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Award

iGene maintenance and support

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

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

Notice identifier: 2025/S 000-052267

Procurement identifier (OCID): ocds-h6vhtk-058ff3

Published 29 August 2025, 9:22am

Scope

Reference

CAV-DCO (25-26) 75

Description

The current clinical management system used by the service operates as a standalone platform and is not integrated with other genetics, hospital, or NHS Wales systems. This lack of interoperability presents challenges in accessing and managing patient information efficiently. Genetic family files are currently stored across multiple sites and locations, which increases the time and effort required to retrieve records, introduces potential risks, and can delay clinical decision-making.

To address these issues, the service is seeking to implement a more centralised and integrated solution that will streamline access to patient data, improve information governance, and enhance clinical workflows. Centralising records will help ensure that clinicians have timely and secure access to the information they need, reducing administrative burden and improving patient care outcomes.

Furthermore, the ability to generate accurate and detailed reports is essential for effective service planning, resource allocation, and workload management. A modernised system will support these operational needs by enabling better data capture, analysis, and reporting capabilities.

This procurement reflects the service's commitment to improving digital infrastructure in line with broader NHS Wales objectives, ensuring that systems are fit for purpose and capable of supporting future service developments.

Contract 1. iGene maintenance and support

Supplier

- Genial Genetic solutions limited

Contract value

- £87,979.82 excluding VAT
- £105,575.78 including VAT

Below the relevant threshold

Earliest date the contract will be signed

31 October 2025

Contract dates (estimated)

- 1 January 2026 to 31 December 2029
- 4 years

Main procurement category

Services

CPV classifications

- 50000000 - Repair and maintenance services

Contract locations

- UKL22 - Cardiff and Vale of Glamorgan

Procedure

Procedure type

Below threshold - without competition

Supplier

Genial Genetic solutions limited

- Public Procurement Organisation Number: PMRL-9588-VGJQ

Minerva Avenue

Flintshire

Ch1 4QL

United Kingdom

Email: rob@genialcompliance.com

Region: UKL23 - Flintshire and Wrexham

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1. iGene maintenance and support

Contracting authority

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

- Public Procurement Organisation Number: PXWV-6492-CGMN

Woodland House, Maes-Y-Coed Road

Cardiff

CF14 4HH

United Kingdom

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

Region: UKL22 - Cardiff and Vale of Glamorgan

Organisation type: Public authority - sub-central government

Devolved regulations that apply: Wales