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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

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

I.4) Type of the contracting authority

National or federal Agency/Office

I.5) Main activity

General public services

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

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](#)

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

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

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