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Tender

Resettlement Support Service

Carmarthenshire County Council

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-068276

Procurement identifier (OCID): ocds-h6vhtk-05d390 ([view related notices](#))

Published 24 October 2025, 3:20pm

Scope

Description

Carmarthenshire County Council wishes to commission a Supplier to provide a resettlement support service for Asylum Seekers and Refugees. The service is funded by the Home Office.

The level of support will vary according to the needs of the individual/ family but may include tenancy and community support and access to health, education, employment and welfare benefits. The successful provider will need to demonstrate local knowledge and experience of working with vulnerable people and refugees.

Total value (estimated)

- £960,000 excluding VAT
- £1,151,999 including VAT

Above the relevant threshold

Contract dates (estimated)

- 6 April 2026 to 5 April 2031
- Possible extension to 5 April 2033
- 7 years

Description of possible extension:

Up to 2 years subject to funding and agreement by all parties

Main procurement category

Services

CPV classifications

- 98000000 - Other community, social and personal services

Contract locations

- UKL14 - South West Wales

Participation

Legal and financial capacity conditions of participation

As per ITT_120427

Technical ability conditions of participation

As per ITT_120427

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Enquiry deadline

25 November 2025, 2:00pm

Tender submission deadline

1 December 2025, 2:00pm

Electronic auction will be used

Yes

Submission address and any special instructions

To assist you in locating these opportunities on the BRAVO E Procurement System the project code is: project_60715

As this is an Open procedure, Tenderers must ensure that all ITT questions are fully

responded to. The following ITT Project codes may further assist you in locating the opportunities:

ITT Code: itt_120427

Please also ensure you check the Attachments area for any documents/ information which may assist you with your submission or you are required to upload as part of your submission as per information contained within the tender pack.

Suppliers Instructions How to express interest in this Tender:

1. Register your company on the etenderwales portal (this is only required once)

- Browse to the eSourcing Portal: www.etenderwales.bravosolution.co.uk
- Click the "Suppliers register here" link
- Enter your correct business and user details
- Note the username you chose and click "Save" when complete
- You will shortly receive an email with your unique password (please keep this secure)
- Agree to the terms and conditions and click "continue"

2. Express an Interest in the Project

- Login to the portal with the username/password
- Click the "ITTs Open to All Suppliers" link. (These are Invitation to Tender Documents open to any registered supplier)
- Click on the relevant ITT to access the content.
- Click the "Express Interest" button at the top of the screen
- This will move the ITT into your "My ITTs" page. (This is a secure area reserved for your projects only)
- Click on the ITT code, you can now access any attachments by clicking the "Buyer Attachments" on the left hand side of the screen

3. Responding to the tender

- At the top of the screen you can choose to Create Response or Decline to Respond (please give a reason if declining)
- You can now use the Messages function on to communicate with the buyer and seek any clarification
- Note the deadline for completion, then follow the onscreen instructions to complete the ITT
- There may be a mixture of online & offline actions for you to perform (there is detailed online help available)

If you require any further assistance use the online help, or the BravoSolution help desk is available Mon - Fri (8am - 6pm) on:

- Supplier Support Request: <https://jaggaer.my.site.com/suppliersupportrequestaf/s/>
- Supplier Registration Video: <https://app.screencast.com/2srN0n260W9nX>
- Phone: 0800 069 8634

Carmarthenshire County Council will be conducting this procurement exercise through the Value Wales e-Tendering portal. This can be found at www.etenderwales.bravosolution.co.uk, all information may be downloaded and returned through this channel.

