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Contract

Provision of Carer's Gateway Service

NHS Wales Shared Services Partnership

F03: Contract award notice

Notice identifier: 2024/S 000-017530

Procurement identifier (OCID): ocds-h6vhtk-044b7d

Published 6 June 2024, 8:48am

Section I: Contracting authority

I.1) Name and addresses

NHS Wales Shared Services Partnership

Procurement Services, Cardiff and Vale University Local Health Board, Woodlands House,
Maes-Y-Coed Road

Cardiff

CF14 4HH

Email

emma.lane@wales.nhs.uk

Telephone

+44 02921501375

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<http://www.procurement.wales.nhs.uk>

Buyer's address

http://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

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Provision of Carer's Gateway Service

Reference number

CAV-ITT-PROJECT49572

II.1.2) Main CPV code

- 85323000 - Community health services

II.1.3) Type of contract

Services

II.1.4) Short description

The NHS Wales Shared Services Partnership, hosted by Velindre NHS Trust are acting on behalf of Cardiff and Vale University Local Health Board who sought to establish an interim contract for the Provision of Carer's Gateway 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: £363,280

II.2) Description

II.2.2) Additional CPV code(s)

- 85100000 - Health services

II.2.3) Place of performance

NUTS codes

- UKL - Wales

II.2.4) Description of the procurement

The Vale of Glamorgan Council, Cardiff Council, the Cardiff and Vale of Glamorgan University Health Board recognise the contribution unpaid Carers make to society and the value, financial and otherwise, of the work they do in caring/supporting those who could not manage without their help and support to remain living in their own home in the local community.

The service will provide a Gateway as a 'one stop shop' approach to supporting and engaging with unpaid carers, providing them with information and advice about services which will support them in their caring role. The Gateway will link with existing services and providers, will not duplicate services already provided and will act as the central link across the region for unpaid Carers. It will do this through a centralised helpline and email enquiry line and face

to face support via drop in sessions in community locations, so unpaid carers are able to receive information and advice closer to home.

The Carers Gateway aims to improve the quality of life for unpaid carers, and the cared for, in Cardiff and the Vale, helping them sustain their caring role and enhance their ability to have a life outside caring. It will do this by making it easier for unpaid carers to access information about support and services in the region.

The Carers Gateway will be expected to make links with, and work with, a wide variety of health, social care and wellbeing staff, in all sectors, in order to promote the service and generate referrals. This includes social workers, carers support workers, GPs, district nurses, therapists, the Cardiff Community Resource Teams, Vale Community Resource Service, First point of Contact Staff in Cardiff Council, Contact1V in Vale of Glamorgan Council, the Independent Living Service in Cardiff Council, integrated hospital discharge services, hospital based staff and third sector providers etc. Unpaid carers will be able to self-refer to the Carers Gateway.

II.2.5) Award criteria

Quality criterion - Name: Qualitative / Weighting: 50

Cost criterion - Name: commercial / Weighting: 50

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

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

All three parties commissioned and awarded a Carers Gateway services contract in May 2022 with the Health Board leading on commissioning and monitoring of the service.

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: [2024/S 000-009293](#)

Section V. Award of contract

Contract No

CAV-ITT-PROJECT49572

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

28 March 2024

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 1

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

TuVida

19 Pelham Road

Nottingham

NG51AP

Country

United Kingdom

NUTS code

- UKF16 - South Nottinghamshire

The contractor is an SME

No

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

Total value of the contract/lot: £363,280

Section VI. Complementary information

VI.3) Additional information

The contract value referred to within this notice is the maximum figure for the one year interim contract (plus one year extension option). The transfer is currently being managed from one provider to another and it should be noted that this figure may decreased as a proportion of the requirement may not transfer across.

(WA Ref:142031)

VI.4) Procedures for review

VI.4.1) Review body

High Court

London

Country

United Kingdom

Internet address

<http://www.procurement.wales.nhs.uk>

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

NHS Wales Shared Services Partnership on behalf of Cardiff and Vale University Health Board will allow a minimum 10 calendar day standstill period between notifying the award decision and awarding the contract.