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Tender

## **Income Maximisation Awareness Raising Programme for Front Line Workers**

Llywodraeth Cymru / Welsh Government

F02: Contract notice

Notice identifier: 2024/S 000-035462

Procurement identifier (OCID): ocds-h6vhtk-02fa6f

Published 1 November 2024, 12:05pm

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

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

Llywodraeth Cymru / Welsh Government

Gwasanaethau Caffael Corfforaethol / Corporate Procurement Services, Parc Cathays / Cathays Park

Caerdydd / 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.3) Communication**

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

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**

Income Maximisation Awareness Raising Programme for Front Line Workers

Reference number

C257/2023/2024

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

- 80521000 - Training programme services

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

Services

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

Contract to produce bilingual income maximisation information packs and design and deliver online bilingual income maximisation awareness-raising education sessions accessible to all front-line workers who support low income households, to raise their awareness of the welfare benefit/wider financial support systems and their ability to guide and offer practical support to households to claim additional income.

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

Value excluding VAT: £300,000

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

This contract is divided into lots: No

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

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

- 80000000 - Education and training services
- 80500000 - Training services
- 80511000 - Staff training services

- 80521000 - Training programme services
- 80530000 - Vocational training services
- 66171000 - Financial consultancy services
- 75310000 - Benefit services

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

NUTS codes

- UKL - Wales

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

The client aims to award a 12 month contract with the option to extend for a further 12 months, to produce bilingual income maximisation information packs and design and deliver online bilingual income maximisation awareness-raising education sessions accessible to all front-line workers who support low income households, to raise their awareness of the welfare benefit/wider financial support systems and their ability to guide and offer practical support to households to claim additional income.

We expect the majority of the sessions to be offered at an introductory level, i.e, suitable for participants with little knowledge of welfare benefits or experience of helping service users maximise their household income. However, we anticipate there will be a body of people, perhaps people who have attended an introductory level course, or who already hold basic knowledge of welfare benefits who will want to build on their understanding of specific welfare benefits and also learn more on the practical help they can offer households to claim the financial support they are entitled to. Therefore, the successful bidder will be required to offer an intermediate level session too.

The objectives for the successful Bidder will be to engage with front-line workers to raise awareness and understanding of: welfare benefits, not only for those provided by the Department for Work and Pensions, but also the Welsh benefits and welfare payments, such as Free School Meals, Pupil Deprivation Grant, Discretionary Assistance Fund, etc; the barriers, personal and administrative, that prevent people from claiming their correct entitlement to welfare benefits and welfare payments; the common issues that people face when making a claim for a welfare benefit/wider financial support and during the decision making process; the specific approaches that can be employed to encourage and help people to overcome the personal and administrative barriers preventing them from claiming welfare benefits and welfare payments.

### **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**

Duration in months

12

This contract is subject to renewal

Yes

Description of renewals

Option to extend the contract for up to a further 12 month period.

**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

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## **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

### **III.2) Conditions related to the contract**

#### **III.2.2) Contract performance conditions**

As stated in the tender documentation.

#### **III.2.3) Information about staff responsible for the performance of the contract**

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

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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 000-007541](#)

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

Date

6 December 2024

Local time

2:00pm

**IV.2.4) Languages in which tenders or requests to participate may be submitted**

English, Welsh

**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

9 December 2024

Local time

9:30am

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## Section VI. Complementary information

### VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: Contract notice for subsequent procurement of this requirement will be issued 2026.

### 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\_57560 and

ITT\_113749

- 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=145419](http://www.sell2wales.gov.wales/search/search_switch.aspx?ID=145419)

(WA Ref:145419)

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.

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As stated in tender documentation.

(WA Ref:145419)

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

Telephone

+44 2079477501

Country

United Kingdom