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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 000-006641

Procurement identifier (OCID): ocds-h6vhtk-03aed1

Published 7 March 2023, 4:14pm

### **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](mailto: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](https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0221)

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**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**

North Wales

Lot No

3

**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

Glan Clwyd Hospital(Betsi Cadwaladr UHB)

Wrexham Maelor Hospital(Betsi Cadwaladr UHB)

Ysbyty Gwynedd(Betsi Cadwaladr UHB)

### **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

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## **Section IV. Procedure**

### **IV.2) Administrative information**

#### **IV.2.1) Contract award notice concerning this contract**

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

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## **Section V. Award of contract/concession**

### **Contract No**

PRO-OJEULT-45740

### **Lot No**

3

### **Title**

North 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: £464,820

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## **Section VI. Complementary information**

### **VI.3) Additional information**

o NHS Wales Shared Services Partnership (as hosted by Velindre University NHS 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:129658)

### **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

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## **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:

£1,043,217

#### **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 3 – North Wales

Contract Value:

Contract Notice (ref: 2020/S 224-552010) stipulated a total contract value of 3,300,000.00 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 3 contract value 929,640 GBP

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.

Modified Contract Value:

Including 12 month extension and additional 3 month extension

Lot 3: 1,043,217.00 (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