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Contract

## **Welsh Transgender Peer Support Service**

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

F03: Contract award notice

Notice identifier: 2023/S 000-015811

Procurement identifier (OCID): ocds-h6vhtk-0392e2

Published 5 June 2023, 11:18am

### **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

#### **Contact**

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#### **Telephone**

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**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.2) Information about joint procurement**

The contract is awarded by a central purchasing body

**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**

Welsh Transgender Peer Support Service

**II.1.2) Main CPV code**

- 85312300 - Guidance and counselling services

**II.1.3) Type of contract**

Services

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

Cardiff & Vale UHB are seeking an organisation to provide a Peer Support Service to trans and gender diverse people who are currently being seen by the Welsh Gender Service.

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

This contract is divided into lots: No

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

Value excluding VAT: £159,990

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

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

- 85312300 - Guidance and counselling services
- 98000000 - Other community, social and personal services
- 85323000 - Community health services

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

NUTS codes

- UKL - Wales

Main site or place of performance

The Welsh Gender Service will be provided from the Welsh Gender Clinic at St David's Hospital, Cardiff and online.

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

Cardiff & Vale Health UHB host the Welsh Gender Service which consists of a multi-disciplinary Wales Gender Team, Local Gender Teams in each Health Board and Direct Enhanced Support to improve support in Primary Care.

Cardiff & Vale UHB are seeking an organisation to provide a Peer Support Service to trans and gender diverse people who are currently being seen by the Welsh Gender Service.

The service will consist of attending appointments to provide face to face support, contacting patients via telephone to engage and signpost patients to accessible services alongside this peer support service and to develop a relationship between the Health Board and the awarded organisation to transform the current patient experience into an improved and consistent pathway.

Bidders are to express their interest to undertake the following aims:

A Peer Support Service for patients identified by clinicians, that will be delivered by people with a lived experience of transition or gender incongruence or diversity;

This would include providing appropriate and timely information and support services to patients where the relevant clinician is of the opinion that this will support the clinical work being undertaken by the Welsh Gender Service

Manage and provide support to a Stakeholder Network which will inform the ongoing development of the Welsh Gender Service

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

Price

#### **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

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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: [2023/S 000-003316](#)

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## **Section V. Award of contract**

### **Contract No**

CAV-ITT-PROJECT52414

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

5 June 2023

#### **V.2.2) Information about tenders**

Number of tenders received: 2

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: 2

Number of tenders received by electronic means: 2

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

**V.2.3) Name and address of the contractor**

Umbrella Cymru

Connect Gwent, Blackwood Police Station

Blackwood

NP122XA

Telephone

+44 3003023670

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Total value of the contract/lot: £159,990

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## **Section VI. Complementary information**

### **VI.3) Additional information**

The awarded bidder will be expected to provide:

#### Peer Support Element

- Psycho-social support services alongside the medical pathway
- Information, signposting, advocacy and practical support
- Initial contact call following referral from the Welsh Gender Team within a timescale TBC
- Where initial contact call not successful, subsequent attempts to contact by phone and any other means agreed by clinician and patient
- A range of Peer Support options available for patients to access
- Improved patient experience
- Presence in the Welsh Gender Service for one day each week

#### Stakeholder Network Element

- Actively recruiting stakeholders to the group
- Developing/maintaining an appropriate TOR
- Supporting the group to elect a Chair and Vice Chair
- Hosting and scheduling online meetings and administration associated with this
- Provision of an agenda a week before the meeting
- Brief note taking during the meeting, with actions to be captured in an action log
- Circulation of action log not more than 10 calendar days after the meeting
- Supporting the Chair and Vice Chair with any other reasonable requests related to the running of the stakeholder group

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Following award of the tender, the successful bidder will be monitored against the following Key Performance Indicators:

- Improved mental health and wellbeing
- Increased knowledge, confidence and understanding in transition processes
- Increased trust and confidence in the Welsh Gender Service
- Improved patient experience.

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The successful bidder will be expected to provide services in line with the NHS Wales Terms and Conditions for Provision of Services.

(WA Ref:132083)

#### **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