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Contract

Refugee Resettlement Services Framework 2022 - 2028

Liverpool City Council

F03: Contract award notice

Notice identifier: 2023/S 000-011583

Procurement identifier (OCID): ocds-h6vhtk-036aac

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Section I: Contracting authority

I.1) Name and addresses

Liverpool City Council

4th Floor, Cunard Building

Liverpool

L3 1DS

Contact

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Telephone

+44 1512333000

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

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

Buyer's address

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

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Refugee Resettlement Services Framework 2022 - 2028

Reference number

DN626780

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

Liverpool City Council are seeking a single provider to deliver an overarching Refugee Resettlement Support Service for refugees in Liverpool as part of official schemes run by central government departments (Home Office and Department for Levelling Up Housing and Communities):-

- UKRS: United Kingdom Resettlement Scheme
- ARAP: former employees of the British government in Afghanistan on the Afghan Relocation and Assistance Programme
- ACRS: Afghan Citizen Resettlement Scheme vulnerable and at risk people who were evacuated and in need of protection and the people still in Afghanistan in need of protection.
- Afghan Bridging Hotel: on-site wraparound and move on support
- Ukraine (including Homes for Ukraine, Family Reunion and those with irregular immigration status)
- Any other eligible UK government resettlement programme as appropriate, as a consequence of global events and humanitarian crises.

A single supplier framework will be established in accordance with the requirements outlined within the service specification. Please note that this Contract is reliant upon grant funding being made available to the Authority on an annual basis by central government. Following Contract Award, there will be a mobilisation period of four weeks where by the provider will be expected to establish the service in preparation of service delivery. These costs will be incurred by the provider. There will be a 12 week transition period where the incumbent supplier will transfer clients in a planned way to the new supplier. The provider will need to be able to demonstrate local knowledge and experience of working with vulnerable people and people seeking sanctuary. The Authority would be open to a collaborative approach which draws on the knowledge and experience of organisations already delivering services within the asylum and refugee sector. The successful Provider will also need to ensure a sustainable and robust business model to deliver the service to a high standard. In summary the service will be expected to deliver a. Refugee Resettlement Casework Support: Arrivals planning for new refugees; Meet and greet at airport or accommodation; Intensive orientation support: GP/health and school registration, Welfare benefit applications, bank accounts; ongoing resettlement support, housing support. b. Wraparound Service (at hotel/temporary accommodation): Mon- Fri on-site support/presence at the hotel; Facilitate access to health services and education; Support applying for Universal Credit and bank account; Co-ordination of partners delivering services on site; support with how to access move-on accommodation. The contract length is for 4 years giving the Authority the option to extend a further 2 years subject to performance. There will be no new arrivals/referrals in year 4, the final year of the contract, the provider will support the refugees who arrived during the previous year, year 3. The Authority will review the option to extend a further 2 years, during year 3. If an extension is granted new arrivals/referrals will continue in Years 4 and 5. There will be no new arrivals in Year 6. The framework value is estimated on current activity extending over 6 years as a maximum with scope to extend the current programme to accept and deliver support to new refugees programmes that may be approved by government where funding is made available. Further tender information and documents can be found by expressing an interest in the tender opportunity published on <https://www.the-chest.org.uk> / Reference DN626780

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: £14,310,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Open above threshold tender to source a single framework supplier for the an overarching Refugee Resettlement Support Service for refugees in Liverpool as part of official schemes run by central government departments

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 85

Quality criterion - Name: Social Value / Weighting: 10

Quality criterion - Name: Added Value / Weighting: 5

Cost criterion - Name: quality only / Weighting: 0

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.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

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.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-026600](#)

IV.2.9) Information about termination of call for competition in the form of a prior information notice

The contracting authority will not award any further contracts based on the above prior information notice

Section V. Award of contract

Contract No

DN626780

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 December 2022

V.2.2) Information about tenders

Number of tenders received: 3

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

V.2.3) Name and address of the contractor

Refugee Action

Manchester

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £14,310,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Liverpool City Council

Liverpool

Country

United Kingdom