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Contract

## **Emergency Department Well-Being & Home Safe Service**

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

Hywel Dda University Health Board

Betsi Cadwaladr University Health Board

Cardiff and Vale University Health Board

F03: Contract award notice

Notice identifier: 2023/S 000-018545

Procurement identifier (OCID): ocds-h6vhtk-039369

Published 29 June 2023, 2:09pm

## **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

CF157QZ

### **Contact**

Keri Jones

### **Email**

[keri.jones3@wales.nhs.uk](mailto:keri.jones3@wales.nhs.uk)

**Country**

United Kingdom

**NUTS code**

UKL - Wales

**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.1) Name and addresses**

Hywel Dda University Health Board

Glangwill Hospital, Dolgwili Road

Carmarthen

SA312AF

**Email**

[HywelDda.Procurement@wales.nhs.uk](mailto:HywelDda.Procurement@wales.nhs.uk)

**Country**

United Kingdom

**NUTS code**

UKL - Wales

**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=](https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=)

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

Betsi Cadwaladr University Health Board

Glangwill Hospital, Dolgwili Road

St Asaph

SA312AF

### **Email**

[simon.whitehead@wales.nhs.uk](mailto:simon.whitehead@wales.nhs.uk)

### **Country**

United Kingdom

### **NUTS code**

UKL - Wales

### **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=](https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=)

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

Cardiff and Vale University Health Board

Glangwill Hospital, Dolgwili Road

Cardiff

SA312AF

**Email**

[claire.salisbury@wales.nhs.uk](mailto:claire.salisbury@wales.nhs.uk)

**Country**

United Kingdom

**NUTS code**

UKL - Wales

**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=](https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=)

**I.2) Information about joint procurement**

The contract involves joint procurement

**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**

Emergency Department Well-Being & Home Safe Service

Reference number

PRO-OJEULT-51717

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

- 85312400 - Welfare services not delivered through residential institutions

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

Services

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

Presentation at an Emergency Department often represents a person's initial experience within a hospital system and thus a unique opportunity to establish a positive first impression. These visits frequently occur during times of stress and uncertainty for a patient and their family, and the Emergency Department care environment is one that faces a myriad of challenges. In order to respond to these challenges, the Welsh Government, in collaboration with the National Collaborative Commissioning Unit and NHS Wales Health Boards and Trusts, has sought to establish an Emergency Department Well-being & Home Safe Service.

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

This contract is divided into lots: Yes

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

Value excluding VAT: £2,465,443.75

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

#### **II.2.1) Title**

Cardiff and Vale University Health Board

Lot No

2

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

- 85312400 - Welfare services not delivered through residential institutions

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

NUTS codes

- UKL - Wales

Main site or place of performance

University Hospital Wales (Cardiff & Vale University Health Board)

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

Provision of Emergency Department Well-Being & Home Safe Service to support local clinical teams and patients accessing emergency department services. The service will offer support for frail older people and vulnerable adults in emergency departments, as well as resettlement people in their homes with follow-up welfare calls or visits, and where necessary, to connect them to community services to avoid readmission into the emergency department.

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

Quality criterion - Name: Quality / Weighting: 55

Price - Weighting: 45

### **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

## **II.2) Description**

### **II.2.1) Title**

Hywel Dda University Health Board

Lot No

3

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

- 85312400 - Welfare services not delivered through residential institutions

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

NUTS codes

- UKL - Wales

Main site or place of performance

Glangwili General Hospital (Hywel Dda University Health Board)

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

Provision of Emergency Department Well-Being & Home Safe Service to support local clinical teams and patients accessing emergency department services. The service will offer support for frail older people and vulnerable adults in emergency departments, as well as resettlement people in their homes with follow-up welfare calls or visits, and where necessary, to connect them to community services to avoid readmission into the emergency department.

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

Quality criterion - Name: Quality / Weighting: 55

Price - Weighting: 45

### **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

## **II.2) Description**

### **II.2.1) Title**

Betsi Cadwaladr University Health Board

Lot No

1

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

- 85312400 - Welfare services not delivered through residential institutions

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

NUTS codes

- UKL - Wales

Main site or place of performance

Glan Clwyd Hospital (Betsi Cadwaladr University Health Board)

Wrexham Maelor Hospital (Besti Cadwaladr University Health Board)

Ysbyty Gwynedd (Besti Cadwaladr University Health Board)

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

Provision of Emergency Department Well-Being & Home Safe Service to support local clinical teams and patients accessing emergency department services. The service will offer support for frail older people and vulnerable adults in emergency departments, as well as resettle people in their homes with follow-up welfare calls or visits, and where necessary, to connect them to community services to avoid readmission into the emergency department.

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

Quality criterion - Name: Quality / Weighting: 55

Price - Weighting: 45

### **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: [2022/S 000-036241](#)

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

### **Lot No**

2

### **Title**

Cardiff and Vale University Health Board

A contract/lot is awarded: Yes

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

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

13 June 2023

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

Number of tenders received: 1

Number of tenders received from SMEs: 0

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**

British Red Cross

Unit 9, Village Way, Tongwynlais

Cardiff

CF157NE

Country

United Kingdom

NUTS code

- UKL - Wales

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £507,276

Total value of the contract/lot: £507,276

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

### **Lot No**

3

### **Title**

Hywel Dda University Health Board

A contract/lot is awarded: Yes

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

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

13 June 2023

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

Number of tenders received: 1

Number of tenders received from SMEs: 0

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**

British Red Cross

Unit 9, Village Way, Tongwynlais

Cardiff

CF157NE

Country

United Kingdom

NUTS code

- UKL - Wales

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £495,041.25

Total value of the contract/lot: £495,041.25

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

### **Lot No**

1

### **Title**

Betsi Cadwaladr University Health Board

A contract/lot is awarded: Yes

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

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

13 June 2023

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

Number of tenders received: 1

Number of tenders received from SMEs: 0

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**

British Red Cross

Unit 9, Village Way, Tongwynlais

Cardiff

CF157NE

Country

United Kingdom

NUTS code

- UKL - Wales

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £1,463,126.50

Total value of the contract/lot: £1,463,126.50

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## **Section VI. Complementary information**

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

These are Light Touch services, the procurement procedure followed was a procedure akin to the Open Procedure.

Contract period noted in the Contract Notice (2022/S 000-036241) was detailed as:

Start: 01/04/2023 End: 31/03/2024

with option to extend for two years in 1-year increments subject to the approval of funds.

Actual duration of the contract:

Start: 01/07/2023 - 31/03/2024

with option to extend for two years in 1-year increments subject to the approval of funds.

(WA Ref:132271)

### **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