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Tender

MEIC Information, Assistance and Advice Helpline

Welsh Government

F02: Contract notice

Notice identifier: 2022/S 000-006534

Procurement identifier (OCID): ocds-h6vhtk-032020

Published 10 March 2022, 8:56am

Section I: Contracting authority

I.1) Name and addresses

Welsh Government

Corporate Procurement Services, Cathays Park

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.3) Communication

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

www.etenderwales.bravosolution.co.uk

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

www.etenderwales.bravosolution.co.uk

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

MEIC Information, Assistance and Advice Helpline

Reference number

C271/2021/2022

II.1.2) Main CPV code

- 64210000 - Telephone and data transmission services

II.1.3) Type of contract

Services

II.1.4) Short description

Provision of a national information, assistance and advice service for children and young people for up to 24 hours a day, 7 days a week and 365 days a year. It will continue to operate under the recognised brand of MEIC.

II.1.5) Estimated total value

Value excluding VAT: £2,370,750

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 64211000 - Public-telephone services
- 64212000 - Mobile-telephone services
- 64212100 - Short Message Service (SMS) services
- 64216000 - Electronic message and information services

- 800000000 - Education and training services
- 85311300 - Welfare services for children and young people

II.2.3) Place of performance

NUTS codes

- UKL - Wales

II.2.4) Description of the procurement

MEIC is a Welsh Government funded confidential, anonymous, and free bilingual helpline service for children and young people up to the age of 25 in Wales providing information, useful advice and support need and are open 8am - midnight, 7 days a week, by phone, SMS text and instant messaging. It provides confidential support empowering children and young people to get their voices heard on what matters to them. The telephone line currently operates between 8am and 12 midnight.

The service provides invaluable support to children and young people in Wales which has been in even greater need during the pandemic, particularly during lockdown periods when children and young people were not able to access school, social clubs and the support of friends and wider support mechanisms outside of their home. The MEIC service is specific to Wales only and therefore has been an additional provision to offer advocacy, advice and support via online support, text and telephone.

The service is also extended to professionals and to the families and carers of children and young people in Wales to assist them in providing direct support to children and young people.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

Option to extend contract term for up to a further 12 months.

II.2.10) Information about variants

Variants will be accepted: No

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 III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

As stated in tender documentation.

III.2.3) Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

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: [2016/S 048-080460](#)

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

Date

13 April 2022

Local time

2:00pm

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

English, Welsh

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 6 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

14 April 2022

Local time

9:30am

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: 2026

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_49379 and

ITT _92386

- 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=117751

(WA Ref:117751)

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.

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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:

Recruitment and Training

(WA Ref:117751)

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