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Tender

Inclusion Services Wales

Welsh Government

F02: Contract notice

Notice identifier: 2021/S 000-027597

Procurement identifier (OCID): ocds-h6vhtk-02f33b

Published 3 November 2021, 4:35pm

Section I: Contracting authority

I.1) Name and addresses

Welsh Government

Corporate Procurement Services, Cathays Park

Cardiff

CF10 3NQ

Contact

Gerrard O'Neill

Email

gerrard.oneill@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

I.3) Communication

Access to the procurement documents is restricted. Further information can be obtained at

<https://etenderwales.bravosolution.co.uk/web/login.shtml>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://etenderwales.bravosolution.co.uk/web/login.shtml>

I.4) Type of the contracting authority

National or federal Agency/Office

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Inclusion Services Wales

Reference number

C142/2021/2022

II.1.2) Main CPV code

- 75200000 - Provision of services to the community

II.1.3) Type of contract

Services

II.1.4) Short description

The Welsh Government is seeking to procure two services as part of the new Inclusion Services programme - The Wales Hate Support Centre and Sanctuary Seekers Support Service. The Inclusion Services contract aims to procure suitable service provision, through an open procurement process under two separate lots for the two specific areas Lot 1 - Wales Hate Support Centre & Lot 2 – Sanctuary Seekers Support Services.

II.1.5) Estimated total value

Value excluding VAT: £3,750,000

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

II.2) Description

II.2.1) Title

Wales Hate Support Centre

Lot No

1

II.2.2) Additional CPV code(s)

- 75200000 - Provision of services to the community
- 85322000 - Community action programme
- 85323000 - Community health services
- 98000000 - Other community, social and personal services
- 98133100 - Civic betterment and community facility support services

II.2.3) Place of performance

NUTS codes

- UKL - Wales

Main site or place of performance

Across Wales

II.2.4) Description of the procurement

The Client aims to award a 3 year contract to deliver a Wales Hate Support Centre to provide enhanced advocacy and support for victims of hate crimes and incidents across Wales. The contract must deliver a free easily accessible public service, independent of Police and criminal justice agencies and have a continued focus on increasing awareness of reporting across Wales.

The Successful Bidder (s) will support the development and implementation of the Welsh Government's strategic approach to tackling hate crime in Wales.

The key objectives we expect the Wales Hate Crime Support Service to achieve are:

- Provision of an independent, inclusive and high-quality support, advocacy and advice service which promotes victim-centred choices for all Hate Crime and hate incident victims across Wales.

- Innovative outreach and engagement using a range of methods on a pan-Wales basis, which includes reaching socially and geographically excluded communities, to increase awareness and encourage reporting.
- Work closely with Welsh Government to develop and deliver positive and innovative awareness-raising campaigns across Wales to encourage reporting and awareness and reduce offending behaviour.
- Provide leadership and expertise to the Public, Private and Third Sectors through high-quality information, resources and training.
- Supporting partnership structures to ensure victim voices are heard and to influence collaboration across sectors and organisations.
- Develop and coordinate support for victims to self-advocate for changes and improvements.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 80

Price - Weighting: 20

II.2.6) Estimated value

Value excluding VAT: £1,800,000

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

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

The contract is a 3 year initial contract term with a 2 year extension option.

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

II.2) Description

II.2.1) Title

Sanctuary Seekers Support Service

Lot No

2

II.2.2) Additional CPV code(s)

- 75200000 - Provision of services to the community
- 85322000 - Community action programme
- 85323000 - Community health services
- 98000000 - Other community, social and personal services
- 98133100 - Civic betterment and community facility support services

II.2.3) Place of performance

NUTS codes

- UKL - Wales

Main site or place of performance

Across Wales

II.2.4) Description of the procurement

The Sanctuary Seekers Support Service aims to provide a national support service for people seeking sanctuary on a pan-Wales basis. The service aims to draw upon a number of inter-related areas with a pan-Wales geographical spread and collaborative working to fulfill the themes and outcomes.

The key objectives we expect the Sanctuary Seekers Support Service to achieve are:

- Ensuring anyone living in Wales as a forced migrant can get access to expert advice and advocacy support through this service;
- Advice would be free to clients, independent of Government, and of a high-quality.
- The service will dedicated focus on the need for legal immigration advice, support for children and young people in these systems, women and LGBTQ+ individuals;
- Advice and advocacy support will be accessible regardless of language needs, location or digital connectivity and a variety of communication and interpretation methods will be used to ensure this is the case;
- Sanctuary seekers will receive support towards community integration, including strengthen their skills and capacity to build their lives in Wales;
- The project will ensure Welsh Government has the data and insights needed to understand and respond to trends and gaps in required support;
- The project will contribute towards building public understanding and awareness of the circumstances, needs and talents of forced migrants living in Wales. This will involve engagement with the media and local communities.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 80

Price - Weighting: 20

II.2.6) Estimated value

Value excluding VAT: £1,775,000

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

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

The contract is a 3 year initial contract term with a 2 year extension option.

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.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

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

Date

15 December 2021

Local time

2:00pm

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

16 December 2021

Local time

2:00pm

Place

Procurement Manager's Home Residence

Information about authorised persons and opening procedure

Gerrard O'Neill, Procurement Manager using a secure Welsh Government laptop.

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

NOTE: The authority is using eTenderwales to carry out this procurement process. To obtain further information record your interest on Sell2Wales at

https://www.sell2wales.gov.wales/search/search_switch.aspx?ID=115477

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:

Please see section 19 of the specification for the non-core Community Benefits requirements.

(WA Ref:115477)

The buyer considers that this contract is suitable for consortia.

VI.4) Procedures for review

VI.4.1) Review body

High Court

Royal Courts of Justice, The Strand

London

WC2A 2LL

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+44 2079477501

Country

United Kingdom