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Tender

Scotland wide integration support service for forced migrants.

Scottish Government

F02: Contract notice

Notice identifier: 2025/S 000-010485

Procurement identifier (OCID): ocds-h6vhtk-04c0dc

Published 20 March 2025, 3:53pm

Section I: Contracting authority

I.1) Name and addresses

Scottish Government

5 Atlantic Quay,

Glasgow

G2 8LU

Email

Geri.bradley@gov.scot

Telephone

+44 7197497741

Country

United Kingdom

NUTS code

UKM - Scotland

Internet address(es)

Main address

<http://www.scotland.gov.uk>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA10482

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

<https://www.publictendersscotland.publiccontractsscotland.gov.uk/esop/pts-host/public/pts/web/login.htm>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.publictendersscotland.publiccontractsscotland.gov.uk/esop/pts-host/public/pts/web/login.html>

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<https://www.publictendersscotland.publiccontractsscotland.gov.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

Scotland wide integration support service for forced migrants.

Reference number

CASE/737512

II.1.2) Main CPV code

- 72253000 - Helpdesk and support services

II.1.3) Type of contract

Services

II.1.4) Short description

The Scottish Government Asylum and Refugee Integration Team is seeking a service provider to deliver a contracted Scotland-wide integration support service for forced migrants.

The current grant funded Refugee Support Service provides a programme of support interventions;

Helping forced migrants living in Scotland to improve their understanding of their rights, offering information, advice and advocacy on accessing these rights, so they can restore the social and economic independence needed to build a new life as part of Scottish society.

A free and confidential helpline for all forced migrants across Scotland, providing a triage function to undertake a preliminary assessment of the nature and urgency of their need to determine required action. This leads to provision of information and advice or signposting and making referrals when more relevant support or expertise are provided by other organisations;

Comprehensive and up-to-date data and insights from across different refugee

programmes in Scotland, informing and contributing to the overall implementation of Scotland's policy framework of refugee integration.

A team of Regional Integration Coordinators, advisers and regional volunteers who oversee each region, working closely with forced migrants, communities and service delivery partners to coordinate support, centralise and improve access to information on regional support and resources, preventing duplication of services and ensures the approach complements and enhances existing local provision.

II.1.5) Estimated total value

Value excluding VAT: £14,400,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 98133100 - Civic betterment and community facility support services
- 72253100 - Helpdesk services
- 79530000 - Translation services

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

II.2.4) Description of the procurement

A contract to be placed using Open Procedure

II.2.5) Award criteria

Quality criterion - Name: Subject Matter Expert / Weighting: 20

Quality criterion - Name: Service Requirements / Weighting: 20

Quality criterion - Name: System Requirements and Technology / Weighting: 20

Quality criterion - Name: Equality, Human Rights, Exploitation and Health and Safety /

Weighting: 20

Quality criterion - Name: Business Continuity and Disaster Recovery (BCDR) / Weighting: 5

Quality criterion - Name: Fair Work / Weighting: 5

Quality criterion - Name: Community Benefits / Weighting: 5

Quality criterion - Name: Climate Emergency / Weighting: 5

Price - Weighting: 30

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

Duration in months

30

This contract is subject to renewal

Yes

Description of renewals

Following the end of the initial contract period of 30 months the contract maybe extended by a further 2 X 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.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

4A.1 of SPD - Bidders must demonstrate that all Helpline staff and Caseworker staff are be registered with Immigration Advice Authority (IAA)

4A.2.1 of SPD - Bidders must demonstrate their authorisation/Membership of the Helplines Partnership

III.1.2) Economic and financial standing

List and brief description of selection criteria

Bidders must demonstrate a current ratio of 1.5 or more

Current ratio will be calculated as follows net current assets divided by net current liabilities.

There must be no qualification or contra-indication from any evidence provided in support of the bidders economic and financial standing

Minimum level(s) of standards required:

Bidders must have in place the minimum Insurance Levels

Public Liability 5,000,000 GBP,

Professional indemnity 5,000,000 GBP

Employers Liability GBP in accordance with any legal obligation for the time being in force.

Such insurances must be maintained for the duration of the Contract and for a minimum of 5 years following the expiry or termination of

the contract as appropriate

III.1.3) Technical and professional ability

List and brief description of selection criteria

4C6 of SPD - Bidders must demonstrate that their Helpline and Casework staff or anyone giving immigration advice hold the Educational and Professional Qualifications - Qualification required is OISC Level 1

III.2) Conditions related to the contract

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: [2024/S 000-038487](#)

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

Date

6 May 2025

Local time

12:00pm

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

English

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

6 May 2025

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

Tenderers to note the budget of 14400000 is an approximate value for the entire duration of the contract.

4C7 of SPD Bidders are required to complete the Bidder 'priority contract' Climate Change Plan Template using this form to supply information about your organisation's calculated scope 1 & 2 carbon emissions, your scope 1 & 2 emission reduction targets & the actions that your organisation is taking to realise emissions reduction.

Bidders to note there is a Cyber requirement. Bidders must demonstrate the extent to which they meet the Purchaser's minimum requirements in respect of Cyber Security for this contract by completing the relevant Supplier Assurance Questionnaire (SAQ) The Cyber Risk Profile for this contract is High.

The buyer is using PCS-Tender to conduct this ITT exercise. The Project code is 28463. For more information see:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2343>

A sub-contract clause has been included in this contract. For more information see:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2363>

Community benefits are included in this requirement. For more information see:

<https://www.gov.scot/policies/public-sector-procurement/community-benefits-in-procurement/>

A summary of the expected community benefits has been provided as follows:

Specific to this requirement Service Providers will be expected to consider have been asked to consider:

- their commitment to supporting the development of Small to Medium enterprises (SMEs), Social Enterprises and Supported Businesses;

- their commitment to engaging with local communities to effectively educate residents about forced migrants, aiming to dispel myths and promote understanding and inclusivity. This may include drop in centres, public education and awareness sessions and/ or community coffee mornings or gatherings; and mental health and social support for migrants or social events to drive community networking to help connect migrants to their new community.

The above is the minimum requirements to be considered, however, we would welcome additional proposals that offer a substantial benefit to both the local communities and/ or forced migrants.

(SC Ref:791867)

VI.4) Procedures for review

VI.4.1) Review body

Edinburgh Sheriff Court

Edinburgh

Country

United Kingdom