

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

OJ S 174/2016 09/09/2016

Contract notice

Services

Directive 2004/18/EC

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: NHS Bristol Clinical Commissioning Group

Postal address: South Plaza, Marlborough Street

Town: Bristol

Postal code: BS1 3NX

Country: United Kingdom

Contact person: <https://in-tendhost.co.uk/scwcsu.aspx/Home> (NUTs Code UKK1)

For the attention of: John Gibbs, Clinical Procurement Manager

E-mail: [john.gibbs@swcsu.nhs.uk](mailto:john.gibbs@swcsu.nhs.uk)

Telephone: +44 1179002386

**Internet address(es):**General address of the contracting authority: [www.bristolccg.nhs.uk](http://www.bristolccg.nhs.uk)Address of the buyer profile: <https://in-tendhost.co.uk/scwcsu.aspx/Home>**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 Bristol Clinical Commissioning Group, NHS North Somerset Clinical Commissioning Group, NHS South Gloucestershire Clinical Commissioning Group

**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**

BNSSG Patient Transport Services (PTS).

**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

### **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)**

The provision of Patient Transport Services for NHS Bristol Clinical Commissioning Group, NHS North Somerset Clinical Commissioning Group and NHS South Gloucestershire Clinical. The Department of Health defines Non-emergency Patient Transport Service (NEPTS or PTS) activity as being the non-urgent, planned transportation of patients, with a medical need for transport, to and from premises providing NHS healthcare. This encompasses a wide range of vehicle types and levels of care consistent with the patients' medical needs. The overarching principle of PTS is that patients who are eligible for transport will receive safe, timely, comfortable and appropriate transport, without detriment to their medical condition.

The requirement for BNSSG is split into 2 lots:

- Lot 1: BNSSG Patient Transport Services (PTS);
- Lot 2: BNSSG Renal Patient Transport Services.

In accordance with Public Contracts Regulations 2015, 46 (6); the contracting authorities reserve the right to award contracts combining both lots to the same tenderer.

The commissioners are considering a number of ways that PTS can be delivered in the BNSSG area, and wish to have further discussions with bidders regarding the risks and benefits of these options. Broadly, and as a minimum, the commissioners will reserve the right to consider the following options:

1) A PTS Journey Provider (lot 1) with:

- a. An in-house managed CCG Call Centre to screen for eligibility for all outpatient bookings (e.g., M-F, 8:00-18:00) and transfer booking to the PTS Provider with PTS Provider to screen for eligibility on all discharges/transfers and other journeys;
- b. An all-inclusive Call Centre provided by the PTS Provider to screen for eligibility for all patients and book all eligible journeys.

2) A PTS Journey Provider (lot 1) with:

- a. An in-house managed CCG Call Centre to screen for eligibility for all outpatient bookings (M-F, 8:00-18:00) and transfer booking to the PTS Provider with PTS Provider to screen for eligibility on all discharges/transfers and other journeys;
- b. An all-inclusive Call Centre provided by the PTS Provider to screen for eligibility for all patients and book all eligible journeys;
- c. Provision or subcontract of journeys for:

i. Some of the W1 walking patients who could be transported in a taxi with physical support after booking through either the CCG in house call centre or PTS Call Centre;

ii. Some of the WC1 wheelchair patients who could be transported in a taxi with physical support after booking through either the CCG in house call centre or PTS Call Centre.

3) A Transport Service (lot 2) to provide patients with transport for renal dialysis and:

a. Some of the W1 walking patients who could be transported in a taxi with physical support after booking through either the CCG in house call centre or PTS Call Centre;

b. Some of the WC1 wheelchair patients who could be transported in a taxi with physical support after booking through either the CCG in house call centre or PTS Call Centre;

c. Volunteers to perform an agreed number of renal transport journeys at 45p a mile;

d. Agreed cost table based on charges and extras allowed to Hackney cabs with pass through costs for journeys performed by volunteers.

4) Contracts (lot 1 and 2) that are based on:

- a. Cost per case based on tendered activity — Contract pricing will be built on the basis of individual units of activity. A unit of activity will be based on the average journey mileage bandings as specified within the commissioner's tender documentation;
- b. Block contract — Pricing will be agreed on a block basis for the entirety of the agreed contract term and activity. Standard reconciliation procedures within the NHS Standard Contract will apply;
- c. Cap and Collar — Payment will be made on a block basis as in option b above. There will be no additional payment/claw-back for any over or under activity within a specified range around the anticipated activity level; however a marginal rate will be paid for activity above this specified range. This will be calculated on a contract wide level and based on a quarterly reconciliation.

