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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](mailto: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](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

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## **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 (H DUHB) 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

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## **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

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## **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

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## **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