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Award

## **MEIC - Info, Assistance and Advice Service**

Welsh Government

F15: Voluntary ex ante transparency notice

Notice identifier: 2021/S 000-003283

Procurement identifier (OCID): ocids-h6vhtk-02943a

Published 18 February 2021, 2:48pm

### **Section I: Contracting authority/entity**

#### **I.1) Name and addresses**

Welsh Government

Corporate Procurement Services, Cathays Park

Cardiff

CF10 3NQ

#### **Email**

[Ruth.Akers@gov.wales](mailto:Ruth.Akers@gov.wales)

#### **Telephone**

+44 3000257095

#### **Country**

United Kingdom

#### **NUTS code**

UKL - WALES

**Internet address(es)**

Main address

<http://gov.wales>

Buyer's address

[https://www.sell2wales.gov.wales/search/Search\\_AuthProfile.aspx?ID=AA0007](https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0007)

**I.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

General public services

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

MEIC - Info, Assistance and Advice Service

Reference number

D2112020-2021

#### **II.1.2) Main CPV code**

- 85312300 - Guidance and counselling services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

The service MEIC provides enables children and young people to get help quickly with any issues they may have / need to talk about. It is a leading pan-Wales resource to provide a helpline for children and young people (CYP) in Wales between the ages of 0-25 years. It functions 7 days a week from 8am and 12 midnight, providing information, advice and advocacy to children and young people.

#### **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: £416,650

### **II.2) Description**

#### **II.2.3) Place of performance**

NUTS codes

- UKL - WALES

#### **II.2.4) Description of the procurement**

The MEIC service has been in place since June 2010 as a pan Wales resource to provide a bi-lingual (English and Welsh) helpline service for children and young people in Wales between the ages of 0 – 25 years. This provision is available 7 days a week from 08 a.m. to midnight providing information, advice and advocacy to children and young people in Wales. The MEIC service provides children and young people to quickly access help and support with any issues. MEIC is a fully bilingual service which offers support on line, by phone and by text.

Throughout the pandemic, this service has proven to be of even greater importance to provide support to young people who, due to the lockdown measures, have been unable to access their normal means of support and advice (e.g. via school, youth groups, access to peers, trusted adults and in some cases, family members). The full impact of the pandemic upon children and young people in Wales is yet to be determined, however, it is undoubtable that consistency of support will be required in the coming months. In addition it is important to ensure that the existing provision is appropriately evaluated to ensure that the next contract is developed to enable the service to respond to the demands generated as a result of the pandemic.

#### **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:

To ensure that the next iteration of the bi-lingual MEIC service, it is important to understand the consequences of lockdown on children and young people, many of which are yet to be determined. It is appropriate, therefore, to ensure that sufficient time is available to assess this and ensure that the next contract specification ensures the provision of the right types of support, delivered in the most impactful way.

To that end, it is deemed appropriate to continue with the current provision to ensure consistency of service to enable full evaluation and continuity of support at a time when children and young people in Wales need this support the most.

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

The procurement is covered by the Government Procurement Agreement: Yes

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## **Section V. Award of contract/concession**

### **Contract No**

D21120202021

A contract/lot is awarded: Yes

### **V.2) Award of contract/concession**

#### **V.2.1) Date of conclusion of the contract**

3 February 2021

#### **V.2.2) Information about tenders**

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

**V.2.3) Name and address of the contractor/concessionaire**

ProMo Cymru Limited

17 West Bute Street

Cardiff

CF105EP

Country

United Kingdom

NUTS code

- UK - UNITED KINGDOM

The contractor/concessionaire is an SME

No

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

Initial estimated total value of the contract/lot/concession: £416,650

Total value of the contract/lot/concession: £416,650

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## **Section VI. Complementary information**

### **VI.3) Additional information**

These services have to be provided in both English and Welsh.

NOTE: To register your interest in this notice and obtain any additional information please visit the Sell2Wales Web Site at

[https://www.sell2wales.gov.wales/Search/Search\\_Switch.aspx?ID=108158](https://www.sell2wales.gov.wales/Search/Search_Switch.aspx?ID=108158).

(WA Ref:108158)

### **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