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Contract

## **MEIC Information, Assistance and Advice Helpline**

Welsh Government

F03: Contract award notice

Notice identifier: 2022/S 000-019048

Procurement identifier (OCID): ocds-h6vhtk-032020

Published 12 July 2022, 1:53pm

### **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 3000257095

#### **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**

MEIC Information, Assistance and Advice Helpline

Reference number

C271/2021/2022

**II.1.2) Main CPV code**

- 64210000 - Telephone and data transmission services

**II.1.3) Type of contract**

Services

**II.1.4) Short description**

Provision of a national information, assistance and advice service for children and young people for up to 24 hours a day, 7 days a week and 365 days a year. It will continue to operate under the recognised brand of MEIC.

**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: £2,369,181

**II.2) Description****II.2.2) Additional CPV code(s)**

- 64211000 - Public-telephone services
- 64212000 - Mobile-telephone services
- 64212100 - Short Message Service (SMS) services
- 64216000 - Electronic message and information services
- 80000000 - Education and training services
- 85311300 - Welfare services for children and young people

**II.2.3) Place of performance**

NUTS codes

- UKL - Wales

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

MEIC is a Welsh Government funded confidential, anonymous, and free bilingual helpline service for children and young people up to the age of 25 in Wales providing information, useful advice and support need and are open 8am - midnight, 7 days a week, by phone, SMS text and instant messaging. It provides confidential support empowering children and young people to get their voices heard on what matters to them. The telephone line currently operates between 8am and 12 midnight.

The service provides invaluable support to children and young people in Wales which has been in even greater need during the pandemic, particularly during lockdown periods

when children and young people were not able to access school, social clubs and the support of friends and wider support mechanisms outside of their home. The MEIC service is specific to Wales only and therefore has been an additional provision to offer advocacy, advice and support via online support, text and telephone.

The service is also extended to professionals and to the families and carers of children and young people in Wales to assist them in providing direct support to children and young people.

#### **II.2.5) Award criteria**

Quality criterion - Name: Drawing on your knowledge of advocacy and advocacy services, describe how you will manage the service requirements of this contract? / Weighting: 50

Quality criterion - Name: Describe your proposed methodology for the delivery of the service contract? / Weighting: 20

Quality criterion - Name: Evidence the training and learning your staff will undertake in the areas relating to the provision of the contract. / 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 000-006534](#)

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## **Section V. Award of contract**

### **Contract No**

C271/2021/2022

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

27 June 2022

#### **V.2.2) Information about tenders**

Number of tenders received: 2

Number of tenders received from SMEs: 0

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: 2

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

**V.2.3) Name and address of the contractor**

ProMo Cymru Limited

17 West Bute Street

Cardiff

CF105EP

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: £2,369,181

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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\_49379 and

ITT \_92386

- 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= 117751](http://www.sell2wales.gov.wales/search/search_switch.aspx?ID= 117751)

(WA Ref:117751)

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:123036)

## **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