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Tender

Emergency Department Well-being & Home Safe Service

NHS Wales Shared Services Partnership-Procurement Services (hosted by Velindre University NHS Trust) Undertaking the procurement on behalf of the contracting authorities

Cardiff and Vale University Health Board

Hywel Dda University Health Board

Swansea Bay University Health Board

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-068744

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

Published 27 October 2025, 6:34pm

Scope

Reference

COMM-FTS-59549

Description

This is a joint procurement for the provision of Emergency Department Well-being & Home Safe Service to a select number of Health Boards across South East and South West Wales.

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 (Morriston 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.

Total value (estimated)

- £2,426,900 excluding VAT
- £2,912,280 including VAT

Above the relevant threshold

Contract dates (estimated)

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

Description of possible extension:

There is an option to extend the Initial Term of the Contract as follows:

- Extension 1 – 1st April 2027 – 31st March 2028
- Extension 2 – 1st April 2028 – 31st March 2029
- Extension 3 – 1st April 2029 – 31st March 2030
- Extension 4 – 1st April 2030 – 31st March 2031

Main procurement category

Services

CPV classifications

- 85312400 - Welfare services not delivered through residential institutions

Contract locations

- UKL - Wales

Lot constraints

Description of how multiple lots may be awarded:

The Bidder with the lowest price will be awarded the maximum score available (60%). The remaining Suppliers shall be awarded a percentage of the score available, technical pass/fail, qualification 40%(25% of which is proposed approach and 15% social value) relative to the lowest UDA submitted. All Lots will be evaluated individually and bidders are advised to submit for each lot they wish to bid for.

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

Description

This is for the provision of Emergency Services and Well Being within the Cardiff and Vale

University Health Board (University Hospital Wales).

Lot value (estimated)

- £980,000 excluding VAT
- £1,176,000 including VAT

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 2. Hywel Dda University Health Board - Glangwili General Hospital

Description

This is for the provision of Emergency Services and Well Being within the Hywel Dda University Health Board (Glangwili General Hospital)

Lot value (estimated)

- £950,000 excluding VAT
- £1,140,000 including VAT

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 3. Swansea Bay University Health Board - Morriston Hospital

Description

This is for the provision of Emergency Services and Well Being within the Swansea Bay University Health Board.

Lot value (estimated)

- £496,900 excluding VAT
- £596,280 including VAT

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Participation

Particular suitability

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 - Morriston Hospital

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

Submission

Enquiry deadline

14 November 2025, 12:00pm

Tender submission deadline

21 November 2025, 12:00pm

Submission address and any special instructions

<https://etenderwales.bravosolution.co.uk/home.html>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

- Welsh
- English

Award decision date (estimated)

27 January 2026

Award criteria

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

Name	Description	Type
Commercial	60%	Cost
Technical	40%	Quality

Weighting description

Technical - scored- 40%

Commercial - 60%

Lot 2. Hywel Dda University Health Board - Glangwili General Hospital

Name	Description	Type
Commercial	60%	Quality
Technical	40%	Price

Weighting description

Technical – scored -40%

Commercial -60%

Lot 3. Swansea Bay University Health Board - Morriston Hospital

Name	Description	Type
Commercial	60%	Quality
Price	40%	Price

Weighting description

Technical – scored -40%

Commercial -60%

Other information

Payment terms

30 days

Applicable trade agreements

- Government Procurement Agreement (GPA)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Special regime

Light touch

Documents

Associated tender documents

<https://etenderwales.bravosolution.co.uk/home.html>

ITT 51717

Technical specifications to be met

<https://etenderwales.bravosolution.co.uk/home.html>

ITT 51717

Contracting authorities

NHS Wales Shared Services Partnership-Procurement Services (hosted by Velindre University NHS Trust) Undertaking the procurement on behalf of the contracting authorities

- 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 - central government

Devolved regulations that apply: Wales

Cardiff and Vale University Health Board

- Public Procurement Organisation Number: PPPR-7969-BTJG

Maes-y-Coed Road

Cardiff

CF14 4HH

United Kingdom

Email: claire.salisbury@wales.nhs.uk

Website: <https://www.nwssp.wales.nhs.uk>

Region: UKL22 - Cardiff and Vale of Glamorgan

Organisation type: Public authority - central government

Devolved regulations that apply: Wales

Hywel Dda University Health Board

- Public Procurement Organisation Number: PNPY-2728-GCWW

Ystwyth Building, Hafan Derwen, St Davids Park, Jobswell Road
Carmarthen
SA31 3BB
United Kingdom

Email: gemma.deverill@wales.nhs.uk

Website: <https://hduhb.nhs.wales/>

Region: UKL14 - South West Wales

Organisation type: Public authority - central government

Devolved regulations that apply: Wales

Swansea Bay University Health Board

- Public Procurement Organisation Number: PQDY-1678-DHXN

Baglan Energy Park
Port Talbot
SA12 7BR
United Kingdom

Email: keir.warner@wales.nhs.uk

Website: <https://www.nwssp.wales.nhs.uk>

Region: UKL17 - Bridgend and Neath Port Talbot

Organisation type: Public authority - central government

Devolved regulations that apply: Wales

Contact organisation

Contact NHS Wales Shared Services Partnership-Procurement Services (hosted by Velindre University NHS Trust) Undertaking the procurement on behalf of the contracting authorities for any enquiries.