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Contract

Insourcing of First Outpatient Appointments - South Wales

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

F03: Contract award notice

Notice identifier: 2025/S 000-035449

Procurement identifier (OCID): ocds-h6vhtk-055445

Published 26 June 2025, 2:35pm

Section I: Contracting authority

I.1) Name and addresses

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

Woodland House, Maes-y-Coed Road

Cardiff

CF14 4HH

Contact

Gareth Stallard

Email

gareth.stallard@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

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

Insourcing of First Outpatient Appointments - South Wales

Reference number

CAV-MIN-59362

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

Insourcing of First Outpatient Appointments to the Health Boards in South Wales.

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: £13,253,793.73

II.2) Description

II.2.2) Additional CPV code(s)

- 85100000 - Health services
- 85111000 - Hospital services

II.2.3) Place of performance

NUTS codes

- UKL - Wales

Main site or place of performance

Health Boards in South Wales - ABUHB, CVUHB, CTMUHB, HDUHB, SBUHB, PTHB

II.2.4) Description of the procurement

This notice is an intention to award a contract based on a framework agreement with a competition, a mini-competition has been conducted under NHS Wales Shared Services Partnership Framework Agreement for Outsourcing / Insourcing of Clinical, Surgical & Diagnostic Services Reference Number: PRO-OJEULT-50776.

This mini-competition was run to establish a contract to cover Insourcing to support the delivery of First Outpatient Appointments across the South Wales Health Boards in NHS Wales between July 2025 and end March 2026. The service is expected to be delivered regularly at Weekends (Saturday and Sunday) between the hours of 8am and 6pm during the period, but there must be ability to deliver in evenings where requested and provision of facilities allows. The service will be delivered within the geographical areas of the Health Boards listed below. Health Boards will book patients and manage lists, but the

provider will provide medical secretary support for the activity, as well as a Nurse/HCA. This is a new service and provider for the delivery of this service.

Health Boards

Aneurin Bevan University Health Board

Cardiff and Vale University Health Board

Cwm Taf Morgannwg University Health Board

Hywel Dda University Health Board

Swansea Bay University Health Board

Powys Teaching Health Board

II.2.5) Award criteria

Quality criterion - Name: Technical / Weighting: 35%

Quality criterion - Name: Social Value / Weighting: 15%

Quality criterion - Name: Mandatory Questions / Weighting: Pass/Fail

Price - 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:

This is a Provider Selection Regime Wales (PSR Wales) intention to award notice.

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

Section V. Award of contract

Contract No

CAV-MIN-59362

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

25 June 2025

V.2.2) Information about tenders

Number of tenders received: 20

Number of tenders received from SMEs: 20

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

Number of tenders received from tenderers from non-EU Member States: 20

Number of tenders received by electronic means: 20

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

HEALTHCARE BUSINESS SOLUTIONS (UK) LIMITED

Pure Offices Lake View Drive, Annesley

Nottingham

NG150DT

Telephone

+44 7769943574

Country

United Kingdom

NUTS code

- UKF14 - Nottingham

The contractor is an SME

Yes

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

Total value of the contract/lot: £13,253,793.73

Section VI. Complementary information

VI.3) Additional information

This is a Provider Selection Regime Wales (PSR Wales) intention to award notice. The awarding of this contract is subject to the Health Services (Provider Selection Regime) (Wales) Regulations 2025. For the avoidance of doubt, the provisions of the Public Contracts Regulations 2015/Procurement Act 2023 do not apply to this award. The publication of this notice marks the start of the standstill period. Representations by providers must be made to decision makers by midnight Monday 7th July 2025. This contract has not yet formally been awarded; this notice serves as an intention to award under the PSR Wales.

Any providers that are party to the Framework Agreement for Outsourcing / Insourcing of Clinical, Surgical & Diagnostic Services Reference Number: PRO-OJEULT-50776 can send their representations in relation to this proposed award to gareth.stallard@Wales.nhs.uk.

-The award decision makers are relevant staff from health organisations involved in the provider selection process, these include the roles of Director of Transformation, Chief Operating Officer, and National Clinical Lead.

-The successful provider detailed within this notice has been selected as they have achieved the highest overall combined Technical (35%), Commercial (50%), and Social Value (15%) scores from all providers that submitted a bid. The key criteria assessed as part of the technical section included the providers ability to meet the requirements within the specific timeframe, ability to recover any lost time, how safe and effective care would be delivered under the service, management of staff, managing issues within the service, and ability to meet reporting requirements. The commercial section was assessed based on the lowest overall cost offered being awarded 50% with all other offers being scored on a relative scale to the lowest, and social value scores awarded based on those provided to the supplier as part of the framework award.

-No providers were excluded from the procurement process.

-No conflicts of interest were declared or identified as part of the conflicts assessment process.

(WA Ref:152682)

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