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Contract

Income Maximisation Awareness Raising Programme for Front Line Workers

Llywodraeth Cymru / Welsh Government

F03: Contract award notice

Notice identifier: 2025/S 000-006122

Procurement identifier (OCID): ocds-h6vhtk-02fa6f

Published 20 February 2025, 11:31am

Section I: Contracting authority

I.1) Name and addresses

Llywodraeth Cymru / Welsh Government

Gwasanaethau Caffael Corfforaethol / Corporate Procurement Services, Parc Cathays / Cathays Park

Caerdydd / Cardiff

CF10 3NQ

Email

CPSProcurementAdvice@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.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.4) Type of the contracting authority

Ministry or any other national or federal authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Income Maximisation Awareness Raising Programme for Front Line Workers

Reference number

C257/2023/2024

II.1.2) Main CPV code

- 80521000 - Training programme services

II.1.3) Type of contract

Services

II.1.4) Short description

Contract to produce bilingual income maximisation information packs and design and deliver online bilingual income maximisation awareness-raising education sessions accessible to all front-line workers who support low income households, to raise their awareness of the welfare benefit/wider financial support systems and their ability to guide and offer practical support to households to claim additional income.

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: £284,450

II.2) Description

II.2.2) Additional CPV code(s)

- 80000000 - Education and training services
- 80500000 - Training services
- 80511000 - Staff training services
- 80521000 - Training programme services
- 80530000 - Vocational training services
- 66171000 - Financial consultancy services
- 75310000 - Benefit services

II.2.3) Place of performance

NUTS codes

- UKL - Wales

II.2.4) Description of the procurement

The client aims to award a 12 month contract with the option to extend for a further 12 months, to produce bilingual income maximisation information packs and design and deliver online bilingual income maximisation awareness-raising education sessions

accessible to all front-line workers who support low income households, to raise their awareness of the welfare benefit/wider financial support systems and their ability to guide and offer practical support to households to claim additional income.

We expect the majority of the sessions to be offered at an introductory level, i.e, suitable for participants with little knowledge of welfare benefits or experience of helping service users maximise their household income. However, we anticipate there will be a body of people, perhaps people who have attended an introductory level course, or who already hold basic knowledge of welfare benefits who will want to build on their understanding of specific welfare benefits and also learn more on the practical help they can

II.2.5) Award criteria

Quality criterion - Name: Demonstrate how you will deliver the programme and how each of the aims, objectives and requirements will be met. / Weighting: 30

Quality criterion - Name: Demonstrate how the expertise and skills of the team proposed will support the delivery of the programme / Weighting: 20

Quality criterion - Name: Demonstration of a clear understanding of the context, challenges and priorities of the contract. / Weighting: 20

Price - Weighting: 30

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: [2024/S 000-035462](#)

Section V. Award of contract

Contract No

C257/2023/2024

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

11 February 2025

V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 3

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 3

Number of tenders received by electronic means: 3

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

V.2.3) Name and address of the contractor

FERRET INFORMATION SYSTEMS LIMITED

4 Coopers Yard, Curran Road, Cardiff

South Wales

CF105NB

Telephone

+44 2920643333

Fax

+44 2920643331

Country

United Kingdom

NUTS code

- UKL22 - Cardiff and Vale of Glamorgan

The contractor is an SME

Yes

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

Initial estimated total value of the contract/lot: £300,000

Total value of the contract/lot: £284,450

Section VI. Complementary information

VI.3) Additional information

E-TENDER INFORMATION:

<https://etenderwales.bravosolution.co.uk>

- The first person from your Organisation to use the Platform will be required to register on behalf of the Organisation.
- Registration involves accepting a User Agreement, and providing basic information about your Organisation and about the User performing the Registration.
- The User who performs the Registration becomes the Super User for the Organisation.
- On registering on the Platform the Super User will select a Username and will receive a password.
- The Password will be sent by e-mail to the email address that was specified in the User Details section of the Registration page.
- In order to log-in to the Platform please enter your Username and Password.
- Note: If you forget your Password then visit the homepage and click “Forgot your password?”
- Registration should only be performed once for each Organisation.
- If you think that someone in your Organisation may have already registered on this Platform then you must not register again.
- Please contact the person who Registered (i.e. the Super User) in order to arrange access to the Platform.
- Contact the Helpdesk immediately if you are unable to contact the Super User (for example if they have left your Organisation).
- Note: If your Organisation is already registered on the Platform then you must not make any additional registration. Please contact the Helpdesk to gain access to the Platform.
- Tenders must be uploaded to the BravoSolution portal by 2pm

HOW TO FIND THE ITT:

- Once logged in you must click on 'ITT's Open to all Suppliers'
- The etender references for this contract are: Project_57560 and

ITT _113749

- Click on the title to access summary details of the contract. If you are still interested in submitting a tender, click the 'Express an Interest button'. This will move the ITT from the 'Open to all Suppliers' area to the 'My ITT's' on the home page.
- You will then see the full details of the ITT in the qualification and technical envelopes along with any relevant documents in the 'Attachments' area.
- Should you have any questions on the ITT, please use the 'Messages' area to contact the buyer directly – Please do not contact the named person at the top of this notice.

NOTE: The authority is using eTenderwales to carry out this procurement process. To obtain further information record your interest on Sell2Wales at http://www.sell2wales.gov.wales/search/search_switch.aspx?ID= 145419

(WA Ref:145419)

Under the terms of this contract the successful supplier(s) will be required to deliver Community Benefits in support of the authority's economic and social objectives. Accordingly, contract performance conditions may relate in particular to social and environmental considerations. The Community Benefits included in this contract are:

as described in the tender documents

The buyer considers that this contract is suitable for consortia bidding.

(WA Ref:148343)

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