Cyfarwyddiadau E-dendro

I'ch cynorthwyo i ddod o hyd i'r cyfleoedd hyn ar System E-gaffael BRAVO, y côd prosiect yw: project_60715

Gan fod hon yn weithdrefn Agored, rhaid i'r rhai sy'n tendro sicrhau yr atebir yr holl gwestiynau Gwahoddiad i Dendro (ITT). Gall y codau Prosiect Gwahoddiad i Dendro canlynol fod o ragor o gymorth ichi ddod o hyd i gyfleoedd:

Côd Gwahoddiad i Dendro (ITT): itt_120427

A fydddech cystal â sicrhau hefyd eich bod yn gwirio'r adran Atodiadau i gael unrhyw ddogfennau/gwybodaeth a all fod o gymorth ichi gyflwyno cais neu y mae'n ofynnol ichi eu llwytho fel rhan o gyflwyno eich cais yn unol â'r wybodaeth a geir yn y pecyn tendro.

Cyfarwyddiadau i Gyflenwyr: Sut mae mynegi diddordeb yn y Tendr hwn:

1. Cofrestrwch eich cwmni ar borth eDendroCymru – etenderwales (unwaith yn unig y

mae'n rhaid gwneud hyn)

- Ewch i bori yn y porth e-Gyrchu: www.etenderwales.bravosolution.co.uk
- Cliciwch ar y ddolen gyswllt "cofrestru cyflenwr yma"
- Rhowch fanylion eich sefydliad a'ch manylion defnyddiwr cywir
- Nodwch yr enw defnyddiwr a ddewisoch a chliciwch ar "Cadw" i gwblhau
- Cyn hir fe gewch neges e-bost a fydd yn cynnwys eich cyfrinair unigryw (cadwch hwn yn ddiogel)
- Derbyniwch y telerau a'r amodau a chliciwch ar "parhau"

2. Mynegi Diddordeb yn y Prosiect

- Mewngofnodwch i'r porth gan ddefnyddio'r enw defnyddiwr/cyfrinair
- Cliciwch ar y ddolen gyswllt "Gwahoddiadau i Dendro (ITT) sy'n Agored i Bob Cyflenwr". (Dogfennau Gwahoddiad i Dendro sy'n agored i unrhyw gyflenwr cofrestredig yw'r rhain)
- Cliciwch ar y Gwahoddiad i Dendro perthnasol i gyrchu'r cynnwys
- Cliciwch ar y botwm "Mynegi Diddordeb" ar frig y sgrin.
- Bydd hwn yn symud y Gwahoddiad i Dendro i'ch tudalen "Fy Ngwahoddiadau i Dendro – My ITTs" (Mae hon yn adran ddiogel sydd wedi'i neilltuo ar gyfer eich prosiectau chi'n unig)
- Cliciwch ar y côd Gwahoddiad i Dendro, gallwch nawr gyrchu unrhyw un o'r atodiadau drwy glicio ar "Atodiadau'r Prynwr" ar ochr chwith y sgrin.

3. Ymateb i'r tendr

- Ar frig y sgrin, gallwch ddewis "Ymateb" neu "Peidio ag Ymateb – Decline to Respond" (rhowch reswm os ydych yn dewis peidio)
- Nawr gallwch ddefnyddio'r cyfleuster Negeseuon i gyfathrebu â'r prynwr a gofyn am eglurhad
- Nodwch y

Tenders may be submitted electronically

Yes

Languages that may be used for submission

- Welsh
- English

Award decision date (estimated)

12 January 2026

Award criteria

Name	Description	Type	Weighting
Quality	Technical Questions	Quality	70.00%
Commercial	Technical Questions	Price	30.00%

Other information**Conflicts assessment prepared/revised**

Yes

Procedure

Procedure type

Open procedure

Special regime

Light touch

Justification for not publishing a preliminary market engagement notice

Feedback from on-going service

Contracting authority

Carmarthenshire County Council

- Public Procurement Organisation Number: PTVL-7854-TMRZ

County Hall

Carmarthen

SA31 1AD

United Kingdom

Contact name: Matthew Miller

Email: MMiller@carmarthenshire.gov.uk

Website: <http://www.carmarthenshire.gov.uk>

Region: UKL14 - South West Wales

Organisation type: Public authority - sub-central government

Devolved regulations that apply: Wales