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Tender

## **704581455 - The Provision of a Personal Support & Social Work Service**

Ministry of Defence

F02: Contract notice

Notice identifier: 2023/S 000-011439

Procurement identifier (OCID): ocds-h6vhtk-03c281

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### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Ministry of Defence

RAF Cosford, Flowerdown Hall

Wolverhampton

WV7 3EX

#### **Contact**

Julie Harris

#### **Email**

[Julie.Harris206@mod.gov.uk](mailto:Julie.Harris206@mod.gov.uk)

#### **Telephone**

+44 3001585513

#### **Country**

United Kingdom

**Region code**

UKG39 - Wolverhampton

**Internet address(es)**

Main address

[www.contracts.mod.uk](http://www.contracts.mod.uk)

**I.3) Communication**

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

[www.contracts.mod.uk](http://www.contracts.mod.uk)

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

[www.contracts.mod.uk](http://www.contracts.mod.uk)

Tenders or requests to participate must be submitted to the above-mentioned address

**I.4) Type of the contracting authority**

Ministry or any other national or federal authority

**I.5) Main activity**

Defence

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

704581455 - The Provision of a Personal Support & Social Work Service

#### **II.1.2) Main CPV code**

- 85310000 - Social work services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

The Authority has a requirement to award a contract for the Provision of a Personal Support and Social Work Service. This opportunity seeks to attract interested organisations with the aim of establishing a five-year contract with two x twelve 12-month option years.

With the effectiveness of the RAF being dependent on the wellbeing of personnel and their families, the service provision required aims to provide a range of support services to the RAF Community (regular, reserves and families) in the UK. The services required will need to support families who are perhaps isolated due to being posted to remote locations, assistance, and support to deal with issues such as mental health, grief, domestic abuse to support all RAF personnel and their families at a time when situation faced in life become both overwhelming and challenging.

Further information about the requirement can be found in the Statement of Requirement attached to the Opportunity on the Defence Sourcing Portal.

#### **II.1.5) Estimated total value**

Value excluding VAT: £25,045,284

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 85312310 - Guidance services
- 85312320 - Counselling services

### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

Main site or place of performance

RAF bases - UK

### **II.2.4) Description of the procurement**

In order to participate in this tender event, suppliers must register for an account with the Defence Sourcing Portal (DSP). Please look out for the “Supplier Registration” link which can be found on the home page of the portal.

Interested suppliers are required to complete the Pre-Qualification Questionnaire (PQQ) to provide the Authority with information to evaluate the supplier's capacity and capability against the selection criteria.

The Authority will use the PQQ response to create a shortlist of Potential Providers who:

- (1) are eligible to participate;
- (2) fulfil any minimum economic, financial, professional, and technical standards; and
- (3) best meet, in terms of capacity and capability, the selection criteria set out in this notice and the PQQ.

Each of the five questions has been awarded a percentage rating which will total 100. Potential providers will be scored using the following criteria against each question

PQQ Scoring Mechanism

#### **SCORE DESCRIPTION**

4 = 100% Excellent - The Potential Provider has answered the question clearly and comprehensively. The response provides a high level of confidence.

3 = 70% Good - The Potential Providers response has answered the question clearly and provides a good level of confidence.

2 = 30% Satisfactory – The Potential Provider has provided an acceptable response to the question that just meets the basis requirements.

1 = 10% Poor – The Potential Provider has answered some of the question but not all elements which represents a risk that the Potential Provider does not have the capacity and capability to deliver the requirement.

0 = 0% No Answer – The Potential Provider has failed to provide a response.

The evaluation will be conducted by a team of SME's comprising of the requirement owners. Each evaluator will score the responses individually. These scores will be added together to achieve a total question score. A weighted score approach means that each score attributed to a question is multiplied by the weighting factor.

For example, where a potential provider has been awarded a set of scores by each evaluator, they will be added together to achieve a total score for each question. Question 1 if it carried a weighting of 40% would be evaluated as follows;

Q1 - Weighting 40%

Evaluator 1 - 4

Evaluator 2 - 3

Evaluator 3 - 4 =  $11 \times 40\% = 4.4$

It is the Authority's intention to down select to a maximum of 10 of the highest scoring suppliers who will be invited to tender providing they meet the minimum acceptable score of 2 = 30% for each question. If a Potential Provider obtains a score of 1 = 10% or below for any question, then they will automatically fail the evaluation and will not be invited to participate any further.

Once all evaluators have completed their evaluations, a moderation exercise will be undertaken. The moderation will review any disparities between the markings awarded by the evaluators to ensure that the information provided has been scored in accordance with the scoring criterion.

Where the moderation determines that a Potential Provider's response is found to have

areas of minor uncertainty the evaluators may request, via the relevant Commercial Officer, a Clarification Question (CQ) to be raised. On the return of the response of the CQ by the Potential Provider, the evaluators will re-evaluate the response in a reiteration of the Pre Qualifying Evaluation Process detailed above.

CQs will only be raised if there seems to be areas of minor misunderstanding as to the meaning of the response by the evaluators or where the evaluators perceive there to have been a genuine mistake by the Potential Provider. Where a Tenderer has not submitted a response, omits responses to criteria, or has failed to provide a clear and comprehensive response then a CQ will not be raised.

#### **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**

Start date

1 April 2024

End date

31 March 2029

This contract is subject to renewal

No

#### **II.2.9) Information about the limits on the number of candidates to be invited**

Maximum number: 10

Objective criteria for choosing the limited number of candidates:

Please refer to the information provided under section II.2.4 and as per the PQQ.

#### **II.2.10) Information about variants**

Variants will be accepted: No

### **II.2.11) Information about options**

Options: Yes

Description of options

The Authority is looking to award this contract with an option for two (2) further twelve (12) month periods.

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

### **II.2.14) Additional information**

A copy of the draft ITT has also been uploaded for your information. Please note that whilst the document is complete. Some sections may be subject to minor changes before being formally issued.

## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Restricted procedure

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: No

### **IV.2) Administrative information**

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

Date

26 May 2023

Local time

11:59pm

#### **IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates**

12 June 2023

#### **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: 3 (from the date stated for receipt of tender)

## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: 2028

### **VI.2) Information about electronic workflows**

Electronic invoicing will be accepted

Electronic payment will be used

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Ministry of Defence

High Wycombe

Country

United Kingdom