

United Kingdom-Chelmsford: Health services
OJ S 153/2019 09/08/2019
Contract notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: NHS Mid Essex Clinical Commissioning Group
Postal address: Wren House Hedgerows Business Park Colchester Road
Town: Chelmsford
NUTS code: UKH East of England
Postal code: CM2 5PF
Country: United Kingdom
Contact person: Raj Ragiwala
E-mail: raj.ragiwala@attain.co.uk
Telephone: +44 7584021366

Internet address(es):

Main address: <https://midessexccg.nhs.uk/>
Address of the buyer profile: <https://attain.bravosolution.co.uk/>

I.1. Name and addresses

Official name: NHS Basildon and Brentwood Clinical Commissioning Group
Postal address: Phoenix Place Christopher Martin Road
Town: Basildon
NUTS code: UKH East of England
Postal code: SS14 3HG
Country: United Kingdom
E-mail: raj.ragiwala@attain.co.uk

Internet address(es):

Main address: <https://basildonandbrentwoodccg.nhs.uk/>

I.1. Name and addresses

Official name: NHS Castle Point and Rochford Clinical Commissioning Group
Postal address: Pearl House Castle Road
Town: Rayleigh
NUTS code: UKH East of England
Country: United Kingdom
E-mail: raj.ragiwala@attain.co.uk

Internet address(es):

Main address: <https://castlepointandrochfordccg.nhs.uk/>

I.1. Name and addresses

Official name: NHS Southend Clinical Commissioning Group
Postal address: Floor 6 Southend-on-Sea Borough Council Victoria Avenue
Town: Southend-on-Sea
NUTS code: UKH East of England

Postal code: SS2 6ER

Country: United Kingdom

E-mail: raj.ragiwala@attain.co.uk

Internet address(es):

Main address: <https://southendccg.nhs.uk/>

Address of the buyer profile: <https://attain.bravosolution.co.uk/>

I.1. Name and addresses

Official name: NHS Thurrock Clinical Commissioning Group

Postal address: Civic Offices 2nd Floor New Road

Town: Grays

NUTS code: UKH East of England

Postal code: RM17 6SL

Country: United Kingdom

E-mail: raj.ragiwala@attain.co.uk

Internet address(es):

Main address: <https://www.thurrockccg.nhs.uk/>

I.1. Name and addresses

Official name: NHS West Essex Clinical Commissioning Group

Postal address: Building 4 Spencer Close St Margaret's Hospital The Plain

Town: Epping

NUTS code: UKH East of England

Postal code: CM16 6TN

Country: United Kingdom

E-mail: raj.ragiwala@attain.co.uk

Internet address(es):

Main address: <https://westessexccg.nhs.uk/>

I.2. Information about joint procurement

The contract involves joint procurement

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://attain.bravosolution.co.uk/>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://attain.bravosolution.co.uk/>

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

I.4. Type of the contracting authority

Regional or local authority

I.5. Main activity

Health

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Non-Emergency Patient Transport Service for Mid and South Essex CCGs

II.1.2. Main CPV code

85100000 Health services

II.1.3. Type of contract

Services

II.1.4. Short description

The Mid and South Essex Sustainability and Transformation Partnership (STP) CCG Joint Committee want to procure a Non-emergency patient transport service (NEPTS), encompassing:

- booking and eligibility assessment,
- transportation of patients, and
- on site support at NHS Acute Trusts.

II.1.5. Estimated total value

Value excluding VAT: 57 000 000,00 GBP

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

60130000 Special-purpose road passenger-transport services

II.2.3. Place of performance

NUTS code: UKH East of England

Main site or place of performance: East of England, plus patient transfers to London and other hospitals.

II.2.4. Description of the procurement

The Mid and South Essex Sustainability and Transformation Partnership (STP) CCG Joint Committee have been working alongside key stakeholders and service users in developing the scope, design and procurement plans for a Non-Emergency patient transport service (NEPTS), encompassing:

- booking and eligibility assessment,
- transportation of patients, and
- on-site support at NHS Acute Trusts.

