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Contract

Provision of Emergency Department Well-Being & Home Safe Service

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

Cwm Taf Morgannwg University Health Board

Swansea Bay University Health Board

Betsi Cadwaladr University Health Board

Cardiff and Vale University Health Board

Hywel Dda University Health Board

F03: Contract award notice

Notice identifier: 2021/S 000-006799

Procurement identifier (OCID): ocds-h6vhtk-02a200

Published 1 April 2021, 11:08am

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

Email

sarah.muir@wales.nhs.uk

Telephone

+44 2920905416

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.1) Name and addresses

Cwm Taf Morgannwg University Health Board

MerthyrTydfil

Email

esther.price2@wales.nhs.uk

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

www.nwssp.wales.nhs.uk

I.1) Name and addresses

Swansea Bay University Health Board

Port Talbot

Email

keir.warner@wales.nhs.uk

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

www.nwssp.wales.nhs.uk

I.1) Name and addresses

Betsi Cadwaladr University Health Board

St Asaph

Email

simon.whitehead@wales.nhs.uk

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

www.nwssp.wales.nhs.uk

I.1) Name and addresses

Cardiff and Vale University Health Board

Cardiff

Email

claire.salisbury@wales.nhs.uk

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

www.nwssp.wales.nhs.uk

I.1) Name and addresses

Hywel Dda University Health Board

Glangwill Hospital, Dolgwili Road

Carmarthen

SA31 2AF

Email

Alan.Binks@wales.nhs.uk

Telephone

+44 1267229774

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

www.nwssp.wales.nhs.uk

Buyer's address

https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA79805

I.2) Information about joint procurement

The contract involves joint procurement

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

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.1.4) Short description

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 seeking to establish an Emergency Department Well-being & Home Safe Service.

The contract will commence on the 1st April 2021. The duration of the contract will be for 12 months with the option to extend for a further 12 months subject to the confirmation of funding.

II.1.6) Information about lots

This contract is divided into lots: Yes

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £1,652,678

II.2) Description

II.2.1) Title

Lot 2 - South West Wales

Lot No

2

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

Morrison Hospital (Swansea Bay University HB)

Bronglais General Hospital (Hywel Dda University HB)

Glangwili General Hospital (Hywel Dda University HB)

Withybush Hospital (Hywel Dda University HB)

II.2.4) Description of the procurement

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

II.2.5) Award criteria

Quality criterion - Name: Proposed Resources / Weighting: 10

Quality criterion - Name: Proposed Approach / Weighting: 50

Price - Weighting: 40

II.2.11) Information about options

Options: Yes

Description of options

12 months extension option until 31st March 2023

II.2.13) Information about European Union Funds

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

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

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

II.2.5) Award criteria

Quality criterion - Name: Proposed Resources / Weighting: 10

Quality criterion - Name: Proposed Approach / Weighting: 50

Price - Weighting: 40

II.2.11) Information about options

Options: Yes

Description of options

12 months extension option until 31st March 2023.

II.2.13) Information about European Union Funds

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

II.2) Description

II.2.1) Title

Lot 3 - 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

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

II.2.5) Award criteria

Quality criterion - Name: Proposed Approach / Weighting: 50

Quality criterion - Name: Proposed Resources / Weighting: 10

Price - Weighting: 40

II.2.11) Information about options

Options: Yes

Description of options

12 months extension option until 31st March 2023.

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

Section V. Award of contract

Lot No

2

Title

Lot 2 - South West Wales

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

23 February 2021

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 1

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

V.2.3) Name and address of the contractor

British Red Cross

44 Moorfields

London

EC2y9AL

Telephone

+44 7912796902

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £599,295

Section V. Award of contract

Lot No

1

Title

Lot 1 - South East Wales

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

23 February 2021

V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 2

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 3

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

V.2.3) Name and address of the contractor

British Red Cross

44 Moorfields

London

EC2y9AL

Telephone

+44 7912796902

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £588,563

Section V. Award of contract

Lot No

3

Title

Lot 3 - North Wales

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

23 February 2021

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 0

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

V.2.3) Name and address of the contractor

British Red Cross

44 Moorfields

London

EC2y9AL

Telephone

+44 7912796902

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £464,820

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:108460)

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