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Contract

Welsh Transgender Peer Support Service

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

F03: Contract award notice

Notice identifier: 2023/S 000-003314

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

Published 2 February 2023, 4:12pm

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

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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.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.1.6) 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

Quality criterion - Name: as per procurement docs / Weighting: 100

Price - Weighting: 0

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

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: [2023/S 000-003295](#)

Section V. Award of contract

Contract No

N/a

A contract/lot is awarded: No

V.1) Information on non-award

The contract/lot is not awarded

Other reasons (discontinuation of procedure)

Section VI. Complementary information

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.

(WA Ref:128784)

VI.4) Procedures for review

VI.4.1) Review body

High Court

Royal Courts of Justice, The Strand

London

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