

**United Kingdom-Oxford: Patient-transport vehicles**

OJ S 43/2015 03/03/2015

Contract notice

Services

Directive 2004/18/EC

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: NHS Oxfordshire Clinical Commissioning Group

Postal address: Jubilee House, Oxford Business Park South

Town: Oxford

Postal code: OX4 2LH

Country: United Kingdom

For the attention of: Stanbrook Mark

E-mail: [mstanbrook@nhs.net](mailto:mstanbrook@nhs.net)

Telephone: +44 7879603466

**Additional information can be obtained from:**

the abovementioned address

**Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:**

the abovementioned address

**Tenders or requests to participate must be submitted:** the abovementioned address**I.2. Type of the contracting authority**

Body governed by public law

**I.3. Main activity**

Health

**I.4. Contract award on behalf of other contracting authorities**

The contracting authority is purchasing on behalf of other contracting authorities: yes

Official name: NHS Slough Clinical Commissioning Group

Official name: NHS Bracknell and Ascot Clinical Commissioning Group

Official name: NHS Windsor, Ascot and Maidenhead Clinical Commissioning Group

Official name: NHS Chiltern Clinical Commissioning Group

Official name: NHS Aylesbury Vale Clinical Commissioning Group

Official name: NHS Newbury &amp; District Clinical Commissioning Group

Official name: NHS North &amp; West Reading Clinical Commissioning Group

Official name: Buckinghamshire Healthcare NHS Trust

Official name: NHS South Reading Clinical Commissioning Group

Official name: NHS Wokingham Clinical Commissioning Group

Official name: Berkshire Healthcare NHS Foundation Trust

**Section II: Object of the contract**

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**II.1. Description****II.1.1. Title attributed to the contract by the contracting authority**

Thames Valley Non-Emergency Patient Transport Service.

## **II.1.2. Type of contract and place of performance or delivery**

Services

Service category No 2: Land transport services [2], including armoured car services, and courier services, except transport of mail

Main site or place of performance: The counties of Berkshire, Buckinghamshire and Oxfordshire in England.

NUTS code

## **II.1.3. Information about a framework agreement or a dynamic purchasing system**

The notice involves a public contract

## **II.1.4. Information about framework agreement**

## **II.1.5. Short description of the contract or purchase(s)**

Thames Valley Non-Emergency Patient Transport Services Tender.

Oxfordshire Clinical Commissioning Group (“CCG”) (on behalf of a consortium of NHS organisations in Thames Valley which also includes Chiltern CCG, Aylesbury Vale CCG, Slough CCG, Bracknell and Ascot CCG, Windsor, Ascot and Maidenhead CCG, Newbury and District CCG, North and West Reading CCG, South Reading CCG, Wokingham CCG, Berkshire Healthcare NHS Foundation Trust and Buckinghamshire Healthcare NHS Trust) is tendering for a single provider of a Non-Emergency Patient Transport Service (“PTS”) for the registered general practice population of Berkshire, Buckinghamshire and Oxfordshire to and from agreed treatment centres within those counties. The approximate number of PTS journeys over the last financial year was c. 314 000 across the region. The contract will run for a period of 5 years with the group having the option to extend for a further 2 year period.

The specific elements that the group intends to tender in a single solution are as follows:

1. Patient transport booking service (Telephony and web based appointment booking) for health professionals and patients including:
  - a. Transport booking in advance of the required date (up to and including 24 hours in advance of the day);
  - b. On the day / short notice transport booking to support the needs of the local health economy including but not restricted to discharges from a hospital setting;
  - c. Defined timeslots for picking up patients requiring transportation to or from treatment;
  - d. An internet based appointment booking system to enable approximately 80 % of bookings by health professionals to be made electronically;
  - e. Screening of patients for whom transport is requested in accordance with Eligibility criteria set by the CCGs applied to bookings made both via telephone and electronically;
  - f. A Free-phone or local rate telephone number (subject to negotiation with commissioners) for patients to contact the service via a single route into the telephony service.
2. Routine patient transportation for Outpatient and Day-patient appointments by single or multi-occupancy vehicles, including by wheelchair, electric wheelchair and by stretcher. Such appointments will predominantly be booked in advance, including but not limited to:
  - a. Oncology (chemotherapy and radiotherapy);
  - b. Renal treatment (including dialysis and transplantation);
  - c. Deep Vein Thrombosis clinics;
  - d. Musculoskeletal clinics;
  - e. Neurological clinics.

Transportation for eligible patients is required for Outpatient and Day patient appointments 7 days a week 06:00 to 22:00

3. Urgent care pathway patient transportation, by single or multi-occupancy vehicles, including wheelchair, electric wheelchair and by stretcher. Bookings will be made in advance and on the day for, but not limited to:

- a. Discharges to home from rapid assessment settings (e.g. A&E);
- b. Discharges to home from bedded care settings (acute and community);
- c. Inter-hospital transfers (within Oxfordshire);
- d. Dedicated transport to and from the Oxfordshire Emergency Multidisciplinary Units;
- e. Transport to and from the Multi-disciplinary Day Assessment Service at Wycombe Hospital.

