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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): ocids-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

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

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 (H DUHB) 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 (H DUHB) 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