting that these may be subject to change (in both form and content) if the CCG decides to procure the solution.

Responses to this MEQ should be provided as a single electronic document and be limited to the equivalent of a maximum of 5 sides of A4 paper – this does not include additional requested supporting information, just your written responses.

# Market Engagement Questionnaire

Note: the Services being referred to in this questionnaire relate to the Commissioner’s intention to establish a contract for the provision of Non-Emergency Patient Transport Services (Lot 1 - Non-emergency Patient Transport Service, Lot 2 – Staff Shuttle Bus Service, Lot 3 - Dedicated Courier Driver and Vehicle Service and Lot 4 - Taxi and Courier Service) for a minimum of three years plus a potential two more years, therefore a 3+2 - (Lots and Contract length still to be agreed).

1. Please confirm whether your organisation has an interest in delivering the Services detailed within the draft Service Specification, specifically which Lots (Lot 1 - Non-emergency Patient Transport Service, Lot 2 – Staff Shuttle Bus Service, Lot 3 - Dedicated Courier Driver and Vehicle Service (still to be agreed) and Lot 4 - Taxi and Courier Service).

Or please outline any reasons why you assess that this opportunity is not of interest and what might make the intended Services more attractive to your organisation.

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| response: |
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1. If you were to deliver the Service/Lots, would your solution involve solely your organisation, or would you intend to partner or sub-contract any aspect of the Services? Please explain as appropriate, including details of any organisations you might work with, if this would be your intended solution.

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| response: |
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1. Please provide a summary/introduction about your organisation outlining your current activities and the reasons for your interest in this Market Engagement Questionnaire.

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| response: |
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1. Has your organisation been appointed to be a supplier of Non-Emergency Transport Services or any of the other Lots on any procurement framework that you feel would be appropriate for the Commissioners to considering contracting with you, if this were to be considered beneficial to the Commissioners?

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| response: |
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1. If you have specific expertise and experience in providing Non- Emergency Patient Transport or any of the services (1-4 Lots) to CCGs, NHS Community Providers, NHS Hospitals/Trusts or other public sector organisations, please provide details of this.

Any learnings that could be adopted to these services?

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| response: |
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1. Do you have any helpful feedback and suggestions about the four draft specifications being shared with you?

Additionally, if you are aware of alternative service specifications which you think the Commissioners should take note of, please provide a copy, highlighting any content of particular note.

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| response: |
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1. Does your organisation have any suggestions or considerations for the Contract Authorities regarding reducing environmental emissions, the use of electric vehicles and future proofing these services for the potential available contract?

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| response: |
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1. The Commissioners are keen to validate their assumptions around costs and pricing (at present Contract Authorities are gathering this information) before they invite bids (assuming there is a competition); would you be interested in assisting the Commissioners with pertinent information around each of the Services and what your organisation is expecting on costs and pricing or associated risks? This is likely to involve further follow-up engagement and sharing of demand and cost modelling.

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| response: |
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1. Are there any key Mobilisation and/or delivery challenges that might affect how you or other organisations you work with, successfully establish the Services that the Commissioners are intending to put into place? If so, please explain these and what you consider would be ways that these issues can best be addressed?

For example, if there were multiple Contract Authorities that required overlapping Mobilisations/service delivery would your organisation have any concerns around this and how would you propose the multiple authorities mitigate this?

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| response: |
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1. What is the approximate timeframe you believe you will require in order to safely prepare, mobilise and implement the delivery of this Service based on your experience? Please advise the minimum & maximum timeframe and explain the reasons for this, if there is additional information to your response to the previous question.

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| response: |
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1. Would you be willing to discuss further with the Commissioner your views about the solution and the Commissioner’s intentions as outlined (YES /NO)?

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| --- | --- |
| Yes | No |
|  |  |

Please complete the table below providing details for the main point of contact:

|  |  |
| --- | --- |
| **CONTACT NAME:** |  |
| **ROLE / POSITION:** |  |
| **EMAIL ADDRRESS:** |  |
| **CONTACT NUMBER:** |  |

Thank you for taking the time to respond and share your interest and views of the Commissioner’s current intentions for the future provision of this solution for NWL ICS.

**Please help to return this questionnaire by no later than** **12pm, Friday 8th October 2021 to Phillip Gouldbourn (**[**phil\_gouldbourn@nhs.net**](mailto:phil_gouldbourn@nhs.net)**), ensuring that in the email Subject heading, you refer to “NWL ICS - NEPTS – Market Engagement Questionnaire Response” – if this is not correctly titled it is possible your feedback will be missed.**

*Interested parties will not be prejudiced by any response or failure to respond to this market engagement exercise and a response to this notice does not guarantee any invitation to participate in any future public procurement process that the Commissioning Authorities may conduct.*

*Any responses provided will not be treated as commercially confidential and may be used by the Commissioning Authorities in the final solution specifications used for the contracts, but no organisation will be individually identified.*