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Contract

## **Inclusion Services Wales**

Welsh Government

F03: Contract award notice

Notice identifier: 2022/S 000-004031

Procurement identifier (OCID): ocds-h6vhtk-02f33b

Published 11 February 2022, 3:24pm

## **Section I: Contracting authority**

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

Welsh Government

Corporate Procurement Services, Cathays Park

Cardiff

CF10 3NQ

### **Contact**

Gerrard O'Neill

### **Email**

[gerrard.oneill@gov.wales](mailto:gerrard.oneill@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**

National or federal Agency/Office

**I.5) Main activity**

General public services

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## **Section II: Object**

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

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

Inclusion Services Wales

Reference number

C142/2021/2022

#### **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**

The Welsh Government is seeking to procure two services as part of the new Inclusion Services programme - The Wales Hate Support Centre and Sanctuary Seekers Support Service. The Inclusion Services contract aims to procure suitable service provision, through an open procurement process under two separate lots for the two specific areas Lot 1 - Wales Hate Support Centre & Lot 2 – Sanctuary Seekers Support Services.

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

This contract is divided into lots: Yes

#### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £2,144,961.73

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

#### **II.2.1) Title**

Wales Hate Support Centre

Lot No

1

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

- 75200000 - Provision of services to the community
- 85322000 - Community action programme
- 85323000 - Community health services
- 98000000 - Other community, social and personal services
- 98133100 - Civic betterment and community facility support services

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

NUTS codes

- UKL - Wales

Main site or place of performance

Across Wales

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

The Client aims to award a 3 year contract to deliver a Wales Hate Support Centre to provide enhanced advocacy and support for victims of hate crimes and incidents across Wales. The contract must deliver a free easily accessible public service, independent of Police and criminal justice agencies and have a continued focus on increasing awareness of reporting across Wales.

The Successful Bidder (s) will support the development and implementation of the Welsh Government's strategic approach to tackling hate crime in Wales.

The key objectives we expect the Wales Hate Crime Support Service to achieve are:

- Provision of an independent, inclusive and high-quality support, advocacy and advice service which promotes victim-centred choices for all Hate Crime and hate incident victims across Wales.
- Innovative outreach and engagement using a range of methods on a pan-Wales basis, which

includes reaching socially and geographically excluded communities, to increase awareness and encourage reporting.

- Work closely with Welsh Government to develop and deliver positive and innovative awareness-raising campaigns across Wales to encourage reporting and awareness and reduce offending behaviour.
- Provide leadership and expertise to the Public, Private and Third Sectors through high-quality information, resources and training.
- Supporting partnership structures to ensure victim voices are heard and to influence collaboration across sectors and organisations.
- Develop and coordinate support for victims to self-advocate for changes and improvements.

### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 80

Price - Weighting: 20

### **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

## **II.2) Description**

### **II.2.1) Title**

Sanctuary Seekers Support Service

Lot No

2

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

- 75200000 - Provision of services to the community
- 85322000 - Community action programme
- 85323000 - Community health services
- 98000000 - Other community, social and personal services
- 98133100 - Civic betterment and community facility support services

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

NUTS codes

- UKL - Wales

Main site or place of performance

Across Wales

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

The Sanctuary Seekers Support Service aims to provide a national support service for people seeking sanctuary on a pan-Wales basis. The service aims to draw upon a number of inter-related areas with a pan-Wales geographical spread and collaborative working to fulfill the themes and outcomes.

The key objectives we expect the Sanctuary Seekers Support Service to achieve are:

- Ensuring anyone living in Wales as a forced migrant can get access to expert advice and advocacy support through this service;
- Advice would be free to clients, independent of Government, and of a high-quality.
- The service will dedicated focus on the need for legal immigration advice, support for children and young people in these systems, women and LGBTQ+ individuals;
- Advice and advocacy support will be accessible regardless of language needs, location or digital connectivity and a variety of communication and interpretation methods will be used to ensure this is the case;
- Sanctuary seekers will receive support towards community integration, including strengthen their skills and capacity to build their lives in Wales;

- The project will ensure Welsh Government has the data and insights needed to understand and respond to trends and gaps in required support;
- The project will contribute towards building public understanding and awareness of the circumstances, needs and talents of forced migrants living in Wales. This will involve engagement with the media and local communities.

### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 80

Price - Weighting: 20

### **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**

Open procedure

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

The procurement is covered by the Government Procurement Agreement: Yes

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

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2021/S 000-027597](#)

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

### **Lot No**

1

### **Title**

Wales Hate Support Centre

A contract/lot is awarded: Yes

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

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

24 January 2022

#### **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**

Victim Support

1, alexander Gate, Fford Pengam

Cardiff

CF242SA



Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £1,080,000

Total value of the contract/lot: £1,079,961.73

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

#### **Lot No**

2

#### **Title**

Sanctuary Seekers Support Service

A contract/lot is awarded: Yes

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

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

24 January 2022

##### **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**

Welsh Refugee Council

120 - 122 Broadway

Cardiff

CF241NJ

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £1,065,000

Total value of the contract/lot: £1,065,000

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## **Section VI. Complementary information**

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

(WA Ref:118606)

### **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