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Contract

Scotland wide integration support service for forced migrants.

Scottish Government

F03: Contract award notice

Notice identifier: 2025/S 000-043967

Procurement identifier (OCID): ocids-h6vhtk-04c0dc

Published 29 July 2025, 3:52pm

Section I: Contracting authority

I.1) Name and addresses

Scottish Government

5 Atlantic Quay,

Glasgow

G2 8LU

Email

sophie.stark@gov.scot

Telephone

+44 7197497741

Country

United Kingdom

NUTS code

UKM - Scotland

Internet address(es)

Main address

<http://www.scotland.gov.uk>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA10482

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

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Scotland wide integration support service for forced migrants.

Reference number

CASE/737512

II.1.2) Main CPV code

- 72253000 - Helpdesk and support services

II.1.3) Type of contract

Services

II.1.4) Short description

The Scottish Government Asylum and Refugee Integration Team is seeking a service provider to deliver a contracted Scotland-wide integration support service for forced migrants.

The current grant funded Refugee Support Service provides a programme of support interventions;

Helping forced migrants living in Scotland to improve their understanding of their rights, offering information, advice and advocacy on accessing these rights, so they can restore the social and economic independence needed to build a new life as part of Scottish society.

A free and confidential helpline for all forced migrants across Scotland, providing a triage function to undertake a preliminary assessment of the nature and urgency of their need to determine required action. This leads to provision of information and advice or signposting and making referrals when more relevant support or expertise are provided by other organisations;

Comprehensive and up-to-date data and insights from across different refugee programmes in Scotland, informing and contributing to the overall implementation of Scotland's policy framework of refugee integration.

A team of Regional Integration Coordinators, advisers and regional volunteers who

oversee each region, working closely with forced migrants, communities and service delivery partners to coordinate support, centralise and improve access to information on regional support and resources, preventing duplication of services and ensures the approach complements and enhances existing local provision.

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: £14,400,000

II.2) Description

II.2.2) Additional CPV code(s)

- 98133100 - Civic betterment and community facility support services
- 72253100 - Helpdesk services
- 79530000 - Translation services

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

II.2.4) Description of the procurement

A contract to be placed under the Open Procedure.

II.2.5) Award criteria

Quality criterion - Name: Subject Matter Expert / Weighting: 20

Quality criterion - Name: Service Requirements / Weighting: 20

Quality criterion - Name: System Requirements and Technology / Weighting: 20

Quality criterion - Name: Equality, Human Rights, Exploitation and Health and Safety / Weighting: 20

Quality criterion - Name: Business Continuity and Disaster Recovery (BCDR) / Weighting:

5

Quality criterion - Name: Fair Work / Weighting: 5

Quality criterion - Name: Community Benefits / Weighting: 5

Quality criterion - Name: Climate Emergency / Weighting: 5

Price - Weighting: 30

II.2.11) Information about options

Options: Yes

Description of options

The Purchaser may, by giving notice to the Service Provider, extend the period of the Contract to a date falling no later than 31st March 2030. Subject to that constraint, the Purchaser may extend the period of the Contract on more than one occasion.

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 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: [2025/S 000-010485](#)

Section V. Award of contract

Contract No

CASE/737512

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

17 July 2025

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 1

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

V.2.3) Name and address of the contractor

Scottish Refugee Council

Portland House, 17 Renfield Street

Glasgow

G2 5AH

Telephone

+44 7920004204

Country

United Kingdom

NUTS code

- UKM82 - Glasgow City

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £14,400,000

Section VI. Complementary information

VI.3) Additional information

The budget of 14400000 is a maximum spend value for the entire duration of the contract and not a fixed price.

The commitment has been made by the contractor, as part of a package of Fair Work Practices, to pay staff involved with the delivery of this contract the rate the real Living Wage, the rate set independently and updated annually by the Living Wage Foundation.

Scottish Refugee Council provided a Community Benefits proposal and a summary of potential opportunities is provided below:

Scottish Refugee Council with their local and regional networks will increase awareness and educate local organisations on the needs of forced migrants and develop partnerships to drive community networking to help connect migrants to their new community e.g. assessing the needs of residents in Asylum hotels and shared this knowledge with partners through their network and information sessions and organised volunteering events in the hotels.

SRCs leadership program, designed to empower forced migrants to become future leaders, in partnership with the Scottish Enterprise Academy. Participants develop their own plans for social enterprises or groups.

SRC will coordinate Refugee Festival Scotland, a Scotland-wide event that distributes funding to community groups and third sector organisations. The festival has a strong community cohesion benefit, attracting people to the event and supporting community preparedness and integration.

Information sessions on their Building Stronger Community Organisations toolkit, consisting of 10 modules covering topics such as funding, governance, and setting up committees.

SRC maintains a strong commitment to environmental issues. They will continue to develop and enhance efforts to manage and reduce waste by continually reviewing and monitoring practice and policy.

(SC Ref:805636)

VI.4) Procedures for review

VI.4.1) Review body

Edinburgh Sheriff Court

Edinburgh

Country

United Kingdom