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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 000-003316

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

CF15 7QZ

#### **Contact**

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**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](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

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## **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: £160,000

#### **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: £160,000

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

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

It is anticipated that this requirements is recurring

### **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

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## **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 adhere to NHS Wales Terms & Conditions for the Supply of Services

## **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

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: Renewal will be required in 12 or 24 months

### **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

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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.

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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=128785](https://www.sell2wales.gov.wales/search/search_switch.aspx?ID=128785)

(WA Ref:128785)

## **VI.4) Procedures for review**

### **VI.4.1) Review body**

High Court

Royal Courts of Justice, The Strand

London

WC2A 2LL

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+44 2079477501

Country

United Kingdom