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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

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.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

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

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

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

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

(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