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Contract

Live Fear Free Helpline

Welsh Government

F03: Contract award notice

Notice identifier: 2022/S 000-007764

Procurement identifier (OCID): ocds-h6vhtk-030bd5

Published 22 March 2022, 3:43pm

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 3000623300

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

Live Fear Free Helpline

Reference number

C213/2020/2021

II.1.2) Main CPV code

- 72253000 - Helpdesk and support services

II.1.3) Type of contract

Services

II.1.4) Short description

Welsh Government currently funds the Live Fear Free Helpline, a free 24/7 bilingual information, sign-posting and support service, to help and guide people who have been/are victims of Violence against women, domestic abuse or sexual violence, who are in need of information or access to support services. The helpline also offers a support service to bystanders and concerned others, including family, friends and professionals.

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: £1,499,910

II.2) Description

II.2.2) Additional CPV code(s)

- 98000000 - Other community, social and personal services

II.2.3) Place of performance

NUTS codes

- UKL - Wales

II.2.4) Description of the procurement

The Helpline is open to victims from all genders (including transgender) and all types of relationship. There is also no age limit or ethnicity barrier to calling the Helpline as gender-based violence, domestic abuse and sexual violence can affect anyone.

The Welsh Government is re-tendering for the delivery of the Live Fear Free Helpline. Welsh Government wishes to enter into a contract for the Live Fear Free Helpline for an initial period of 36 months, with an option to extend for 3 years subject to annual reviews. They are looking to appoint a Provider who can demonstrate they fully understand and can meet the requirements outlined in the Invitation to Tender (ITT) document, through proven knowledge, experience and robust governance arrangements.

II.2.5) Award criteria

Quality criterion - Name: Effective Operation of helpline: Explain how you will operate an all Wales helpline which offers 24/7 365 days a year / Weighting: 35

Quality criterion - Name: Evidence of Collaboration Please evidence how you will working in collaboration with key stakeholders to reduce duplication of the services offered, share and learn from best practice / Weighting: 5

Quality criterion - Name: Demonstrate effective Governance arrangements / Weighting: 30

Quality criterion - Name: Demonstrate an effective Communications and marketing strategy / Weighting: 10

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: [2022/S 000-001340](#)

Section V. Award of contract

Contract No

C213/2020/2021

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

22 March 2022

V.2.2) Information about tenders

Number of tenders received: 1

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: 0

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 Womens Aid

Pendragon House, Caxton Place

Cardiff

CF238XE

Country

United Kingdom

NUTS code

- UKL - Wales

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: £1,500,000

Total value of the contract/lot: £1,499,910

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_46842 and

ITT _86626

- 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= 109880](http://www.sell2wales.gov.wales/search/search_switch.aspx?ID=109880)

(WA Ref:109880)

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:119829)

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