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Award

Middleware for Digital Health Records Transformation Project

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 000-055540

Procurement identifier (OCID): ocds-h6vhtk-0597ed

Published 10 September 2025, 4:27pm

Scope

Reference

P0349

Description

Award of a two (2) year contract with three annual extensions (2+1+1+1) for middleware that supports the digital health records transformation project within Hywel Dda University Health Board (HDUHB).

As HDUHB works towards digitalising patient health records, middleware is required to bridge the document scanners to the electronic document record management system (EDRMS). Without the middleware, documents scanned will not be converted and uploaded for storing in the EDRMS, resulting in error-prone and time-consuming manual uploads. Through integrating middleware, the file formatting and uploading is an automated process, allowing for a greater volume of documents to be scanned and uploaded, making the patient health record project more efficient and effective.

Contract 1. Middleware for Digital Health Records Transformation Project

Supplier

- Ricoh UK Ltd

Contract value

- £211,041.15 excluding VAT
- £253,249.38 including VAT

Above the relevant threshold

Earliest date the contract will be signed

30 September 2025

Contract dates (estimated)

- 1 October 2025 to 31 October 2027
- Possible extension to 31 October 2030
- 5 years, 1 month

Description of possible extension:

Three annual extensions available:

Extension 1: 01/11/2027 - 31/10/2028

Extension 2: 01/11/2028 - 31/10/2029

Extension 3: 01/11/2029 - 31/10/2030

Main procurement category

Goods

CPV classifications

- 48000000 - Software package and information systems

Contract locations

- UKL14 - South West Wales

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Direct award justification

- Single supplier - intellectual property or exclusive rights
- Single supplier - technical reasons

Due to technical reasons, including interoperability reliance on the middleware to work with both document scanners and EDRMS, a code will be developed by the provider, which results in intellectual property. As such, there is only a single supplier who can fulfil this contract requirement.

Supplier

Ricoh UK Ltd

- Public Procurement Organisation Number: PMHC-4165-CBLG

2nd Floor, 900 Pavilion Drive

Northampton

NN4 7RG

United Kingdom

Email: Sarah.Sanders@ricoh.co.uk

Region: UKF24 - West Northamptonshire

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1. Middleware for Digital Health Records Transformation Project

Contracting authority

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

- Public Procurement Organisation Number: PXWV-6492-CGMN

4-5 Charnwood Court,

Cardiff

CF14 3UZ

United Kingdom

Contact name: Sian John

Email: sian.john4@wales.nhs.uk

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

Region: UKL22 - Cardiff and Vale of Glamorgan

Organisation type: Public authority - central government

Devolved regulations that apply: Wales