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Contract

Income Maximisation Awareness Raising Programme for Front Line Workers

Welsh Government

F03: Contract award notice

Notice identifier: 2022/S 000-007541

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

Published 21 March 2022, 11:23am

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.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

II.1.2) Main CPV code

- 80521000 - Training programme services

II.1.3) Type of contract

Services

II.1.4) Short description

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 will want to build on their understanding of specific welfare benefits and also learn more on the practical help they can offer households to claim the financial support they are entitled to. Therefore, the successful bidder will be required to offer an intermediate level session too.

The objectives for the successful Bidder will be to engage with front-line workers to raise awareness and understanding of:

- welfare benefits, not only for those provided by the Department for Work and Pensions, but also the Welsh benefits and welfare payments, such as Free School Meals, Pupil Deprivation Grant, Discretionary Assistance Fund, etc.

- the impact to low income households generated by the ending of 20 GBP pw universal credit/working tax credit uplift, alongside the other financial/support measures put in place to help those affected by the pandemic.

- the barriers, personal and administrative, that prevent people from claiming their correct entitlement to welfare benefits and welfare payments.

- the common issues that people face when making a claim for a welfare benefit/wider financial support and during the decision making process.

- the specific approaches that can be employed to encourage and help people to overcome the personal and administrative barriers preventing them from claiming welfare benefits and welfare payments.

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: £135,000

II.2) Description

II.2.2) Additional CPV code(s)

- 80000000 - Education and training services
- 80500000 - Training services
- 80510000 - Specialist training services
- 80511000 - Staff training services
- 80521000 - Training programme services
- 80530000 - Vocational training services
- 66171000 - Financial consultancy services
- 75314000 - Unemployment compensation benefits
- 75310000 - Benefit services

II.2.3) Place of performance

NUTS codes

- UKL - Wales

Main site or place of performance

All areas of Wales

II.2.4) Description of the procurement

Welsh Ministers on behalf of the Welsh Government (here on in referred to as “The Client”)

are looking to set up a contract to provide 'free' on-line sessions to raise awareness of key front-line staff and trusted intermediaries on the range of welfare benefit and welfare payments available. Following their attendance on an awareness raising session, it is anticipated key front-line workers and trusted intermediaries will use their knowledge to ensure the families they support are made aware of, and encouraged to claim, their correct entitlement to welfare benefit and welfare payments.

The successful Bidder shall produce the following outputs to deliver the programme of awareness raising sessions:

- produce Income Maximisation Information Packs in English, Welsh and if requested other community languages, available electronically on a suitable website – as outlined in 5.1
- develop the content for the On-line Income Maximisation Awareness Raising Sessions – as outlined in 5.2.
- deliver 220 on-line income maximisation awareness raising sessions during the term of the contract. A session shall last for three hours – as outlined in 5.2
- ensure sessions are interactive to enhance a participant's learning experience and evaluate the success through participant evaluation forms – as outlined in 5.5
- produce a comprehensive report on the effectiveness of the project – as outlined in 5.6.

II.2.5) Award criteria

Quality criterion - Name: Technical / Weighting: 70

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: [2021/S 000-029440](#)

Section V. Award of contract

Contract No

C221/2020/2021

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

28 February 2022

V.2.2) Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 1

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

Number of tenders received from tenderers from non-EU Member States: 4

Number of tenders received by electronic means: 4

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

V.2.3) Name and address of the contractor

Ferret Information Systems Ltd

4 Coopers Yard, Curran Road

Cardiff

CF105NB

Telephone

+44 02920643333

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: £150,000

Total value of the contract/lot: £135,000

Section VI. Complementary information

VI.3) Additional information

(WA Ref:119775)

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