

United Kingdom-London: Health and social work services

OJ S 181/2016 20/09/2016

Contract notice

Services

Directive 2004/18/EC

## Section I: Contracting authority

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### I.1. Name and addresses

Official name: NHS Ealing Clinical Commissioning Group

Postal address: 3rd Floor, Perceval House, 14/16 Uxbridge Road, Ealing

Town: London

Postal code: W5 2HL

Country: United Kingdom

Contact person: Ealing CCG Primary Care Patient Transport Team

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

Telephone: +44 2082808080

#### Internet address(es):

General address of the contracting authority: [www.ealingccg.nhs.uk](http://www.ealingccg.nhs.uk)

#### 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

Other: Local Clinical Commissioning Organisation

### 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: no

## 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

Ealing Primary Care Patient Transport Service.

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

Services

Service category No 25: Health and social services

Main site or place of performance: London Borough of Ealing.

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)**

NHS Ealing CCG is seeking expressions of interest from suitably qualified and experienced providers who would like to be considered for the provision of the Ealing Primary Care Patient Transport Service service for patients who are registered with GPs across the borough of Ealing

NHS Ealing CCG is currently piloting a Primary Care Patient Transport service for patients who face barriers to accessing services in primary care settings because of the lack of appropriate transport and associated support.

The pilot service is specifically aimed at (but not restricted to) supporting patients who are elderly/frail or children who have mobility issues or other health problems which restricts their ability to access public transport. The reason for this procurement is the impending expiry of the current pilot arrangement.

The new service contract will commence in early 2017 with operating hours from 9:00-17:00 Monday to Friday. The Provider will need to be flexible should this requirement change depending on demand of the service. The service is expected to deliver circa 8 000 patient journeys a year.

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

85000000 Health and social work services, 60130000 Special-purpose road passenger-transport 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**

The contract will be for 5 years, with options to extend for up to a further 5 years (maximum 10 years in total)

The service is for patients who are registered with GPs across the borough of Ealing  
Additional Activity: The CCG will retain, at its discretion, an option to commission an additional level of activity (patient journeys). If the option is taken up, this may extend the annual value of the contract by up to 50 % (maximum 4 500 000 GBP — 450 000 GBP per annum x 10 years max contract term). However, this option is not guaranteed and the CCG retains the right to seek alternative commissioning arrangements.

Estimated value excluding VAT:

Range: between 135 000 and 450 000 GBP

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

Options: no

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

This contract is subject to renewal: yes

Number of possible renewals: Range: between 1 and 2

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

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

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

Start 3.4.2017. Completion 1.4.2022

## **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**

Information around potential requirements to mitigate financial risk are set out in tender documents.

#### **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**

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

The performance of the contract is subject to particular conditions: yes

Description of particular conditions: These are set out in the tender documentation.

### **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: As set out in the tender documentation.

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

List and brief description of conditions: As set out in the tender documentation.

Minimum level(s) of standards possibly required: As set out in the tender documentation.

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

List and brief description of conditions:

As set out in the tender documentation.

Minimum level(s) of standards possibly required:

As set out in the tender documentation.

#### **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 restricted

Justification for the choice of accelerated procedure: Pilot Service is ending, requirement to replace pilot service arrangement with longer-term contract.

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

Envisaged minimum number 4: and Maximum number 8

Objective criteria for choosing the limited number of candidates: This is set out in the tender documentation.

#### **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**

An electronic auction will be used: no

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

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

ECCG-PCPTS-TENDER

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

Prior information notice

Notice number in the OJ S: [2016/S 137-248677](#) of 19.7.2016

##### **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: 12.10.2016 - 17:00

Payable documents: no

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

19.10.2016 - 12:00

##### **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**

This is a recurrent procurement: no

## **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**

NHS Ealing CCG is seeking expressions of interest from suitably qualified and experienced providers who would like to be considered for the provision of the Ealing Primary Care Patient Transport Service service for patients who are registered with GPs across the borough of Ealing.

NHS Ealing CCG is currently piloting a Primary Care Patient Transport service for patients who face barriers to accessing services in primary care settings because of the lack of appropriate transport and associated support.

The pilot service is specifically aimed at (but not restricted to) supporting patients who are elderly/frail or children who have mobility issues or other health problems which restricts their ability to access public transport.

