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Planning

Emergency Department Well-being & Home Safe Service

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

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

Notice identifier: 2025/S 000-055791

Procurement identifier (OCID): ocds-h6vhtk-05233c ([view related notices](#))

Published 11 September 2025, 12:39pm

Scope

Description

NHS Wales Shared Services Partnership is undertaking this preliminary market engagement exercise to seek feedback from suppliers to support the future procurement of the reprocur a contract for the Emergency Department Well-being & Home Safe Service.

The contract is expected to support Cardiff and Vale University Health Board, Hywel Dda University Health Board and Swansea Bay University Health Board for an initial contract term of 12 months with a further 4 year extension option from 1st April 2026.

Please note, a nominal value has been stated to allow this notice to be published.

The tender will be split into the following Lotting structure:

Lot 1 - Cardiff and Vale University Heath Board (University Hospital Wales)

Lot 2 - Hywel Dda University Health Board (Glangwili General Hospital)

Lot 3 - Swansea Bay University Health Board (Morryston Hospital)

The Emergency Department (ED) well-being and home safe service was established to support local clinical teams and patients accessing emergency department services. The service offers support for frail older people and vulnerable adults in emergency departments, as well as resettle people in their homes with follow-up welfare calls or visits, and where necessary, to connect them to community services to avoid readmission into the emergency department.

Individuals' eligible to access the service will include, but is not limited to:

Persons who are awaiting triage in the Emergency Department;

Persons who have been triaged and are awaiting treatment;

Persons who have been treated and are awaiting admission;

Persons who have been treated and deemed clinically safe for discharge;

Persons who are 18 years of age and over;

Visitors and families of persons require temporary support; Visitors and families of persons require temporary support;

Total value (estimated)

- £1 excluding VAT
- £1 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 April 2026 to 31 March 2027
- Possible extension to 31 March 2031
- 5 years

Main procurement category

Services

CPV classifications

- 85312400 - Welfare services not delivered through residential institutions

Contract locations

- UKL - Wales

Engagement

Engagement deadline

25 September 2025

Engagement process description

NWSSP is seeking feedback from suppliers, contractors and other interested parties to help the noted Health boards to increase it's market understanding and inform the development of the procurement to ensure that it meets their objectives.

This preliminary market engagement exercise is open to all interested parties.

To participate in the preliminary market engagement exercise, please contact the names detailed below who will be able to provide you with the Preliminary Market Engagement Document.

Once you have read through the document and supporting appendices, please complete the Preliminary Market Engagement Questionnaire.

For support and assistance with participating in this exercise, please contact a member of the Supplier Relationship Team, who's details

have been provided below:

Sam Donegan

sam.donegan@wales.nhs.uk

Amy Chilvers

Amy.chilvers@wales.nhs.uk

Whilst the pipeline notices for each Health Board state the requirement would be 1 Lot, The Lots will be split into 3 Lotting structures. To note, the below pipeline notices published below apply to this potential procurement:

151443 Emergency Department Wellbeing & Home Safe Service.

151450 Emergency Department Wellbeing & Home Safe Service.

151447 Emergency Department Wellbeing & Home Safe Service.

151455 Emergency Department Wellbeing & Home Safe Service.

151453 Emergency Department Wellbeing & Home Safe Service.

151433 Emergency Department Wellbeing & Home Safe Service.

Participation

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Publication date of tender notice (estimated)

6 October 2025

Procedure

Special regime

Light touch

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: Amy Chilvers

Email: amy.chilvers@wales.nhs.uk

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