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Contract

The Provision of Emergency Department Well-Being & Home Safe Service

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

F20: Modification notice

Notice identifier: 2023/S 000-006638

Procurement identifier (OCID): ocds-h6vhtk-03aece

Published 7 March 2023, 4:03pm

Section I: Contracting authority/entity

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

Email

eleanor.aston@wales.nhs.uk

Telephone

+44 2920903851

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

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

The Provision of Emergency Department Well-Being & Home Safe Service

Reference number

PRO-OJEULT-45740

II.1.2) Main CPV code

- 85312400 - Welfare services not delivered through residential institutions

II.1.3) Type of contract

Services

II.2) Description

II.2.1) Title

Lot 1 - South East Wales

Lot No

1

II.2.2) Additional CPV code(s)

- 85312400 - Welfare services not delivered through residential institutions

II.2.3) Place of performance

NUTS codes

- UKL - Wales

Main site or place of performance

University Hospital Wales (Cardiff & Vale University Health Board)

Princess of Wales Hospital, Prince Charles Hospital, & Royal Glamorgan Hospital (Cwm Taf Morgannwg University Health Board)

II.2.4) Description of the procurement at the time of conclusion of the contract:

Provision of Emergency Department Well-Being & Home Safe Service.

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

Duration in months

24

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.2) Administrative information

IV.2.1) Contract award notice concerning this contract

Notice number: [2020/S 224-552010](#)

Section V. Award of contract/concession

Contract No

PRO-OJEULT-45740

Lot No

1

Title

Lot 1 - South East Wales

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract/concession award decision:

23 February 2021

V.2.2) Information about tenders

The contract/concession has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor/concessionaire

British Red Cross

Unit 9, Village Way, Tongwynlais

Cardiff

CF157NE

Telephone

+44 7793369260

Country

United Kingdom

NUTS code

- UKL - Wales

The contractor/concessionaire is an SME

No

V.2.4) Information on value of the contract/lot/concession (at the time of conclusion of the contract;excluding VAT)

Total value of the procurement: £588,563

Section VI. Complementary information

VI.3) Additional information

o NHS Wales Shared Services Partnership (as hosted by Velindre University UNHS Trust) has undertaken a tender process on behalf of the following Health Boards in Wales ; Cardiff and Value University Health Board, Cwm Taf Morgannwg Health Board, Hywel Dda University Health Board, Swansea Bay University Health Board and Betsi Cadwaladr University Health Board.

The tendering process was undertaken via electronic means using the NHS Wales e-tendering system. The Authority is awarding a contract to a single provider. The awarded provider has entered into NHS Wales terms and conditions as set out in the ITT. The contract will be entered into by the service provider and the individual Health Boards.

(WA Ref:129659)

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

Section VII: Modifications to the contract/concession

VII.1) Description of the procurement after the modifications

VII.1.1) Main CPV code

- 85312400 - Welfare services not delivered through residential institutions

VII.1.3) Place of performance

NUTS code

- UKL - Wales

VII.1.4) Description of the procurement:

Presentation at an Emergency Department often represents a person's initial experience within a hospital system and thus a unique opportunity to establish a positive first impression. These visits frequently occur during times of stress and uncertainty for a patient and their family, and the Emergency Department care environment is one that faces a myriad of challenges. In order to respond to these challenges, the Welsh Government, in collaboration with the National Collaborative Commissioning Unit and NHS Wales Health Boards and Trusts, are establishing an Emergency Department Well-being & Home Safe Service

VII.1.5) Duration of the contract, framework agreement, dynamic purchasing system or concession

Duration in months

27

VII.1.6) Information on value of the contract/lot/concession (excluding VAT)

Total value of the contract/lot/concession:

£782,714

VII.1.7) Name and address of the contractor/concessionaire

British Red Cross

Unit 9, Village Way, Tongwynlais

Cardiff

CF157NE

Telephone

+44 7793369260

Country

United Kingdom

NUTS code

- UKL - Wales

The contractor/concessionaire is an SME

No

VII.2) Information about modifications

VII.2.1) Description of the modifications

Nature and extent of the modifications (with indication of possible earlier changes to the contract):

Lot 1 – South East Wales

Contract Value:

Contract Notice (ref: 2020/S 224-552010) stipulated a total contract value of 3,000,00.00 GBP, however the Contract Award Notice did not account for extension period, therefore should have stated a total contract value of 3,305,356.00 GBP.

Modification to Lot 1 contract value 1,177,126.00 GBP (12 month including the option to extend for a further 12 months)

Contract Duration:

The duration of the contract was for 12 months (01 April 2021 – 31 March 2022) with the option to extend for a further 12 months (01 April 2022 – 31 March 2023). This extension period was utilised. A further extension period of 3 months is required to complete the re-tender. Contract will expire 30 June 2023.

Place of Performance:

12 month and additional 3 month extension was only utilised by:

University Hospital Wales (Cardiff & Vale University Health Board)

Modified Contract Value:

Including 12 month extension and additional 3 month extension, and decrease in HB service

Lot 1: 782,714.00 (GBP)

Total Contract Value: 2,621,948.00 GBP

VII.2.2) Reasons for modification

Need for modification brought about by circumstances which a diligent contracting authority/entity could not foresee.

Description of the circumstances which rendered the modification necessary and explanation of the unforeseen nature of these circumstances:

The renewal for the Emergency Department Well Being and Home Safe Service is currently out to tender and is due to close on 13 March 2023, and will be awarded during the three (3) month modification extension period.

Since the tender has been live there have been clarifications which has resulted in a longer clarification period and an extension to the closing date for tender submissions which was unforeseen.

The extension meets the criteria of regulation 72(1)(c):

- (i) the extension is due to longer unforeseen clarifications required on the renewal.
- (ii) the requested three (3) month extension period does not alter the nature of the contract as services will remain the same, and
- (iii) the increase does not exceed 50% of the value of the original contract agreement.

VII.2.3) Increase in price

Updated total contract value before the modifications (taking into account possible earlier contract modifications, price adaptations and average inflation)

Value excluding VAT: £3,305,356

Total contract value after the modifications

Value excluding VAT: £2,621,948