Transportation will be required for eligible patients between the hours of 6:00 to 2:00. The service may be required to provide transport on a more limited basis between 2:00 to 6:00 although this will be discussed with bidders at the Invitation to Tender stage. Booking of transportation for the urgent care pathway will be required predominantly on the day.

4. Complex patient transportation for Outpatient, Day-patient and urgent care pathways, including but not limited to:

- a. Bariatric patient care;
- b. With continuous oxygen therapy;
- c. By stretcher or wheelchair with complex needs;
- d. By hoist / sling (e.g. Southampton sling);
- e. Management during transportation by clinically qualified staff.

The service will be expected to provide a range of vehicles suitable to meet the needs of patients described above.

Transportation will be required for eligible patients between the hours of 6:00 to 2:00. The service may be required to provide transport on a more limited basis between 2:00 to 6:00 although this will be discussed with bidders at the Invitation to Tender stage.

5. Dedicated transportation for the multi-disciplinary day unit at Wycombe Hospital and Berkshire community sites including the Rapid Access Community Clinic.

Full details of required sites will be provided in the ITT.

6. Out of county transportation / patient repatriation

Transport will be required for out of county patients (those that are not registered with a GP practice within the Thames Valley footprint) being repatriated to their local district general hospital or home address. This transport is usually required at short notice and the provider will arrange movement on the same day as beds in the receiving hospital become available. Securing the funding for these journeys will be the responsibility of the provider as they are not commissioned by the group (as the patient is not registered with an eligible GP and therefore is the responsibility of another CCG). In these instances the provider will have to agree funding with the patient's relevant CCG in advance of travel.

Transport will be required for eligible patients registered with a GP practice within the relevant Thames Valley footprint being treated in a healthcare facility outside of the boundary that require repatriation to a Thames Valley bedded care facility or their home address. These journeys will be funded by the appropriate member of the group.

Transportation for this patient group will be on an ad hoc basis and is therefore unpredictable. Additional information:

- Bidders will be assessed at Pre-Qualifying Questionnaire stage against their capability to provide the service elements described above;
- The provider will ensure that all staff employed in the service with direct patient contact (including by telephone) have been subject to a Disclosure and Barring Service (DBS) check;
- The provider will ensure all staff maintain professional registration (where required) and undertake regular training and evaluation as required;
- The group members and their providers participate in a comprehensive system resilience and escalation framework to ensure the safe and effective delivery of health care services at

times of increased demand or reduced capacity. The provider of Patient Transport services will participate in escalation and resilience measures across Thames Valley as necessary including regular attendance at relevant meetings or teleconferences;

— The availability of transport will be sufficient to manage predictable and unpredictable surges in demand. The provider will profile demand and corresponding transport capacity for each day to take account of seasonal fluctuations and in particular the increased demand for NHS services during winter months, where the provider will be required to provide additional vehicles in comparison to other parts of the year;

— For all services, the provider will produce data relating to service provision on a regular or ad hoc basis as required by any member of the group;

— TUPE/COSOP is expected to apply to this service — further details will be provided at the ITT stage;

— Tenders will be assessed using the Most Economically Advantageous Tender (MEAT) criteria, with overall weightings for Quality and Cost. Quality is expected to be weighted at 70 % and Cost 30 % though these have not yet been finalised. These elements are also likely to have weighted sub-criteria. Full details of the scoring system and weightings will be provided in the ITT documentation.

Expressions of Interest.

The procurement will be conducted via the [www.nhssourcing.co.uk](http://www.nhssourcing.co.uk) e-tendering website. If you are interested in tendering for this opportunity, please access the website and register your organisation.

Once organisations have registered on the above website they will be given access to the Pre-Qualification Questionnaire and related documents. Please note that if you are intending to take part in this process as a consortium you must register on the e-tendering website as that consortium and only complete one PQQ.

All applicants will be asked to complete and return the PQQ (via the website) by 17:00 on 27.3.2015, at the latest.

Following assessment of the PQQs, short-listed applicants will be given access (via the website) to the full ITT documentation and invited to tender for the service.