5) Any combination of the above.

The contract will be based on a 5 year period with the option to extend by a further 2 years. The annual contract value is in the region of 3 600 000 GBP per annum for lot 1 and in the region of 750 000 GBP per annum for lot 2. Final awarded values may differ to those noted above in-line with the options and potential variations outlined above.

The contract start date(s) will be the 1.4.2017 to 31.3.2022, with an option to extend by a further 2 years at the Commissioners discretion.

The Commissioner is following a form of Accelerated Competitive Procedure with Negotiation due to urgency outside of the Authority's control.

Bidders are invited to register for 1:1 clarification sessions taking place on the 12.9.2016 through the In-Tend eTendering portal.

Further information and tender documentation can be obtained via the following link:

<https://in-tendhost.co.uk/scwcsu.aspx/Home>

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

34114122 Patient-transport vehicles, 85100000 Health services, 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

#### **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: yes

Tenders may be submitted for one or more lots

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

Variants will be accepted: yes

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

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

Further information and contract documentation can be obtained via the following link:

<https://in-tendhost.co.uk/scwcsu.aspx/Home>

Estimated value excluding VAT: 23 250 000 GBP

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

Options: yes

Description of options: There is an option to extend the contract for up to 24 months at the Commissioners discretion. The estimated value stated is for the initial period of both lots. The total maximum value over the maximum contract length of both lots is 25 550 000 GBP.

Provisional timetable for recourse to these options:  
in months: 60 (from the award of the contract)

### **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: 84 (from the award of the contract)

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

Duration in months: 84 (from the award of the contract)

Information about lots

Lot No: 1

Lot title: Lot 1: BNSSG Patient Transport Services (PTS)

#### **1) Short description**

The purpose of the PTS service is to ensure that there is an equitable and accessible service to all eligible patients based on their medical need. The model is based on all journeys being booked through a central point of contact where journey requests are made directly by patients /carers and or appropriate health social care professionals. Bookings for eligible patients will then be referred to the Provider which shall transport those eligible patients to and from providers of NHS acute and community care and other agreed places of NHS care based in BNSSG. GPs are not required to book transport for patients but may do so if they feel that a patient needs specific help with determining eligibility.

The Provider must comply with all relevant current and future legislation, national standards and evidence base set out within this Service Specification and required in the provision of this Service.

The commissioners are considering a number of ways that PTS can be delivered in the BNSSG area, and wish to have further discussions with bidders regarding the risks and benefits of these options. Broadly, and as a minimum, the commissioners will reserve the right to consider the following options:

1) A PTS Journey Provider (lot 1) with:

a. An in-house managed CCG Call Centre to screen for eligibility for all outpatient bookings (e.g., M-F, 8:00-18:00) and transfer booking to the PTS Provider with PTS Provider to screen for eligibility on all discharges/transfers and other journeys;

b. An all-inclusive Call Centre provided by the PTS Provider to screen for eligibility for all patients and book all eligible journeys.

2) A PTS Journey Provider (lot 1) with:

a. An in-house managed CCG Call Centre to screen for eligibility for all outpatient bookings (M-F, 8:00-18:00) and transfer booking to the PTS Provider with PTS Provider to screen for eligibility on all discharges/transfers and other journeys;

b. An all-inclusive Call Centre provided by the PTS Provider to screen for eligibility for all patients and book all eligible journeys;

c. Provision or subcontract of journeys for:

i. Some of the W1 walking patients who could be transported in a taxi with physical support after booking through either the CCG in house call centre or PTS Call Centre;

ii. Some of the WC1 wheelchair patients who could be transported in a taxi with physical support after booking through either the CCG in house call centre or PTS Call Centre.

3) Contracts (lot 1 and 2) that are based on:

a. Cost per case based on tendered activity;

- b. Block contract;
- c. Cap and Collar.
- 4) Any combination of the above.

The Contracting authority reserves the right to award contracts combining the lots or group lots as appropriately determined throughout the procurement process.

**2) 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

**3) Quantity or scope**

Estimated value excluding VAT:

Range: between 19 500 000 and 273 000 000 GBP

**4) Indication about different time frame or duration**

**5) Additional information about lots**

The Contracting authority reserves the right to award contracts combining the lots or group lots as appropriately determined throughout the procurement process.

