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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](mailto: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](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

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## **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

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## **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](#)

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## **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

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## 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