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Tender

## **Provision of a Unpaid Carers Hub Services**

City & County of Swansea

F21: Social and other specific services – public contracts

Contract notice

Notice identifier: 2024/S 000-003579

Procurement identifier (OCID): ocids-h6vhtk-0436e7

Published 2 February 2024, 3:51pm

### **Section I: Contracting authority**

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

City & County of Swansea

Civic Centre

Swansea

SA1 3SN

#### **Email**

[Jeanette.munn@swansea.gov.uk](mailto:Jeanette.munn@swansea.gov.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UKL18 - Swansea

#### **Internet address(es)**

Main address

<http://www.swansea.gov.uk/dobusiness>

Buyer's address

[https://www.sell2wales.gov.wales/search/Search\\_AuthProfile.aspx?ID=AA0254](https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0254)

### **I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://etenderwales.bravosolution.co.uk/web/login.shtml>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://etenderwales.bravosolution.co.uk/web/login.shtml>

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

Regional or local authority

### **I.5) Main activity**

General public services

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## **Section II: Object**

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

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

Provision of a Unpaid Carers Hub Services

Reference number

CCS/23/276

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

- 75200000 - Provision of services to the community

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

Services

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

To provide a comprehensive service to Unpaid Carers in Swansea that will improve the quality of life for carers and enhance their capacity for independent living through the provision of a range of person centred, co-ordinated and outcome focused information, advice, and support services.

### **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

### **II.2.2) Additional CPV code(s)**

- 85312310 - Guidance services
- 98000000 - Other community, social and personal services
- 75200000 - Provision of services to the community
- 85300000 - Social work and related services

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

NUTS codes

- UKL18 - Swansea

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

To provide a comprehensive service to Unpaid Carers in Swansea that will improve the quality of life for carers and enhance their capacity for independent living through the provision of a range of person centred, co-ordinated and outcome focused information, advice, and support services.

### **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) Form of procedure**

Open procedure

### **IV.2) Administrative information**

#### **IV.2.2) Time limit for receipt of tenders or requests to participate**

Date

8 March 2024

Local time

12:00pm

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English, Welsh

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## **Section VI. Complementary information**

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

Economic operators interested in submitting a tender can download the tender documents from the eTenderWales portal (<http://etenderwales.bravosolution.co.uk>) you will need to register with eTenderWales if you are not already registered. Please see below instructions on how to register.

1. Register your company on the eTenderWales portal (this is only required once):

- Navigate to the portal: <http://etenderwales.bravosolution.co.uk>
- Click the “Suppliers register here” link.
- Enter your correct business and user details.
- Note the username you chose and click “Save” when complete.

- You will shortly receive an e-mail with your unique password (please keep this secure).
- Agree to the terms and conditions and click “continue”.

2. Express an interest in the project:

- Login to the portal with your username/password.
- Click the “ITTs Open to All Suppliers” link (these are the ITTs open to any registered supplier).
- Click on the relevant ITT to access the content.
- Click the “Express Interest” button in the “Actions” box on the left-hand side of the page.
- This will move the ITT into your “My ITTs” page (this is a secure area reserved for your projects only).
- Click on the ITT code. You can now access any attachments by clicking the “Settings and Buyer Attachments” in the “Actions” box.

3. Responding to the invitation to tender:

- You can now choose to “Reply” or “Reject” (please give a reason if rejecting).
- You can now use the “Messages” function to communicate with the buyer and seek any clarification.
- Note the deadline for completion, then follow the onscreen instructions to complete the ITT.
- There may be a mixture of online and offline actions for you to perform (there is detailed online help available).

If you require any further assistance use the online help. Alternatively, the BravoSolution helpdesk can be contacted (Monday to Friday, 8:00 to 18:00) on:

- E-mail: [help@bravosolution.co.uk](mailto:help@bravosolution.co.uk)
- Phone: +44 8003684850

NOTE: The authority is using eTenderwales to carry out this procurement process. To obtain further information record your interest on Sell2Wales at

[https://www.sell2wales.gov.wales/search/search\\_switch.aspx?ID=138629](https://www.sell2wales.gov.wales/search/search_switch.aspx?ID=138629)

(WA Ref:138629)

The buyer considers that this contract is suitable for consortia.

#### **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