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| **Contract Title:** | LPG5182 - Syrian Vulnerable Persons Resettlement Scheme (SVPRS) ‘Integration Support Service’ |

The London Borough of Tower Hamlets (LBTH) is seeking expressions of interest from interested organisations for the above service.

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| **Description:** |
| The Syrian Vulnerable Persons Resettlement Scheme is part of the UK Government’s response to this humanitarian crisis, and comes with a commitment to resettle 20,000 Syrians in the UK by 2020. The London Borough of Tower Hamlets has volunteered to be part of this scheme and is seeking expressions from interested organisations to provide integration supports service to individuals coming to Tower Hamlets. The ‘Integration Support Service’ will provide:1. Pre-arrival preparations alongside colleagues on the Tower Hamlets SVPRS ‘Steering Group’;
2. Meet and greet services for the beneficiaries at the point of disembarkation;
3. An initial, intensive assistance and orientation programme to help the beneficiaries establish their lives in the UK & Tower Hamlets;
4. 12-months of casework support utilising an appropriate casework methodology to create and independence and independence plan for ‘beneficiaries’ , including handover provision to mainstream services at the end of this period.

The ‘Integration Support Service’ will need to satisfy all of the basic requirements for casework as set out in the Home Office ‘Statement of Requirements’ and, in-line with best practice, deliver personalised and holistic support that covers the main aspects of resettlement into British life, underpinned by the principles of supporting:* Integration into British society, as well as the local community in Tower Hamlets and London at large;
* Independence and self-reliance to allow the opportunity for refugees to prosper, be healthy and happy.

The ‘Integration Support Service’ will commence from the date the council receives its first applications for resettlement (around 6 to 8 weeks prior to the reception of ‘beneficiaries’) and be in place for a period of 12-months from the arrival date of beneficiaries.As not all ‘beneficiaries’ will arrive in at once, the service must be available on a rolling basis and offer sufficient flexibility to deliver different outputs of the service simultaneously (i.e. Casework Support for beneficiaries who have already arrived and Pre-arrival planning for those that are due to arrive).  |
| **The anticipated contract start date is:** Monday, 27 February 2017 |

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| **The estimated value of the contract is:**  |  |
| Between £6,500-£7,500 per head, equating to a total contract value between £130,000 and £150,000 |

**For a period of:** The ‘Integration Support Service’ will provide each ‘beneficiary’ 1-year of support from their date of arrival, and include preparatory work with the council prior to their migration. The contract will cover the remaining period of SVPRS (through to FY 2020/21).

Organisations wishing to express their interest are requested to **register** on the London Tenders Portal ([www.londontenders.org](https://www.londontenders.org/procontract/supplier.nsf/frm_home?ReadForm)) where the tender documentation will be available for download. You may be required to complete a Pre-Qualification Questionnaire (PQQ).

Organisations must ensure that access to the system is available to their representatives dealing with the contract.  The council will not be liable for the lack of delegated access within the organisation and will not send any documentation regarding the contract, which shall be exclusively available through the portal.

Tenderers are responsible for allowing sufficient time to submit their ITT/PQQ. The Council accepts no liability whatsoever for ITT/PQQs that are not submitted due to internet connectivity issues, transmission delays or errors.

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| **Deadline for return of tenders is:** |
| Friday, 03 February 2017  |

There will be a Suppliers Information Event on Monday 23rd January, which will be held between 1330-1500hrs in room MP701at Tower Hamlets Town Hall, Mulberry Place, London, E14 2BG.

LBTH is an Equal Opportunities Employer and a supporter of Ethical Governance, our protocol can be found here along with Or via:

[http://www.towerhamlets.gov.uk/](http://www.towerhamlets.gov.uk/lgsl/801-850/828_tenders_and_contracts/guidance_to_suppliers_and.aspx)

LBTH does not undertake to invite all applicants or bind itself to accept the lowest or any Tender. LBTH will not be liable for any costs incurred in tendering for this contract.

If you require any further information please contact:

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| Procurement | at:  |