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Planning

## Digital Triage Primary Care Solutions

Digital Health & Care Wales

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-046404

Procurement identifier (OCID): ocds-h6vhtk-05822e

Published 6 August 2025, 10:14am

### Scope

### Description

The General Medical Services (GMS) Team in Digital Health and Care Wales (DHCW) are looking for a digital solution that will at a minimum meet the needs of a General Practice (GP) triage solution that supports patient triage, appointment management, patient communication and business intelligence. The team are undertaking an information gathering exercise regarding what solutions are available in the market.

Suppliers are requested to confirm their interest in participating in this market engagement process by emailing [rachel.stirrup@wales.nhs.uk](mailto:rachel.stirrup@wales.nhs.uk). The process involves the completion and return of a Request For Information (RFI) document, which will be emailed to you on receipt of your expression of interest email.

Completed RFIs must be returned via email to [rachel.stirrup@wales.nhs.uk](mailto:rachel.stirrup@wales.nhs.uk) and [gms@wales.nhs.uk](mailto:gms@wales.nhs.uk), no later than 12:00 on Friday 29th August 2025.

It should be noted that this is investigatory work, it is not yet clear whether DHCW will complete a procurement process to award a contract. However, the information obtained during this investigatory stage will inform the decision making process. Following the deadline for RFI responses, DHCW reserve the right to make contact with any interested parties on an individual basis, to clarify or supplement their response.

All dates and contractual information included in this notice are not indicative of estimated or actual dates as part of a procurement plan, as no procurement strategy or plan is in place as yet.

### **Total value (estimated)**

- £500,000 excluding VAT
- £600,000 including VAT

Above the relevant threshold

### **Contract dates (estimated)**

- 1 November 2025 to 31 October 2027
- 2 years

### **Main procurement category**

Goods

### **CPV classifications**

- 48000000 - Software package and information systems
- 72000000 - IT services: consulting, software development, Internet and support

### **Contract locations**

- UK - United Kingdom
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## Engagement

### Engagement deadline

29 August 2025

### Engagement process description

As previously detailed, the engagement process involves the completion a RFI document. RFI documents can be obtained by emailing [rachel.stirrup@wales.nhs.uk](mailto:rachel.stirrup@wales.nhs.uk) to confirm your interest in participating within this market engagement process.

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## Participation

### Particular suitability

Small and medium-sized enterprises (SME)

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## Submission

### Publication date of tender notice (estimated)

7 October 2025

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## Contracting authority

### Digital Health & Care Wales

- Public Procurement Organisation Number: PHXM-8593-WBPZ

Ty Glan-yr-Afon

Cardiff

CF11 9AD

United Kingdom

Contact name: Rachel Stirrup

Email: [rachel.stirrup@wales.nhs.uk](mailto:rachel.stirrup@wales.nhs.uk)

Region: UKL22 - Cardiff and Vale of Glamorgan

Organisation type: Public authority - central government

Devolved regulations that apply: Wales