

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/034363-2025>

Award

Extension of Intrepid System

Health Education and Improvement Wales (HEIW)

UK5: Transparency notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-034363

Procurement identifier (OCID): ocds-h6vhtk-0551ac ([view related notices](#))

Published 23 June 2025, 12:33pm

Scope

Reference

HEIW-STA-796

Description

Health Education and Improvement Wales (HEIW) intends to award a direct contract to Hicom Technologies Ltd (parent company: Vitalhub UK Limited) for the continued provision and support of the Intrepid IT system. The proposed contract covers a 3-month extension from 1st July 2025 to 30th September 2025, with an option for an additional 3-month period ending 31st December 2025.

The Intrepid system is a proprietary platform developed and supported exclusively by Hicom Technologies Ltd. Due to technical constraints and compatibility requirements, including the need for uninterrupted access to critical trainee data and payroll functionality, no alternative supplier can provide the required services. This extension ensures continuity of service while the transition to a new system is being resolved following issues encountered during the initial rollout.

Contract 1. Extension of Intrepid System

Supplier

- [Vitalhub UK Limited](#)

Contract value

- £205,366 excluding VAT
- £246,439 including VAT

Above the relevant threshold

Earliest date the contract will be signed

24 June 2025

Contract dates (estimated)

- 1 July 2025 to 30 September 2025
- Possible extension to 30 December 2025
- 5 months, 30 days

Description of possible extension:

The contract will commence on 1 July 2025 and end on 30 September 2025, with an optional 3-month extension to 31 December 2025.

Main procurement category

Services

CPV classifications

- 72261000 - Software support services

Contract locations

- UKL - Wales

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Direct award justification

Additional or repeat goods, services or works - extension or partial replacement

The Intrepid system is a proprietary platform developed and supported exclusively by Hicom Technologies Ltd (parent company: Vitalhub UK Limited). Due to technical constraints and compatibility requirements, including the need for uninterrupted access to critical trainee data and payroll functionality, no alternative supplier can provide the required services. This extension ensures continuity of service while the transition to a new system is being resolved following issues encountered during the initial rollout.

Supplier

Vitalhub UK Limited

- Public Procurement Organisation Number: PZTR-3437-HGWM

2 Stone Buildings

London

WC2A 3TH

United Kingdom

Email: Benjamin.Fleat@vitalhub.com

Region: UKI31 - Camden and City of London

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1. Extension of Intrepid System

Contracting authority

Health Education and Improvement Wales (HEIW)

- Public Procurement Organisation Number: PRNH-7564-JLCQ

HEIW, Ty Dysgu Cefn Coed, Nantgarw

Cardiff

CF15 7QQ

United Kingdom

Contact name: SAIRAM KUNURI

Telephone: +447435577774

Email: sairam.kunuri@wales.nhs.uk

Website: <https://heiw.nhs.wales/>

Region: UKL15 - Central Valleys

Organisation type: Public authority - central government

Devolved regulations that apply: Wales

Other organisation

These organisations are carrying out the procurement, or part of it, on behalf of the contracting authorities.

NHS Wales Shared Services Partnership (hosted by Velindre University NHS Trust) Organisation details

Summary of their role in this procurement: Complete procurement support

- Public Procurement Organisation Number: PXWV-6492-CGMN

4-5 Charnwood Court Cardiff CF15 7QZ

Cardiff

CF15 7QZ

United Kingdom

Contact name: SAIRAM KUNURI

Telephone: +447435577774

Email: sairam.kunuri@wales.nhs.uk

Website: <http://nwssp.nhs.wales/ourservices/procurement-services/>

Region: UKL15 - Central Valleys

Contact organisation

Contact [Health Education and Improvement Wales \(HEIW\)](#) for any enquiries.