

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/012846-2025>

Tender

HAMPSHIRE RESETTLEMENT SUPPORT SERVICE

Hampshire County Council

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-012846

Procurement identifier (OCID): ocds-h6vhtk-04fcc6 ([view related notices](#))

Published 3 April 2025, 2:39pm

Scope

Reference

AS26398

Description

The service provision will be for refugees who have been resettled under the Afghan Citizens Resettlement Scheme (ACRS) and Afghan Relocations and Assistance Policy (ARAP) programmes, and under the UK Resettlement Scheme (UKRS). The UKRS prioritises people requiring urgent medical treatment, survivors of torture and violence, and women and children at risk. All applicants (including accompanying family members) are subject to the usual immigration checks and screening prior to a visa being granted. The ACRS scheme will prioritise those who have assisted the UK efforts in Afghanistan and stood up for values such as democracy, women's rights, freedom of speech, and rule of law, and those vulnerable people, including women and girls at risk, and members of minority groups at risk (including ethnic and religious minorities and LGBT+). The ARAP scheme offers Afghan Nationals relocation to the UK who have worked for or alongside the UK Government and Ministry of Defence and meet the ARAP criteria.

The objective of the project is to use the ringfenced government grant funding to welcome

and support individuals and families entering the UK as refugees under these schemes, for 3-5 years. HCC's aim is to provide environments which allow the individuals to progress in language, employability and integration into their communities by working in partnership with contracted services, statutory partners, VCSEs and related connections.

The project is in partnership with the Home Office to resettle individuals and families in Hampshire, who have been identified by United Nations High Commissioner for Refugees (UNHCR) and the Ministry of Defence. These individuals are identified for resettlement as there are no other solutions and their lives are in danger in the host country. Those who are accepted under the programme are granted humanitarian protection giving them leave to remain for 3-5 years (scheme dependent) with full recourse to public funds, rights to family reunion comparable to refugees or they are granted indefinite leave to remain on arrival to the UK. They are required to enrol their biometrics in order that an eVisa can be issued. For individuals on the UKRS, if they have not been able to return to their country or origin, they may be eligible to apply for settlement in the UK or their indefinite leave to remain continues (scheme dependent). The project has an agreement with the Home Office for funding each individual settled by HCC according to the Home Office Funding Instructions.

The Service Provider of this service must provide a strengths-based and person-centred resettlement and integration support service for eligible individuals (Adult/Child) relocating to Hampshire, under the UK Government Resettlement Programme with a goal to enable individuals to independently live in the UK, develop their skills and access mainstream services themselves. Support will be delivered by the Service Provider in partnership with core services and community groups who are actively involved in the resettlement of refugees into their area. The Service Provider will support the Council to safeguard vulnerable individuals, cultivate cultural awareness and develop independence of the individual during their integration journey. The Service Provider will provide support across all resettlement years of each individual's stay in the UK, depending on individual need(s) and edibility.

Total value (estimated)

- £7,325,000 excluding VAT
- £7,325,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 December 2025 to 30 November 2028
- Possible extension to 30 November 2030
- 5 years

Description of possible extension:

There are 2 contract extensions, detailed below:

Extension 1

Maximum duration: 1 year and 0 month

Value ex VAT: £ 1,465,000

Extension 2

Maximum duration: 1 year and 0 month

Value ex VAT: £ 1,465,000

Main procurement category

Services

CPV classifications

- 85000000 - Health and social work services

Contract locations

- UKJ35 - South Hampshire
- UKJ36 - Central Hampshire

- UKJ37 - North Hampshire

Submission

Enquiry deadline

23 April 2025, 4:00pm

Tender submission deadline

2 May 2025, 2:00pm

Submission address and any special instructions

<https://in-tendhost.co.uk/hampshire/aspx/Home>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

12 June 2025

Award criteria

Name	Description	Type	Weighting
Quality criterion 1	Service Delivery	Quality	24.00%
Quality criterion 2	Service Outcomes	Quality	20.00%
Quality criterion 3	Partnership Working	Quality	16.00%
Quality criterion 4	Education and Learning	Quality	16.00%
Quality criterion 6	Safeguarding	Quality	14.00%
Quality criterion 5	Staffing	Quality	10.00%

Other information

Payment terms

Please refer to the Annex 3 Contract Terms and Conditions for a detailed description of the payment terms for this service.

Description of risks to contract performance

Business Risk Score

The corporate financial risk evaluation tools will be used to determine financial standing of tenderers. Regular financial evaluation of suppliers is believed to be necessary due to the risk to service continuity should a supplier need replacing. Regular financial monitoring is necessary to minimise risk and provide sufficient notice of a potential need to re-procure should financial stability of existing suppliers be in question.

No compliant or no bids received

This is a specialist market with limited providers that can deliver this service. If zero bids were received, work would be undertaken to understand why this has occurred. Providing that a substantial change to the original tender documents has not been required to secure a service provider, a request for a direct award would be made. Market

engagement has been undertaken to make potential bidders aware of the services and when the tender may be available. The market engagement was not used to reduce the timescales for the tender.

Value for money

The service requires support in a manner of different requirements which are detailed with a robust service specification that incorporates all elements of the service with clear key performance indicators and contract management arrangements. The terms and conditions require suppliers to hold a business continuity plan. Notice period in termination clause allows sufficient time to re-procure if required and maintain service continuity

Updates to UK policy and government changes

The terms and conditions will provide wording to allow the contract to incorporate UK policy changes with regard to Resettlement provision, tariff provision.

Staffing

Hampshire County Council's experience gained in providing this service for several years recognises that this is a challenging service to deliver. Hampshire County Council recognises that the experience and commitment of the Service Provider is key to the attainment of successful outcomes for vulnerable individuals on the programme. Access to key supporting skillsets to enable case workers to better support resettling refugees with varied and complex needs is seen as critical and as such Hampshire County Council has increased the available funding offered and invites the service provider community participating in the tender to demonstrate a willingness and commitment to include those skillsets in their submission.

Budget being exceeded

The commercial risk associated with high take up of the service is mitigated by the employment of a maximum unit rate in this procurement. Further Hampshire County Council is not obliged to accept recipient individuals from the Home Office; Hampshire County Council offers availability in line with properties brought forward and remains in control of overall numbers of supported individuals as a result.

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Special regime

Light touch

Justification for not publishing a preliminary market engagement notice

A questionnaire had been issued prior to the engagement event. The reasons for each are detailed below.

The publication of the event was published on Find a Tender 17/01/2025 Publication reference: 2025/S 000-002705.

Contracting authority

Hampshire County Council

- Public Procurement Organisation Number: PBHM-7586-PWLP

High St, The Castle

Winchester

SO23 8UJ

United Kingdom

Email: AHCprocurement@hants.gov.uk

Website: <https://www.hants.gov.uk>

Region: UKJ36 - Central Hampshire

Organisation type: Public authority - sub-central government