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Award

OpenAthens Authentication

Digital Health & Care Wales

UK5: Transparency notice - Procurement Act 2023 - view information about notice types

Notice identifier: 2025/S 000-032121

Procurement identifier (OCID): ocds-h6vhtk-054826 (view related notices)

Published 13 June 2025, 8:46am

Scope

Reference

P21.85

Description

OpenAthens Authentication for NHS Wales e-Library Users not based at a fixed location/IP address.

Contract 1. OpenAthens Authentication

Supplier

- JISC SERVICES LTD

Contract value

- £187,236.04 excluding VAT

- £224,683.26 including VAT

Above the relevant threshold

Earliest date the contract will be signed

27 June 2025

Contract dates (estimated)

- 1 July 2025 to 30 June 2028

- Possible extension to 30 June 2030

- 5 years

Description of possible extension:

Three (3) year contract to commence from 1st July 2025 - 30th June 2028, with the option to extend for a further two (2) years, in one (1) year increments until 30th June 2030.

Main procurement category

Services

CPV classifications

- 72000000 - IT services: consulting, software development, Internet and support

Contract locations

- UK - United Kingdom

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Other information

Description of risks to contract performance

No Risk.

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Direct award justification

Single supplier - technical reasons

Procuring OpenAthens is essential to ensuring continuous and secure access to NHS Wales re-resources which has been in place NHS Wales since 2003, the current OpenAthens contract is due to expire on 30th June 2025. OpenAthens, a trusted third-party authentication which has been fully integrated into NHS Wales infrastructure, now seamlessly working with the Entra directory system. This integration allows NHS Wales users to access resources without needing to log in repeatedly when on authorised devices, streamlining the user experience and reducing barriers to access.

The importance of maintaining this system is emphasised by the shift to remote working, which makes remote authentication capabilities more critical than ever. Without OpenAthens, NHS Wales risk losing the ability to support remote (off-site) access, severely impacting the e-Library users' ability to access resources off-site. Relying solely on IP-based authentication which is outdated and insecure, as it cannot reliably verify user identity and leaves NHS Wales vulnerable to security breaches.

OpenAthens ensures precise, department-specific access control, which IP authentication cannot provide.

Maintaining OpenAthens is justified by the need for secure, flexible, and remote access to NHS Wales resources, protecting both user security and operational continuity.

Supplier

JISC SERVICES LTD

- Public Procurement Organisation Number: PZZC-9926-PRNM

4 Portwall Lane,

Bristol

BS1 6NB

United Kingdom

Telephone: 0300 300 2212

Email: phil.leahy@openathens.net

Region: UKK11 - Bristol, City of

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1. OpenAthens Authentication

Contracting authority

Digital Health & Care Wales

- Public Procurement Organisation Number: PHXM-8593-WBPZ

Commercial Services, Tŷ Glan-yr-Afon, 21 Cowbridge Road East,

Cardiff

CF11 9AD

United Kingdom

Contact name: Stacey Louise Jones

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Email: stacey.jones10@wales.nhs.uk

Website: https://dhcw.nhs.wales/

Region: UKL22 - Cardiff and Vale of Glamorgan

Organisation type: Public undertaking (commercial organisation subject to public authority oversight)

Devolved regulations that apply: Wales