Should you require any assistance in accessing or registering on the e-tendering website please contact the Bravo eTendering Help-desk — Phone +44 8003684850 and/or email [help@bravosolution.co.uk](mailto:help@bravosolution.co.uk)

#### **II.1.6. CPV code(s)**

34114122 Patient-transport vehicles, 60120000 Taxi services, 85141000 Services provided by medical personnel, 85143000 Ambulance services

#### **II.1.7. Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: yes

#### **II.1.8. Lots**

This contract is divided into lots: no

#### **II.1.9. Information about variants**

Variants will be accepted: no

### **II.2. Scope of the procurement**

#### **II.2.1. Total quantity or scope**

Estimated value excluding VAT: 60 000 000 GBP

#### **II.2.2. Information about options**

### **II.2.3. Information about renewals**

This contract is subject to renewal: yes

Number of possible renewals: 1

In the case of renewable supplies or service contracts, estimated timeframe for subsequent contracts:

in months: 24 (from the award of the contract)

### **II.3. Duration of the contract or time limit for completion**

Duration in months: 60 (from the award of the contract)

## **Section III: Legal, economic, financial and technical information**

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### **III.1. Conditions related to the contract**

#### **III.1.1. Deposits and guarantees required**

#### **III.1.2. Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them**

#### **III.1.3. Legal form to be taken by the group of economic operators to whom the contract is to be awarded**

As per the PQQ/ITT documentation.

#### **III.1.4. Contract performance conditions**

### **III.2. Conditions for participation**

#### **III.2.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions: Suppliers Instructions How to Express Interest in this Tender~: 1. Register your company on the eSourcing portal (this is only required once) — Browse to the eSourcing Portal: <https://www.nhssourcing.co.uk> and click the link to register — Accept the terms and conditions and click 'continue' — Enter your correct business and user details — Note the username you chose and click 'Save' when complete — You will shortly receive an email with your unique password (please keep this secure) 2. Express an Interest in the tender — Login to the portal with the username/password — Click the 'PQQs / ITTs Open To All Suppliers' link. (These are Pre-Qualification Questionnaires or Invitations to Tender open to any registered supplier) — Click on the relevant PQQ/ ITT to access the content. — Click the 'Express Interest' button at the top of the page. — This will move the PQQ /ITT into your 'My PQQs/ My ITTs' page. (This is a secure area reserved for your projects only) — You can now access any attachments by clicking 'Buyer Attachments' in the 'PQQ/ ITT Details' box 3. Responding to the tender — Click 'My Response' under 'PQQ/ ITT Details', you can choose to 'Create Response' or to 'Decline to Respond' (please give a reason if declining) — You can now use the 'Messages' function to communicate with the buyer and seek any clarification — Note the deadline for completion, then follow the onscreen instructions to complete the PQQ/ ITT — There may be a mixture of online and offline actions for you to perform (there is detailed online help available). You must then submit your reply using the 'Submit Response' button at the top of the page. If you require any further assistance please consult the online help, or contact the eTendering help desk.

#### **III.2.2. Economic and financial ability**

List and brief description of conditions: As per the PQQ/ITT documentation.

Minimum level(s) of standards possibly required: As per the PQQ/ITT documentation.

### **III.2.3. Technical and professional ability**

List and brief description of conditions:

As per the PQQ/ITT documentation.

Minimum level(s) of standards possibly required:

As per the PQQ/ITT documentation.

### **III.2.4. Information about reserved contracts**

#### **III.3. Conditions specific to services contracts**

##### **III.3.1. Information about a particular profession**

##### **III.3.2. Information about staff responsible for the performance of the contract**

## **Section IV: Procedure**

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### **IV.1. Type of procedure**

#### **IV.1.1. Type of procedure**

Restricted

#### **IV.1.2. Information about the limits on the number of candidates to be invited**

Envisaged minimum number 5: and Maximum number 10

Objective criteria for choosing the limited number of candidates: As stated in the PQQ.

#### **IV.1.3. Information about reduction of the number of solutions or tenders during negotiation or dialogue**

### **IV.2. Award criteria**

#### **IV.2.1. Award criteria**

The most economically advantageous tender in terms of Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **IV.2.2. Information about electronic auction**

### **IV.3. Administrative information**

#### **IV.3.1. File reference number attributed by the contracting authority**

#### **IV.3.2. Previous publication concerning this procedure**

#### **IV.3.3. Conditions for obtaining specifications and additional documents or descriptive document**

Time limit for receipt of requests for documents or for accessing documents: 27.3.2015

Payable documents: no

#### **IV.3.4. Time limit for receipt of tenders or requests to participate**

27.3.2015 - 17:00

#### **IV.3.5. Estimated date of dispatch of invitations to tender or to participate to selected candidates**

#### **IV.3.6. Languages in which tenders or requests to participate may be submitted**

English.

**IV.3.7. Minimum time frame during which the tenderer must maintain the tender**

**IV.3.8. Conditions for opening of tenders**

**Section VI: Complementary information**

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**VI.1. Information about recurrence**

**VI.2. Information about European Union funds**

**VI.3. Additional information**

The Contracting Authority intends to use an eTendering system in this procurement exercise and reserves the right to use a reverse auction.

**VI.4. Procedures for review**

**VI.4.1. Review body**

**VI.4.2. Review procedure**

**VI.4.3. Service from which information about the review procedure may be obtained**

**VI.5. Date of dispatch of this notice**

25.2.2015