Indicative values are subject to change based on the final option selected or any combination of available options as outlined in the tender documentation.

Lot No: 2

Lot title: Lot 2: BNSSG Renal Patient Transport Services

**1) Short description**

The service is for patients receiving renal dialysis and, where allowed, their escorts attending appointments at local dialysis units and renal outpatients, for patients who are GP registered in Bristol, North Somerset and South Gloucestershire (BNSSG). Most patients attend a Dialysis Unit three times a week, meaning that sometimes 6 journeys per patient per week will be required. There are currently around 180 BNSSG patients requiring transport to and from Renal Dialysis Units. These are at fixed times.

The commissioners are considering a number of ways that PTS can be delivered in the BNSSG area, and wish to have further discussions with bidders regarding the risks and benefits of these options. Broadly, and as a minimum, the commissioners will reserve the right to consider the following options:

- 1) A Transport Service (lot 2) to provide patients with transport for renal dialysis and:
  - a. Some of the W1 walking patients who could be transported in a taxi with physical support after booking through either the CCG in house call centre or PTS Call Centre;
  - b. Some of the WC1 wheelchair patients who could be transported in a taxi with physical support after booking through either the CCG in house call centre or PTS Call Centre;
  - c. Volunteers to perform an agreed number of renal transport journeys at 45p a mile;
  - d. Agreed cost table based on charges and extras allowed to Hackney cabs with pass through costs for journeys performed by volunteers.
- 2) Contracts (lot 1 and 2) that are based on:
  - a. Cost per case based on tendered activity;
  - b. Block contract;
  - c. Cap and Collar;
- 3) Any combination of the above.

The Contracting authority reserves the right to award contracts combining the lots or group lots as appropriately determined throughout the procurement process.

## 2) 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

## 3) Quantity or scope

The contract will be based on a 5 year period with the option to extend by a further 2 years.

Estimated value excluding VAT:

Range: between 3 750 000 and 5 250 000 GBP

## 4) Indication about different time frame or duration

## 5) Additional information about lots

The Contracting authority reserves the right to award contracts combining the lots or group lots as appropriately determined throughout the procurement process. Indicative values are subject to change based on the final option selected or any combination of available options as outlined in the tender documentation.

## 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

Parent company and other guarantees may be required in certain circumstances, see the invitation to tender for further details.

#### 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

See the invitation to tender for further details.

#### III.1.4. Contract performance conditions

The performance of the contract is subject to particular conditions: no

### 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: Parent company and other guarantees may be required in certain circumstances, see the invitation to tender for further details.

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

List and brief description of conditions: As per III.2.1) above.

Minimum level(s) of standards possibly required: As per III.2.1) above.

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

List and brief description of conditions:

As per III.2.1) above.

Minimum level(s) of standards possibly required:

As per III.2.1) above.

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

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

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

Execution of the service is reserved to a particular profession: no

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

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract: no

### **Section IV: Procedure**

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

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

Accelerated negotiated

The Commissioner is following a form of Accelerated Competitive Procedure with Negotiation due to urgency outside of the Authority's control.

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

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

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated yes

#### **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**

An electronic auction will be used: no

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

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

SCW/NHS11HCCG/00000260/2016

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

###### **Notice on a buyer profile**

Notice number in the OJ S: [2015/S 105-190980](#)

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

Payable documents: no

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

16.9.2016

##### **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**

This is a recurrent procurement: yes

Estimated timing for further notices to be published: 60 months to 84 months.

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

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

**VI.3. Additional information**

To receive more information about this tender, including the tender documentation and any amendments and/or clarifications and to request any clarifications and/or to respond to this tender, you must register your interest into this tender on the following website: <https://intendhost.co.uk/scwcsu/asp/Home> Once you have successfully registered your expression of interest you will be issued with the Invitation to Negotiate (ITN1) for completion before the deadline stated within the tender documentation.

**VI.4. Procedures for review**

**VI.4.1. Review body**

**VI.4.2. Review procedure**

Precise information on deadline(s) for review procedures: The contracting authority intends to observe the provisions and 10 day standstill period described in the Public Contracts Regulations 2015. Unsuccessful tenderers and applicants will receive scores and reasons for the decision, including the characteristics and relative advantages of the winning bid and the reasons why the tenderer/applicant was unsuccessful. Deadlines for lodging appeals should be in accordance with the Regulations.

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

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

6.9.2016