

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/036036-2022>

Planning

Welsh Transgender Peer Support Service

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

F01: Prior information notice

Prior information only

Notice identifier: 2022/S 000-036036

Procurement identifier (OCID): ocds-h6vhtk-0392e2

Published 20 December 2022, 1:30pm

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

CF15 7QZ

Contact

Sophie Stacey

Email

sophie.stacey@wales.nhs.uk

Telephone

+44 2921508274

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.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

Additional information can be obtained from the above-mentioned address

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

Welsh Transgender Peer Support Service

II.1.2) Main CPV code

- 85312300 - Guidance and counselling services

II.1.3) Type of contract

Services

II.1.4) Short description

Cardiff & Vale UHB are seeking an organisation to provide a Peer Support Service to trans and gender diverse people who are currently being seen by the Welsh Gender Service.

II.1.5) Estimated total value

Value excluding VAT: £80,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 85312300 - Guidance and counselling services
- 98000000 - Other community, social and personal services
- 85323000 - Community health services

II.2.3) Place of performance

NUTS codes

- UKL - Wales

Main site or place of performance

The Welsh Gender Service will be provided from the Welsh Gender Clinic at St David's Hospital, Cardiff and online.

II.2.4) Description of the procurement

Cardiff & Vale Health UHB host the Welsh Gender Service which consists of a multi-disciplinary Wales Gender Team, Local Gender Teams in each Health Board and Direct Enhanced Support to improve support in Primary Care.

Cardiff & Vale UHB are seeking an organisation to provide a Peer Support Service to trans and gender diverse people who are currently being seen by the Welsh Gender Service.

The service will consist of attending appointments to provide face to face support, contacting patients via telephone to engage and signpost patients to accessible services alongside this peer support service and to develop a relationship between the Health Board and the awarded organisation to transform the current patient experience into an improved and consistent pathway.

Bidders are to express their interest to undertake the following aims:

A Peer Support Service for patients identified by clinicians, that will be delivered by people with a lived experience of transition or gender incongruence or diversity;

This would include providing appropriate and timely information and support services to patients where the relevant clinician is of the opinion that this will support the clinical work being undertaken by the Welsh Gender Service

Manage and provide support to a Stakeholder Network which will inform the ongoing development of the Welsh Gender Service

II.2.14) Additional information

The PIN notice is to identify expression of interest for this requirement. The Welsh Gender service are happy to hold engagement meetings with interested parties on the 18th January 2022 to provide any further information required.

The proposed date for the tender to go live is 30th January 2022.

II.3) Estimated date of publication of contract notice

21 December 2022

Section IV. Procedure

IV.1) Description

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

The procurement is covered by the Government Procurement Agreement: Yes

Section VI. Complementary information

VI.3) Additional information

The awarded bidder will be expected to provide:

Peer Support Element

- Psycho-social support services alongside the medical pathway
- Information, signposting, advocacy and practical support
- Initial contact call following referral from the Welsh Gender Team within a timescale TBC
- Where initial contact call not successful, subsequent attempts to contact by phone and any other means agreed by clinician and patient
- A range of Peer Support options available for patients to access
- Improved patient experience
- Presence in the Welsh Gender Service for one day each week

Stakeholder Network Element

- Actively recruiting stakeholders to the group
- Developing/maintaining an appropriate TOR
- Supporting the group to elect a Chair and Vice Chair
- Hosting and scheduling online meetings and administration associated with this
- Provision of an agenda a week before the meeting

- Brief note taking during the meeting, with actions to be captured in an action log
- Circulation of action log not more than 10 calendar days after the meeting
- Supporting the Chair and Vice Chair with any other reasonable requests related to the running of the stakeholder group

Following award of the tender, the successful bidder will be monitored against the following Key Performance Indicators:

- Improved mental health and wellbeing
- Increased knowledge, confidence and understanding in transition processes
- Increased trust and confidence in the Welsh Gender Service
- Improved patient experience.

The successful bidder will be expected to provide services in line with the NHS Wales Terms and Conditions for Provision of Services.

NOTE: To register your interest in this notice and obtain any additional information please visit the Sell2Wales Web Site at https://www.sell2wales.gov.wales/Search/Search_Switch.aspx?ID=127602.

(WA Ref:127602)