



GIG
CYMRU
NHS
WALES

Partneriaeth
Cydwasaethau
Gwasanaethau Caffael
Shared Services
Partnership
Procurement Services

PROCUREMENT OUTCOME REPORT – CONTRACT EXTENSION

EXTENSION OF CONTRACT FOR THE PROVISION OF
ATTEND ANYWHERE SOFTWARE

PROJECT REF: SBU-EXT-029

AWARDED TO: ATTEND ANYWHERE PTY LTD

Agreement Type <i>Framework/Contract</i>	Direct award via Crown Commercial Services Framework- G-Cloud 14.
Brief Agreement Description	Extension of Contract for the provision of Attend Anywhere Software.
Agreement Duration Initial Term and Extension Option(s)	12 months plus 12 months extension
Contract Dates Initial Term and Extension Option(s)	01.04.2025-31.03.2027
Requested Extension Duration	12 months.
Requested Extension Dates	01.04.2026-31.01.2027
Annual Value of Initial Agreement	
Annual Value of Extension	
Total Value of New Agreement Including Extensions	
Savings / Increase <i>Cash Releasing</i> <i>Cost Avoidance</i> <i>Cost Pressure</i>	N/A
Lead Body LHB or Trust	Swansea Bay University Health Board
Impact of Change	Not continuing will result to service disruption.

1. Product / Market Overview

The project relates to the continued provision of cloud-based software services supplied by Attend Anywhere, which supports digital service delivery through secure online access.

The solution is an established platform within the healthcare environments and enables virtual interactions, remote access, and continuity of service delivery.

The market for healthcare cloud software is mature, with multiple suppliers offering virtual and digital platforms. However, suppliers operating within the NHS must meet stringent requirements for data security, information governance, interoperability, and service resilience.

Attend Anywhere PTY Limited is a well established NHS supplier with its platform already embedded within operational workflows. The system was originally procured

via the Crown Commercial Services (CCS) G-Cloud Framework, ensuring that the solution met all required technical, security, commercial standards, and compliance at the point of award.

Continued use of the platform supports operational stability and avoid disruption associated with system change.

2. Procurement Process

The initial contract for the provision of cloud software was awarded to Attend Anywhere PTY Limited via the CCS G-Cloud framework agreement. The framework is a compliant route under the PCR 2015, providing assurance that the solution was appropriately competed, evaluated, and approved at the time of procurement.

This POR relates to an extension of the existing contract to cover the period 01.04.2026 to 31.03.2027. The extension has been undertaken in line with the original contractual provisions and the need to maintain continuity of a critical digital service.

3. Evaluation

Qualification	N/A
Evaluation Panel(s)	N/A
Technical & Commercial Scores	N/A

4. Price Benchmarking Information

Pricing is in accordance with the framework agreement and negotiated preferential terms.

[REDACTED]

The cost of re-procurement or migration to alternative system would significantly exceed the cost of the extension therefore, the extension represents value for money.

5. Financial Implications

[REDACTED]

The extension provides value for money.

6. Sustainable Procurement

The extension supports sustainable procurement principles by:

- Maximising the value of existing digital investment originally procured through a compliant framework.
- Supports digital service delivery which reduces travel-related carbon emissions.
- Aligns with the sustainability objectives of both the CCS framework and NHS Wales.

7. Risks and Mitigations

Risks are low and mitigated through the extension.

8. Recommendations

It is recommended that approval is given for the extension of the contract with Attend Anywhere PTY Ltd for the continued provision of cloud software services for the period 01.04.2026 to 31.03.2027 [REDACTED]

9. Contract Management

The contract will be managed by Digital Services:

- [REDACTED]
- [REDACTED]

10. Contract Delivery

The contract will cover the period 01.04.2026 to 31.03.2027.

--

11. Approvals Process & Next Steps

This paper demonstrates the Procurement governance actions and approval process that have taken place.

To be Approved by End user Budget holder and Head of Procurement.

12. Contact Information

If you have any issues you wish to discuss, please do not hesitate to contact:

Prepared by		Date	02.02.2026
Contract Briefing presented / circulated to		Date	02.02.2026
Response required by (date)	03.02.2026		

13. Acceptance

Please confirm your acceptance to participate in this procurement and your agreement to the proposal either by e-mail or by signing and returning this Procurement Outcome Report.

NB. Your prompt response to this document is critical to maintain agreed timelines.

Agreement to participate:

(to be signed by requester)

Health Board	Swansea Bay University Health Board (SBUHB)
Designated Approver	
Agreement to Proceed (if different from above)	
Date	11/02/2026

Final Approval (Authorised Signatory in line with the Scheme of Delegation & Procurement Process)			
Budget Holder:	[REDACTED]	Date:	23/02/2026
Procurement Lead:	[REDACTED]	Date:	23/02/2026
Head of Procurement:	[REDACTED] pp	Date:	24/02/2026
Chief Operating Officer - Approval Limit: £250K	N/A	Date:	
Director of Finance & Performance – Approval Limit: £250K	N/A	Date:	
Chief Executive – Approval limit: £750K	N/A	Date:	
Director of Procurement & Health Courier Services	N/A	Date:	

NB. Between £750K - £1M – Subject to a separate Board paper

14. Working Group Members

15. Attachments