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Contract

Welfare and Falls Rapid Response Service

Hywel Dda Health Board

F03: Contract award notice

Notice identifier: 2024/S 000-021016

Procurement identifier (OCID): ocids-h6vhtk-04454d

Published 10 July 2024, 10:38am

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.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 (HDUHB) 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.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £354,388

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 (HDUHB) 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

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

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.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-006899](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

10 July 2024

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

St John Ambulance Cymru

Priory House, Beignon Close

Cardiff

CF245PB

Country

United Kingdom

NUTS code

- UKL22 - Cardiff and Vale of Glamorgan

The contractor is an SME

No

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

Total value of the contract/lot: £354,388

Section VI. Complementary information

VI.3) Additional information

(WA Ref:142890)

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