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Tender

## **Welfare and Falls Rapid Response Service**

Hywel Dda Health Board

F02: Contract notice

Notice identifier: 2024/S 000-006899

Procurement identifier (OCID): ocds-h6vhtk-04454d

Published 4 March 2024, 4:44pm

### **Section I: Contracting authority**

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

Hywel Dda Health Board

T? Gorwel, Building 14, St David's Park, Job's Well Road,

Carmarthen

SA31 3BB

#### **Contact**

Teifion Cole

#### **Email**

[teifion.cole@wales.nhs.uk](mailto:teifion.cole@wales.nhs.uk)

#### **Telephone**

+44 1443848585

#### **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.3) Communication**

Access to the procurement documents is restricted. Further information can be obtained at

<https://etenderwales.bravosolution.co.uk/home.html>

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/home.html>

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<https://etenderwales.bravosolution.co.uk/home.html>

**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**

Welfare and Falls Rapid Response Service

Reference number

HDD-OJEULT-55566

#### **II.1.2) Main CPV code**

- 85100000 - Health services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

Hywel Dda University Health Board (HDUHB) commissions the Welfare and Falls Rapid Response Service for those residing in the Pembrokeshire area.

This service will respond to incidents to assess and assist people including the provision of a limited clinical response where people have urgent needs, and, following assessment, summon an appropriate medical response if needed and is focused on reducing demand on Emergency Medical Services to release these resources for a more appropriate acuity of call.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 85100000 - Health services
- 85112000 - Hospital support services
- 85140000 - Miscellaneous health services

#### **II.2.3) Place of performance**

NUTS codes

- UKL14 - South West Wales

#### **II.2.4) Description of the procurement**

Hywel Dda University Health Board (HDUHB) commissions the Welfare and Falls Rapid Response Service for those residing in the Pembrokeshire area.

This service will respond to incidents to assess and assist people including the provision of a limited clinical response where people have urgent needs, and, following assessment, summon an appropriate medical response if needed and is focused on reducing demand on Emergency Medical Services to release these resources for a more appropriate acuity of call.

Currently, within Pembrokeshire, there are very limited falls and lifeline/welfare response pathways, which means that for Pembrokeshire currently, if a person has fallen, the primary route for support is to call 999, and the Level one (1) Falls Response will be deployed, if available. With limited lifeline response available, the default is often to call emergency services for these individuals.

The aim of the Welfare and Falls Rapid Response Service is to support people to remain safely at home and reduce the demand on emergency services to respond to non-injurious Falls and Welfare calls, and through the provision of a rapid response service, to prevent unnecessary conveyance to hospital through long lies following a fall.

This is not an emergency response service and will not take the place of Ambulance or other emergency medical services, however, the staff should be trained and able to deal with minor clinical incidents, should they arise, as detailed in the Specifications below.

This service will work collaboratively alongside the Rapid Transport Service, Short-term Support at Home for Adults and Home Adaptations to Support Hospital Discharge Services in the Pembrokeshire area to provide information, advice, and assistance.

#### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Duration in months

This contract is subject to renewal

No

**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

## **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.2.2) Time limit for receipt of tenders or requests to participate**

Date

15 April 2024

Local time

12:00pm

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

#### **IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 3 (from the date stated for receipt of tender)

#### **IV.2.7) Conditions for opening of tenders**

Date

15 April 2024

Local time

12:00pm

## **Section VI. Complementary information**

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

This is a recurrent procurement: No

### **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**

(WA Ref:139630)

### **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