

**United Kingdom-Birkenhead: Ambulance services**

**OJ S 135/2018 17/07/2018**

**Contract notice**

**Services**

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: NHS Wirral Clinical Commissioning Group

Postal address: Old Market House, Hamilton Street

Town: Birkenhead

NUTS code: UKD7 Merseyside

Postal code: CH41 5AL

Country: United Kingdom

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

Telephone: +44 1516510011

**Internet address(es):**

Main address: [www.wirral.nhs.uk](http://www.wirral.nhs.uk)

Address of the buyer profile: [www.nhssourcing.co.uk](http://www.nhssourcing.co.uk)

**I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: [www.nhssourcing.co.uk](http://www.nhssourcing.co.uk)

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: [www.nhssourcing.co.uk](http://www.nhssourcing.co.uk)

Tenders or requests to participate must be submitted to the abovementioned address

**I.4. Type of the contracting authority**

Body governed by public law

**I.5. Main activity**

Health

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**Section II: Object**

**II.1. Scope of the procurement**

**II.1.1. Title**

Non-Emergency Patient Transport Services

**II.1.2. Main CPV code**

85143000 Ambulance services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

The NHS Clinical commissioning groups of Eastern Cheshire, South Cheshire, West Cheshire, Vale Royal, Warrington and Wirral have requested provision of non-emergency patient transport services to be delivered under terms of the NHS Standard Contract and to agreed service levels.

Non-emergency patient transport services (NEPTS) comprises the movement of eligible patients whose condition is not considered an 'emergency' between patients' homes or residential addresses, hospitals, community setting or other NHS funded treatment centres for people referred for consultations, treatments, procedures and hospital discharge. This encompasses a wide range of vehicle types and levels of care consistent with the patients' medical needs.

#### **II.1.5. Estimated total value**

Value excluding VAT: 50 000 000,00 GBP

#### **II.1.6. Information about lots**

This contract is divided into lots: no

### **II.2. Description**

#### **II.2.2. Additional CPV code(s)**

34114122 Patient-transport vehicles, 48000000 Software package and information systems, 60120000 Taxi services, 60130000 Special-purpose road passenger-transport services, 60140000 Non-scheduled passenger transport, 79512000 Call centre, 85100000 Health services, 85140000 Miscellaneous health services

#### **II.2.3. Place of performance**

NUTS code: UK United Kingdom

Main site or place of performance: Wirral, Warrington, West Cheshire, South Cheshire, Vale Royal, Eastern Cheshire.

#### **II.2.4. Description of the procurement**

Non-emergency patient transport services (NEPTS) comprises the movement of eligible patients whose condition is not considered an 'emergency' between patients' homes or residential addresses, hospitals, community setting or other NHS funded treatment centres for people referred for consultations, treatments or procedures and hospital discharge. This encompasses a wide range of vehicle types and levels of care consistent with the patients' medical needs.

The services sought include both the call handling and the patient transport elements and any solution proposed must be robust, accessible by a number of systems and encompass service management requirements. For example, the online and telephone booking systems must be capable of confirming a patients' conformance with transport eligibility criteria in real time. This contract requires a diverse fleet of vehicles resourced to accommodate patients who require:

- car vehicles.
- single man patient transport vehicles.
- 2 man crew patient transport vehicles
- wheelchair accessible vehicles.
- stretcher vehicles.
- bariatric and multi-people lift vehicles.
- appropriate real time patient services booking and management systems.

The new service will simplify and improve the efficiency of Non emergency patient transport pathways and ensure equity of service provision in line with legislation and Department of

Health and NHS England regulations and guidance. The services will be flexible, available on short notice and accessed through a Centralised booking service. This may also include the provision of unplanned services on a same day or limited time basis.

The key strategic objectives of the procurement and subsequently delivered service are to: Satisfy CCGs responsibility for the provision of suitable transport for eligible patients as per the then current NHS England Eligibility criteria.

Ensure patients equity in access to healthcare services.

Deliver measureable improvements in patient outcome and experience.

Obtain most economically advantageous bid incorporating value for money.

The contract is anticipated to be valued at between 5 000 000 GBP and 10 000 000 GBP per annum. This reflects current market value and potential changes that may be required over the life of the contract in response to either, changes in local or national policy.

For example, this could be because:-

The number of days and or times patient services are provided is modified.

Strategic transformation programmes are implemented altering the locations, methods or volume of delivered services.

Other service requirements become available during the term of the contract.

The demography within the area changes

There are changes to operational boundaries due to service reconfigurations

Changes to type of case mix of journey types

NHS Commissioning Standards and local emergency and urgent care strategies will continue to evolve over the life of the contract to improve efficiency and integration across the patient journey. Given this continual change it is anticipated that there will be service changes to ensure that the service remains compliant with NHS Commissioning Standards and local emergency and urgent care strategies including, but not limited to, the requirement for transport services to be available 7 days a week.

Bidders are therefore advised that a degree of flexibility is required over the course of the contract term and it is anticipated that certain elements of the service will need to be re-negotiated part way through the contract term, to ensure that the service remains in line with prevailing commissioning standards.

#### **II.2.5. Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **II.2.6. Estimated value**

Value excluding VAT: 50 000 000,00 GBP

#### **II.2.7. Duration of the contract, framework agreement or dynamic purchasing system**

Start: 08/04/2019 End: 07/04/2024

This contract is subject to renewal: no

#### **II.2.10. Information about variants**

Variants will be accepted: no

#### **II.2.11. Information about options**

Options: no

#### **II.2.13. Information about European Union funds**

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

## II.2.14. Additional information

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

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#### III.1. Conditions for participation

##### III.1.2. Economic and financial standing

Selection criteria as stated in the procurement documents

##### III.1.3. Technical and professional ability

Selection criteria as stated in the procurement documents

### Section IV: Procedure

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#### IV.1. Description

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

Open procedure

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

##### IV.1.8. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: yes

#### IV.2. Administrative information

##### IV.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2018/S 104-237497](#)

##### IV.2.2. Time limit for receipt of tenders or requests to participate

Date: 07/09/2018 Local time: 10:00

##### IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates

##### IV.2.4. Languages in which tenders or requests to participate may be submitted

English

##### IV.2.6. Minimum time frame during which the tenderer must maintain the tender

Tender must be valid until: 07/01/2019

##### IV.2.7. Conditions for opening of tenders

Date: 07/09/2018 Local time: 12:00

### Section VI: Complementary information

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#### VI.1. Information about recurrence

This is a recurrent procurement: no

#### VI.3. Additional information

#### VI.4. Procedures for review

##### VI.4.1. Review body

Official name: NHS Wirral CCG

Postal address: Old Market House

Town: Birkenhead

Country: United Kingdom

**VI.4.3. Review procedure**

Precise information on deadline(s) for review procedures:

NHS Wirral CCG will incorporate a standstill period at the point information on the award of the contract is communicated to tenderers. That notification will provide full information on the award decision. The standstill period, which will be for a minimum of 10 calendar days, provides time for unsuccessful tenderers to challenge the award decision before the contract is entered into.

The Public Contracts Regulations 2015 provide for aggrieved parties who have been harmed or are at risk of harm by a breach of the rules to take action in the High Court (England, Wales and Northern Ireland).

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

13/07/2018