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Contract

InTouch System Renewal

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

F03: Contract award notice

Notice identifier: 2025/S 000-077064

Procurement identifier (OCID): ocds-h6vhtk-05e8c8

Published 26 November 2025, 8:30am

Section I: Contracting authority

I.1) Name and addresses

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

4-5 Charnwood Court,, Heol Billingsley, Parc Nantgarw

Cardiff

CF15 7QZ

Contact

Josh Wood

Email

josh.wood@wales.nhs.uk

Telephone

+44 2921501500

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

http://nwssp.nhs.wales/ourservices/procurement-services/

Buyer's address

https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0221

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

InTouch System Renewal

Reference number

P0281A

II.1.2) Main CPV code

• 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

Hywel Dda University Health Board's (HDUHB) Digital Directorate have awarded a contract for an InTouch system and support renewal. InTouch allows patients to check-in to appointments themselves using wall mounted self-service kiosks at Cardigan and Aberaeron Integrated Care Centres. The system integrates with Wales Patient Access System (WPAS) to provide appointment information which can reduce queue times and lengths at the reception desk. The system provides estimated wait times and directs patients to their wait location which improves the overall patient experience whilst freeing up staff for other critical tasks.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £115,622

II.2) Description

II.2.2) Additional CPV code(s)

• 48218000 - License management software package

II.2.3) Place of performance

NUTS codes

• UKL14 - South West Wales

II.2.4) Description of the procurement

Hywel Dda University Health Board's (HDUHB) Digital Directorate have awarded a contract for an InTouch system and support renewal. InTouch allows patients to check-in to appointments themselves using wall mounted self-service kiosks at Cardigan and Aberaeron Integrated Care Centres. The system integrates with Wales Patient Access System (WPAS) to provide appointment information which can reduce queue times and lengths at the reception desk. The system provides estimated wait times and directs patients to their wait location which improves the overall patient experience whilst freeing up staff for other critical tasks.

The NHS SBS Audio Visual Solutions and Integrated Operating Theatres 2 Framework Agreement (SBS10245) provided a compliant procurement route and allowed a direct award under Lot 6 (Patient Check-In Devices).

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

• The procurement falls outside the scope of application of the regulations

Explanation:

The NHS SBS Audio Visual Solutions and Integrated Operating Theatres 2 Framework Agreement (SBS10245) provided a compliant procurement route and allowed a direct award under Lot 6 (Patient Check-In Devices).

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

Section V. Award of contract

Contract No

P0281A

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

21 October 2025

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 1

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

VitalHub (UK) Limited

2 Stone Buildings, Whitworth Road

London

WC2A3TH

Telephone

+44 7377393250

Country

United Kingdom

NUTS code

• UKK13 - Gloucestershire

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £115,622

Section VI. Complementary information

VI.3) Additional information

(WA Ref:158560)

VI.4) Procedures for review

VI.4.1) Review body

High Court

Royal Courts of Justice, The Strand

London

WC2A 2LL

Telephone

+44 2079477501

Country

United Kingdom