Older people often require additional support to navigate leaving their homes and accessing health services. It is these hard to reach people who often have the greatest health needs and would benefit the most from services such as patient transport.

The reason for this procurement is the impending expiry of the current pilot arrangement.

The new service contract will commence in early 2017 with operating hours from 9:00-17:00 Monday to Friday. The Provider will need to be flexible should this requirement change depending on demand of the service. The service is expected to deliver circa 8 000 patient journeys a year.

The requirement is for a safe, responsive, and timely non-emergency transport service that will provide patients convenient and free at the point of delivery, carriage between their places of residence and primary care health centres.

The Provider will ensure:

- The service is responsive and open to all eligible patients.
- Resilience and continuity of service provision across the borough.
- Provision of a single point of contact where all bookings and enquiries concerning patient transport will be managed and resolved.

Eligibility criteria for the service will be based on whether the patient can be transported without risk to their safety or the safety of others, and whether there is a clinical need for transport based on disability, a lack of mobility, or other health problems.

The service will aim to:

- Ensure vulnerable patients feel comfortable and confident travelling to Primary Care appointments.
- Support reduction of isolation and increasing social integration with others thus improving the wellbeing of the patient.
- Give patients the confidence to travel to other social settings using transport and hence increase ownership of their own health and wellbeing.

Key outcomes and objectives will include:

- Reduced DNAs (Did not Attend) in primary care.
- Increased follow up care for patients.
- Reduced hospital admissions.
- Reduced isolation and increased social integration of isolated vulnerable patients.

Background:

Ealing CCG is responsible for the health of over 400 000 registered people living in Acton, Ealing, Hanwell, Northolt, Perivale and Southall. With an annual budget of almost £480m, Ealing CCG commission services from providers including community services, mental health

services, acute, secondary and tertiary care. Primary healthcare incorporates 76 GP practices.

Social Value:

This service will contribute to the social, health and well-being needs and challenges facing vulnerable elderly patients in respect of loneliness and isolation:

— Loneliness and isolation can often lead to mental health problems and physical health problems

— Improving opportunities for the vulnerable to socialise and integrate with others.

— A resource to make an impact on a patient's health and well-being removing barriers to enable access to healthcare services.

Contract: The CCG will be looking for a provider to hold a contract for five years with the option to extend this to a maximum of 10 years.

The value of this contract is estimated at 270 000 to 300 000 GBP per annum. Therefore the minimum value is estimated at 1 350 000 GBP (270 000 x 5 years). The maximum value is estimated at 3 000 000 GBP (300 000 GBP x 10 years).

Additional Activity: The CCG will retain, at its discretion, an option to commission an additional level of activity. This additional activity may yield a potential maximum contract value of 4 500 000 GBP (450 000 GBP x 10 years) however, this option is not guaranteed and the CCG retains the right to seek alternative commissioning arrangements.

Expressions of interest from individual providers are welcomed and from consortia or partnerships on condition that a lead member with overall responsibility for coordinating the tender and entering the contract is identified. Providers who would like to be considered for an invitation to participate in the opportunity should apply, via email to: [EALCCG.ptproject@nhs.net](mailto:EALCCG.ptproject@nhs.net) by no later than 1700 Hours on Wednesday 12.10.2016 when their PQQ Self-Certification Declaration form must be submitted confirming their intention to submit an ITT Bid.

Ealing CCG reserves the right to refuse expressions of interest received after this time and date.

The deadline for submission of completed PQQ and ITT documents will be 1200 Hours Wednesday 19.10.2016. Ealing CCG reserves the right to refuse submissions received after this time and date.

Minimum requirements for financial standing and competency will be set out in the Pre-Qualification document questionnaire. Providers submitting a response to this questionnaire that does not satisfy these minimum requirements may be excluded from further participation in this procurement. Any expenditure, work or effort undertaken prior to contract award is accordingly a matter solely for the commercial judgment of potential service providers. In such circumstances, and in any event, Ealing CCG or its advisors shall not be liable for any costs or loss of expenses whatsoever incurred by the respondent and company, agent, subsidiary or organisation may have contributed to any response submitted to this notice.

#### **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**

15.9.2016