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Award

Provision of Expert Consultancy Services for Embedding Compassionate Leadership and Culture in NHS Wales

Health Education and Improvement Wales (HEIW)

UK5: Transparency notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-011175

Procurement identifier (OCID): ocids-h6vhtk-04f890

Published 25 March 2025, 3:25pm

Scope

Reference

HEIW-STA-796

Description

Health Education and Improvement Wales (HEIW) intends to award a contract via Single Tender Action to Michael West and Associates for the provision of expert consultancy services to support the embedding of compassionate leadership and culture across NHS Wales. This work aligns with HEIW's 2025 remit letter from the Welsh Government, focusing on leadership development, staff retention, and cultural transformation within the healthcare system. The contract will run from the date awarded for two years, with a possible 12-month extension.

Contract 1. Provision of Expert Consultancy Services for Embedding Compassionate Leadership and Culture in NHS Wales

Supplier

- [Michael West and Associates](#)

Contract value

- £90,000 excluding VAT
- £108,000 including VAT

Below the relevant threshold

Earliest date the contract will be signed

7 April 2025

Contract dates (estimated)

- 8 April 2025 to 7 April 2027
- Possible extension to 7 April 2028
- 3 years

Description of possible extension:

The contract to commence 08 April 2025 to 07 April 2027 (2 years)

Optional extension of contract for a further 12 months (08 April 2027 to 07 April 2028).

Main procurement category

Services

CPV classifications

- 80000000 - Education and training services

Contract locations

- UKL - Wales

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Procedure

Procedure type

Below threshold - without competition

Supplier

Michael West and Associates

- Public Procurement Organisation Number: PYVM-3853-ZCYD

Michael West and Associates Carlton House 253 Loxley Road

Sheffield

S6 4TG

United Kingdom

Email: m.a.west@lancaster.ac.uk

Region: UKE32 - Sheffield

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1. Provision of Expert Consultancy Services for Embedding Compassionate Leadership and Culture in NHS Wales

Contracting authority

Health Education and Improvement Wales (HEIW)

- Public Procurement Organisation Number: PXWV-6492-CGMN

HEIW, Ty Dysgu Cefn Coed, Nantgarw

Cardiff

CF15 7QQ

United Kingdom

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Website: <http://nwssp.nhs.wales/ourservices/procurement-services/>

Region: UKL15 - Central Valleys

Organisation type: Public authority - sub-central government

Devolved regulations that apply: Wales