

**United Kingdom-Exeter: Patient-transport vehicles**  
**OJ S 47/2016 08/03/2016**  
**Contract award notice**  
**Services**

**Directive 2004/18/EC**

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: NHS Northern Eastern and Western Devon Clinical Commissioning Group  
Postal address: Newcourt House, Old Rydon Lane  
Town: Exeter  
Postal code: EX2 7JU  
Country: United Kingdom  
For the attention of: Angela Mortley, Senior Clinical Procurement Manager  
E-mail: [Angela.Mortley@swcsu.nhs.uk](mailto:Angela.Mortley@swcsu.nhs.uk)

**Internet address(es):**

General address of the contracting authority: <http://www.newdevonccg.nhs.uk/>  
Address of the buyer profile: <https://in-tendhost.co.uk/scwcsu/asp/Home>

**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: South Devon and Torbay CCG

**Section II: Object of the contract**

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**II.1. Description**

**II.1.1. Title**

NEW Devon — 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

NUTS code UKK4 Devon

**II.1.3. Information about a framework agreement or a dynamic purchasing system (DPS)**

**II.1.4. Short description of the contract or purchase(s)**

The Department of Health defines non-emergency Patient Transport Services (NEPTS) as the 'non-urgent, planned, transportation of patients with a medical need for transport to and from a premises providing NHS healthcare and between NHS healthcare providers'.

This encompasses a wide range of vehicle types and levels of care.

Devon is the third largest county in England, covering 2 534 square miles. The county has

over 750 000 residents, with a higher proportion of older people than the national average. It is also 1 of the most sparsely populated counties, with few large settlements and a dispersed rural population. The transport network is limited which results in considerable travel times, proving a barrier to access for many residents and an operational challenge for Providers. The NEPTS contract spans the area covered by Devon County which includes 1 local authority, 2 Clinical Commissioning Groups (NHS South Devon and Torbay CCG and NHS Northern, Eastern and Western Devon CCG) and 4 acute providers.

NEW Devon CCG is actively partnering with Devon County Council in a 3 year Total Transport Project, which will be examining synergies between the different strands of public-sector transport in Devon. Patient Transport in Devon is an integral part of that work and providers will be part of the multi-organisational Transport Forum chaired by Devon County Council.

We are seeking to tender the Non-Emergency Patient Transport Service (NEPTS) for all patients registered with a Devon GP. In constructing the tender we have taken steps to ensure that there is an attractive, clear and robust specification and workload for bidders to respond to.

- We have removed the bulk high volume car-journeys from the system by looking to let the Frequent-Attendees Car Service as a separate lot through Devon County Council's Dynamic Purchasing System (DPS).

- We have focused the NEPTS contract on the core 'traditional' PTS workload looking to utilise multi-use vehicles to deliver an efficient and effective service.

- Out of area patients and the smaller volumes between midnight and 7:00 will be let outside of the main NEPTS contract, through DPS, allowing bidders to choose whether they wish to add these parts onto the main NEPTS contract or not.

- A booking service in partnership with the Local Authority will deal with initial contact from the public and manage the first line of authorisation and eligibility

We are actively seeking flexible and solution-orientated companies who are keen to make a positive mark in the NEPTS market.

Our 3 key success factors to achieve from this procurement are:

- 1 — Provision of a quality, flexible and responsive service;
- 2 — Excellent communication to establish strong relationships with key stakeholders;
- 3 — Sustainability. We want to work with a provider who will become our partner in delivery of an improved system.

Further insight about the pressures we face, the challenges and the key drivers that move us can be found here in the joint strategic needs assessments for both CCGS.

NHS Northern, Eastern and Western Devon Joint Strategic Needs Assessment

[http://www.devonhealthandwellbeing.org.uk/wp-content/uploads/2015/06/JSNA\\_Devon\\_Overview\\_2015.pdf](http://www.devonhealthandwellbeing.org.uk/wp-content/uploads/2015/06/JSNA_Devon_Overview_2015.pdf)

Torbay and South Devon CCG Joint Strategy Needs Assessment

<http://www.southdevonandtorbayccg.nhs.uk/resources/Documents/bcf-14-south-devon-and-torbay-joint-strategic-needs-assessment-jsna.pdf>

Full details of the specification, activity, scope and requirements can be found in the specification.

#### **II.1.5. CPV code(s)**

34114122 Patient-transport vehicles, 85100000 Health services, 60140000 Non-scheduled passenger transport, 60130000 Special-purpose road passenger-transport services, 34115200 Motor vehicles for the transport of fewer than 10 persons, 85110000 Hospital and related services, 85143000 Ambulance services, 60000000 Transport services (excl. Waste transport)

#### **II.1.6. Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: yes

## **II.2. Total value of the contract/lot**

### **II.2.1. Total value of the contract/lot**

Value: 2 152 422 GBP

Including VAT. VAT rate (%) 20

## **Section IV: Procedure**

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

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

Restricted

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

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

The most economically advantageous tender in terms of

1. Scheme overview. Weighting 6
2. Service delivery. Weighting 40
3. Workforce and training. Weighting 6
4. IM&T. Weighting 9
5. Patient safety and quality. Weighting 17
6. Implementation. Weighting 7
7. Finance. Weighting 15

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

An electronic auction has been used: no

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

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

SCW/NHS99PCCG/00000092/2015

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

no

## **Section V: Award of contract**

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### **V.1. Date of conclusion of the contract**

17.2.2016

### **V.2. Information about tenders**

Number of tenders received: 2

### **V.3. Name and address of the contractor**

Official name: First Care Ambulance Limited

Postal address: Unit 20, St Thomas Court, Cowick Street

Town: Exeter

Postal code: EX4 1AJ

Country: United Kingdom

### **V.4. Information on value of the contract/lot**

Initial estimated total value of the contract/lot:

Value: 12 924 000 GBP

Including VAT. VAT rate (%) 20  
Total value of the procurement:  
Value: 12 914 532 GBP  
Including VAT. VAT rate (%) 20  
If annual or monthly value:  
Number of years: 6

#### **V.5. Information about subcontracting**

The contract is likely to be subcontracted: no

### **Section VI: Complementary information**

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#### **VI.1. Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds:  
no

#### **VI.2. Additional information**

#### **VI.3. Procedures for review**

##### **VI.3.1. Review body**

Official name: NHS Northern Eastern and Western Devon Clinical Commissioning Group  
Postal address: Newcourt House, Old Rydon Lane  
Town: Exeter  
Postal code: EX2 7JU  
Country: United Kingdom

##### **VI.3.2. Review procedure**

Precise information on deadline(s) for review procedures: The authority has allowed a minimum 10 day standstill period described in the Public Contract Regulations 2015. Unsuccessful tenderers and applicants were initial to receive reasons for the decision, including the characteristics and relative advantages of the winning bid and the reasons why the tenderer/application was unsuccessful. Deadline for lodging of appeals should be in accordance with the Regulations.  
Aggrieved parties who have been harmed or are at risk of harm by breach of the procurement rules have the right to take action in the high court (England and Wales). Any such action is subject to strict time limited and must be bought in accordance with the Public Contracting Regulations 2015.

##### **VI.3.3. Service from which information about the review procedure may be obtained**

Official name: South Central and West Commissioning Support Unit  
Postal address: Wynford House, Lufton Way  
Town: Yeovil  
Postal code: BA22 8HR  
Country: United Kingdom

#### **VI.4. Date of dispatch of this notice**

4.3.2016