The resulting commissioning case proposes a single non-emergency patient transport service for the population of Mid and South Essex, for all land-based provision (across all ages) with the exception of secure Mental Health transport and transport currently funded by the Mid and South Essex Hospital (MSE) Group or resulting from the proposed acute reconfiguration. The scope of the project does not include a review or changes to the eligibility criteria. In addition, the service will be provided to patients registered with NHS West Essex CCG in relation to journeys to/from the Essex Cardiothoracic Centre.

The service will primarily be delivered within Essex and surrounding areas. Journeys will also be delivered outside of the local area as a consequence of patient choice, where specialist care is required or for repatriation.

NEPTS are a key enabler underpinning access to elective care and supporting timely and efficient discharge processes for acute and community inpatient providers. As a partner within the system, the NEPTS provider for Mid and South Essex will support improvements in the

latter stages of urgent and emergency care pathways and continue to enable patient choice and equitable access for elective care.

The service provider will be involved with a range of service developments including the consideration of additional low level/low risk journeys from within the 999 contract to the patient transport service (for example 'GP Urgents'). The provider will work with the commissioner to explore the development of a technological solution to deliver active communication with patients and healthcare professionals.

Two well-attended stakeholder workshops were undertaken in March 2019. Feedback on the current service was generally positive with acknowledgement of reliable, caring service provision. The main areas for improvement being management of expectations (for patients and healthcare professionals) through communication and improved discharge coordination with acute Trusts.

Face to face patient engagement including an online survey took place between 16th May and 14th June. The responses allowed commissioners to quantify specific outcomes from the survey cohort but also recognise the unique individual experiences and improvement recommendations. The key themes for improvement on the service was the communication with patients regarding their collection, the reduction in waiting times for transport and the communication with patients and the booking centres, specifically availability of booking operators and recording of significant information.

The clinical cabinet considered and supported the service specification in July 2019.

An equality, quality and privacy impact assessment has been completed with no negative impacts being identified.

During 2018/19, just under 180 000 journeys were undertaken across the in-scope NEPTS provision. Although there are no current plans in place that will change the expected activity levels for the in-scope provision, the proposed contract model will provide flexibility for any fundamental changes in activity to be adjusted for within the term of the contract.

The NHS standard contract will apply to the NEPTS provision. A contract length of five years with an option to extend for a further 2 years is proposed. The proposed contract model for the NEPTS is a block, with tolerance levels. The tolerance levels will be based on percentage of activity over/under performance against plan. Activity will be weighted based on mobility and journey distance to reflect impact on resources.

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

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

Start: 01/07/2020 End: 30/06/2025

This contract is subject to renewal: yes

Description of renewals:

There is an additional 2 year extension based on performance.

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

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

III.2. Conditions related to the contract

III.2.3. 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

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Restricted 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: no

IV.2. Administrative information

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

Date: 12/09/2019 Local time: 12:00

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

Date: 10/10/2019

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

Duration in months: 9 (from the date stated for receipt of tender)

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.2. Information about electronic workflows

Electronic invoicing will be accepted
Electronic payment will be used

VI.3. Additional information

Please note that NHS West Essex CCG may participate in this contract, but if they don't participate, this will not impact on the procurement.

To participate in this procurement, please register at link below if not already registered and express and interest.

The tender documents can then be downloaded:

<https://attain.bravosolution.co.uk/>

Please note that all organisations that meet the threshold of 60 % and do not score any 0' or 1' s in the scored questions, and don't fail any pass/fails will be taken to the invitation to tender stage, therefore no maximum or minimum number has been stated for organisations taken forward. This is line with the project board agreement.

VI.4. Procedures for review

VI.4.1. Review body

Official name: NHS Mid Essex Clinical Commissioning Group

Postal address: Wren House Hedgerows Business Park Colchester Road

Town: Chelmsford

Postal code: CM2 5PF

Country: United Kingdom

E-mail: raj.ragiwala@attain.co.uk

Telephone: +44 7584021366

VI.5. Date of dispatch of this notice

07/08/2019