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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](mailto: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](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](mailto:esther.price2@wales.nhs.uk)

**Country**

United Kingdom

**NUTS code**

UK - United Kingdom

**Internet address(es)**

Main address

[www.nwssp.wales.nhs.uk](http://www.nwssp.wales.nhs.uk)

**I.1) Name and addresses**

Swansea Bay University Health Board

Port Talbot

**Email**

[keir.warner@wales.nhs.uk](mailto:keir.warner@wales.nhs.uk)

**Country**

United Kingdom

**NUTS code**

UK - United Kingdom

**Internet address(es)**

Main address

[www.nwssp.wales.nhs.uk](http://www.nwssp.wales.nhs.uk)

**I.1) Name and addresses**

Betsi Cadwaladr University Health Board

St Asaph

**Email**

[simon.whitehead@wales.nhs.uk](mailto:simon.whitehead@wales.nhs.uk)

**Country**

United Kingdom

**NUTS code**

UK - United Kingdom

**Internet address(es)**

Main address

[www.nwssp.wales.nhs.uk](http://www.nwssp.wales.nhs.uk)

### **I.1) Name and addresses**

Cardiff and Vale University Health Board

Cardiff

#### **Email**

[claire.salisbury@wales.nhs.uk](mailto:claire.salisbury@wales.nhs.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UK - United Kingdom

#### **Internet address(es)**

Main address

[www.nwssp.wales.nhs.uk](http://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](mailto: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](http://www.nwssp.wales.nhs.uk)

Buyer's address

[https://www.sell2wales.gov.wales/search/Search\\_AuthProfile.aspx?ID=AA79805](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

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## **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

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## **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](#)

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## **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

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### **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

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## **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

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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: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