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Award

Hardware/Software support (Maintenance) of Telepath LIMS Systems

Hywel Dda University Health Board

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

Notice identifier: 2025/S 000-075105

Procurement identifier (OCID): ocds-h6vhtk-05e416 ([view related notices](#))

Published 19 November 2025, 10:53am

Scope

Reference

PS4170/26

Description

This is a renewal of the 12-month maintenance and support contract for the Telepath LIMS (Laboratory Information Management System) with DH OpCo UK Ltd, covering the systems located at Bronglais, Prince Philip, and Withybush Hospitals within Hywel Dda University Health Board.

The Telepath LIMS is an essential laboratory information management platform that underpins the effective operation of the Health Board's pathology services. It facilitates the secure recording, processing, and reporting of laboratory test results, ensuring the accurate and timely flow of patient information between laboratories and clinical teams to support safe and efficient patient care.

This contract provides comprehensive maintenance, software support, and system updates directly from the original system supplier, DH OpCo UK Ltd, helping to maintain

service reliability, data integrity, and minimise any potential disruption to diagnostic services.

Contract 1. Hardware/Software (Maintenance) support of Telepath LIMS Systems

Supplier

- DH Opco UK Ltd

Contract value

- £52,661.52 excluding VAT
- £63,193.82 including VAT

Below the relevant threshold

Earliest date the contract will be signed

29 December 2025

Contract dates (estimated)

- 1 January 2026 to 31 December 2026
- 1 year

Main procurement category

Services

CPV classifications

- 50000000 - Repair and maintenance services

Contract locations

- UKL1 - West Wales and the Valleys

Procedure

Procedure type

Below threshold - without competition

Supplier

DH Opco UK Ltd

- Public Procurement Organisation Number: PGGH-3911-NQJP

ROYAL PAVILION WELLESLEY

ALDERSHOT

GU11 1PZ

United Kingdom

Email: HG-salesdesk.gbr@dedalus.com

Region: UKJ37 - North Hampshire

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1. Hardware/Software (Maintenance) support of Telepath LIMS Systems

Contracting authority

Hywel Dda University Health Board

- Public Procurement Organisation Number: PXWV-6492-CGMN

Hafan Derwen, St Davids Park, Jobswell Road

Carmarthen

SA31 3BB

United Kingdom

Contact name: Mohammad Jaura

Telephone: +442921501389

Email: mohammad.jaura@wales.nhs.uk

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

Region: UKL14 - South West Wales

Organisation type: Public authority - central government

Devolved regulations that apply: Wales

Other organisation

These organisations are carrying out the procurement, or part of it, on behalf of the contracting authorities.

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

Summary of their role in this procurement: Undertaking the procurement process

- NHS Organisation Data Service: RQF

4-5 Charnwood Court Parc Nantgarw

Cardiff

CF15 7QZ

United Kingdom

Contact name: Mohammad Jaura

Telephone: +442921501389

Email: mohammad.jaura@wales.nhs.uk

Region: UKL15 - Central Valleys

Contact organisation

Contact Hywel Dda University Health Board for any enquiries.