



PWYLLGOR CYLLID A PHERFFORMIAD
FINANCE AND PERFORMANCE COMMITTEE

DYDDIAD Y CYFARFOD: DATE OF MEETING:	30 April 2026
TEITL YR ADRODDIAD: TITLE OF REPORT:	Procurement Report
CYFARWYDDWR ARWEINIOL: LEAD DIRECTOR:	Huw Thomas, Executive Director of Finance
SWYDDOG ADRODD: REPORTING OFFICER:	Gemma Deverill, Deputy Head of Procurement

Pwrpas yr Adroddiad (dewiswch fel yn addas)

Purpose of the Report (select as appropriate)

Ar Gyfer Penderfyniad/For Decision

ADRODDIAD SCAA

SBAR REPORT

Sefyllfa / Situation

The purpose of this report is to inform Members of the:

1. Outcome of the following procurement exercise which has been undertaken on behalf of Hywel Dda University Health Board (HDdUHB). In line with Welsh Government (WG) approval procedures, the Health Board is required to approve the following new contract, as it has a cumulative contract value in excess of £1m over the term of the contract for HDdUHB.

Cefndir / Background

1. Hybrid Print and Post Extension

Proposed Outcome

Duration of Contract	Supplier	Original Total Contract Value	Extension Value	New Total Value Including the Extension
Original Term – 1 June 2023 to 31 May 2026	PSL Print Management Limited	£731,214.76 ex VAT	£612,000.00 ex VAT	£1,343,214.70 ex VAT
Extension Term – 1 June 2026 to 31 May 2028				

Asesiad / Assessment

1. Hybrid Print and Post Extension

HDdUHB Digital Directorate is looking to extend their Hybrid Print and Post contract, which is in place to modernise communication with patients, allowing them to have a choice on how they receive communications from the Health Board and to provide a future proofed platform that optimises appointment attendance.

This extension is essential to maintain a safe, efficient and patient-centred communication service while supporting the Health Board's wider digital transformation ambitions. The system enables patients to record and manage their communication preferences in a simple digital format, ensuring that the Health Board can meet individual needs while reducing administrative burden.

The platform provides secure, auditable delivery of patient communications which cannot be guaranteed through standard email or traditional postal services. It also supports digital first communication options such as text reminders and digital letters, which significantly reduces cost and improves delivery times.

Digital letters typically reach patients within 24 hours, compared to several days via Royal Mail whilst also avoiding the operational uncertainty/disruption caused by reliance on third party couriers which could directly impact patient care and service delivery.

The contract is also critical to supporting the Health Board's strategic commitment to patient choice, improved engagement and a shift toward paper-light operations. The current system addresses a long-standing challenge in that once letters leave HDUHB, they cannot be tracked, and undelivered letters result in duplicated effort, wasted resources and potential delays in patient care.

The solution provides the digital infrastructure needed to track, manage and optimise communication flows, ensuring reliability, reducing waste and improving the patient experience.

The extension will run from 1 June 2026 to 31 May 2028 to utilise the maximum contract term.

The proposed value of the extension will be £612,000.00 ex VAT bringing the total contract value to £1,343,214.70 ex VAT ex VAT.

Argymhelliad / Recommendation

The Finance and Performance Committee (FPC) is asked to scrutinise and recommend for Board to:

- **APPROVE** the extension of the Hybrid Print and Post contract with PSL Print Management Limited from the 1 June 2026 to the 31 May 2028 at a value of £612,000.00 ex VAT taking the total contract value to £1,343,214.70 ex VAT. This contract will have onwards submission to HDUHB Board, Velindre NHS Trust (as hosts of NHS Wales Shared Services Partnership) and Welsh Government for approval.

Amcanion: (rhaid cwblhau) Objectives: (must be completed)	
Committee ToR Reference: Cyfeirnod Cylch Gorchwyl y Pwyllgor:	3.1.9 Conduct detailed scrutiny of all aspects of financial performance, the financial implications of significant revenue expenditure (all those over £1million requiring Board approval), business cases (except those that are capital and digital in nature), projects, and proposed investment decisions on behalf of the Board. 3.1.10 Scrutinise major procurements plans and tenders, and provide assurance to the Board as part of its approval process.
Cyfeirnod Cofrestr Risg Datix a Sgôr Cyfredol: Datix Risk Register Reference and Score:	Not Applicable
Parthau Ansawdd: Domains of Quality Quality and Engagement Act (sharepoint.com)	7. All apply
Galluogwyr Ansawdd: Enablers of Quality: Quality and Engagement Act (sharepoint.com)	6. All Apply
Amcanion Strategol y BIP: UHB Strategic Objectives:	All Strategic Objectives are applicable
Amcanion Cynllunio Planning Objectives	Not Applicable
Amcanion Llesiant BIP: UHB Well-being Objectives: Hyperlink to HDdUHB Well-being Objectives Annual Report 2021-2022	9. All HDdUHB Well-being Objectives apply

Gwybodaeth Ychwanegol: Further Information:	
Ar sail tystiolaeth: Evidence Base:	Not Applicable
Rhestr Termiau: Glossary of Terms:	Not Applicable

Partion / Pwyllgorau â ymgynhorwyd ymlaen llaw y Pwyllgor Adnoddau Cynaliadwy: Parties / Committees consulted prior to Sustainable Resources Committee:	Not Applicable
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Effaith: (rhaid cwblhau) Impact: (must be completed)	
Ariannol / Gwerth am Arian: Financial / Service:	Not Applicable
Ansawdd / Gofal Claf: Quality / Patient Care:	Not Applicable
Gweithlu: Workforce:	Not Applicable
Risg: Risk:	Not Applicable
Cyfreithiol: Legal:	Not Applicable
Enw Da: Reputational:	Not Applicable
Gyfrinachedd: Privacy:	Not Applicable
Cydraddoldeb: Equality:	Not Applicable