

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/003295-2023>

Tender

Welsh Transgender Peer Support Service

NHS Wales Shared Services Partnership-Procurement Services (hosted by Velindre University NHS Trust)

F02: Contract notice

Notice identifier: 2023/S 000-003295

Procurement identifier (OCID): ocds-h6vhtk-0392e2

Published 2 February 2023, 3:09pm

Section I: Contracting authority

I.1) Name and addresses

NHS Wales Shared Services Partnership-Procurement Services (hosted by Velindre University NHS Trust)

4-5 Charnwood Court,, Heol Billingsley, Parc Nantgarw

Cardiff

CF15 7QZ

Contact

Sophie Stacey

Email

sophie.stacey@wales.nhs.uk

Telephone

+44 2921508274

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<http://nwssp.nhs.wales/ourservices/procurement-services/>

Buyer's address

https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0221

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://etenderwales.bravosolution.co.uk/web/login.shtml>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://etenderwales.bravosolution.co.uk/web/login.shtml>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Welsh Transgender Peer Support Service

II.1.2) Main CPV code

- 85312300 - Guidance and counselling services

II.1.3) Type of contract

Services

II.1.4) Short description

Cardiff & Vale UHB are seeking an organisation to provide a Peer Support Service to trans and gender diverse people who are currently being seen by the Welsh Gender Service.

II.1.5) Estimated total value

Value excluding VAT: £80,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 85312300 - Guidance and counselling services
- 98000000 - Other community, social and personal services
- 85323000 - Community health services

II.2.3) Place of performance

NUTS codes

- UKL - Wales

Main site or place of performance

The Welsh Gender Service will be provided from the Welsh Gender Clinic at St David's Hospital, Cardiff and online.

II.2.4) Description of the procurement

Cardiff & Vale Health UHB host the Welsh Gender Service which consists of a multi-disciplinary Wales Gender Team, Local Gender Teams in each Health Board and Direct Enhanced Support to improve support in Primary Care.

Cardiff & Vale UHB are seeking an organisation to provide a Peer Support Service to trans and gender diverse people who are currently being seen by the Welsh Gender Service.

The service will consist of attending appointments to provide face to face support, contacting patients via telephone to engage and signpost patients to accessible services alongside this peer support service and to develop a relationship between the Health Board and the awarded organisation to transform the current patient experience into an improved and consistent pathway.

Bidders are to express their interest to undertake the following aims:

A Peer Support Service for patients identified by clinicians, that will be delivered by people with a lived experience of transition or gender incongruence or diversity;

This would include providing appropriate and timely information and support services to patients where the relevant clinician is of the opinion that this will support the clinical work being undertaken by the Welsh Gender Service

Manage and provide support to a Stakeholder Network which will inform the ongoing development of the Welsh Gender Service

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: £80,000

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

Start date

1 July 2023

End date

30 June 2024

This contract is subject to renewal

Yes

Description of renewals

The initial term of contract is 12 months, with the option to extend for a further 12 months.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.12) Information about electronic catalogues

Tenders must be presented in the form of electronic catalogues or include an electronic catalogue

II.2.13) Information about European Union Funds

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

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.2.2) Contract performance conditions

Bidders must ensure they adhere to NHS Wales Terms and Conditions for the supply of Services

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

Open procedure

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: [2022/S 000-036036](#)

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

Date

23 February 2023

Local time

2:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

23 February 2023

Local time

2:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: We anticipate this to be a recurring requirement

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

The awarded bidder will be expected to provide:

Peer Support Element

- Psycho-social support services alongside the medical pathway
- Information, signposting, advocacy and practical support
- Initial contact call following referral from the Welsh Gender Team within a timescale TBC
- Where initial contact call not successful, subsequent attempts to contact by phone and any other means agreed by clinician and patient
- A range of Peer Support options available for patients to access
- Improved patient experience
- Presence in the Welsh Gender Service for one day each week

Stakeholder Network Element

- Actively recruiting stakeholders to the group
- Developing/maintaining an appropriate TOR

- Supporting the group to elect a Chair and Vice Chair
- Hosting and scheduling online meetings and administration associated with this
- Provision of an agenda a week before the meeting
- Brief note taking during the meeting, with actions to be captured in an action log
- Circulation of action log not more than 10 calendar days after the meeting
- Supporting the Chair and Vice Chair with any other reasonable requests related to the running of the stakeholder group

Following award of the tender, the successful bidder will be monitored against the following Key Performance Indicators:

- Improved mental health and wellbeing
- Increased knowledge, confidence and understanding in transition processes
- Increased trust and confidence in the Welsh Gender Service
- Improved patient experience.

The successful bidder will be expected to provide services in line with the NHS Wales Terms and Conditions for Provision of Services.

NOTE: The authority is using eTenderwales to carry out this procurement process. To obtain further information record your interest on Sell2Wales at https://www.sell2wales.gov.wales/search/search_switch.aspx?ID=128775

(WA Ref:128775)

VI.4) Procedures for review

VI.4.1) Review body

High Court

Royal Courts of Justice, The Strand

London

WC2A 2LL

Telephone

+44 2079477501

Country

United Kingdom