

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/005303-2025>

Tender

## **Colleague Safeguarding and support services**

OFCOM

F02: Contract notice

Notice identifier: 2025/S 000-005303

Procurement identifier (OCID): ocds-h6vhtk-04e27b

Published 17 February 2025, 10:30am

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

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

OFCOM

Riverside House, 2a Southwark Bridge Road

London

SE1 9HA

#### **Contact**

Mark Lundy

#### **Email**

[mark.lundy@ofcom.org.uk](mailto:mark.lundy@ofcom.org.uk)

#### **Telephone**

+44 2079813000

#### **Country**

United Kingdom

**Region code**

UKI - London

**Internet address(es)**

Main address

<https://ofcom.bravosolution.co.uk>

Buyer's address

<https://ofcom.bravosolution.co.uk>

**I.3) Communication**

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

<https://ofcom.bravosolution.co.uk>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://ofcom.bravosolution.co.uk>

Tenders or requests to participate must be submitted to the above-mentioned address

**I.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

Other activity

UK Communications Regulator

---

## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Colleague Safeguarding and support services

Reference number

C20242217

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

- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security

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

Services

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

Ofcom has a requirement for a package of support for colleagues working with Distressing Content and Material. The current key principles of this approach are:

1. Risk Assess the Role - Directors will assess the relevant role to understand the risk presented by the work and assign a role risk tier (high or low).
2. Understand the Individual - We recognise that what could cause distress or negatively affect people varies from person to person and that individuals have different needs when it comes to managing working with DCM safely.
  - o Where colleagues are in High Tier roles, their individual needs are assessed through an annual psychological screening and assessment with an external provider, along with any specific needs they self-identify.
  - o For Low Tier roles, individual needs are only self-identified.
3. Provide tailored support - Support will include in-role support, expert assessment and clinical support provided by our external provider as appropriate.
4. Monitor and review - Relevant roles will be monitored to understand changes in the nature of the risk that might require roles to be reassessed. We also recognise that the needs of colleagues may change over time, and the support available will be adjusted accordingly.

## Enhanced support:

Colleagues may be identified as requiring enhanced support for them to conduct their roles safely and will be offered biannual psychological screening. Examples of when a colleague may access enhanced support include:

- Our external provider (as identified through this tender process) recommends enhanced support after a psychological screening and assessment.
- The colleague identifies that they require more support to complete the work safely.
- The need for more support is identified by a line manager during a safeguarding conversation or wellbeing conversation during a 1:1
- Managers may pre-emptively request Enhanced Support an individual colleague or whole team to if a role or piece of work is felt to be very high risk This should be done with the approval of a Director.
- If a colleague notifies their managers that they are pregnant, that they have given birth, or their partner has given birth in the last 6 months.

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

Value excluding VAT: £360,000

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

This contract is divided into lots: No

## **II.2) Description**

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

NUTS codes

- UKI - London

Main site or place of performance

LONDON

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

Ofcom has a requirement for a package of support for colleagues working with Distressing Content and Material. The current key principles of this approach are:

1. Risk Assess the Role - Directors will assess the relevant role to understand the risk presented by the work and assign a role risk tier (high or low).
2. Understand the Individual - We recognise that what could cause distress or negatively affect people varies from person to person and that individuals have different needs when it comes to managing working with DCM safely.
  - o Where colleagues are in High Tier roles, their individual needs are assessed through an annual psychological screening and assessment with an external provider, along with any specific needs they self-identify.
  - o For Low Tier roles, individual needs are only self-identified.
3. Provide tailored support - Support will include in-role support, expert assessment and clinical support provided by our external provider as appropriate.
4. Monitor and review - Relevant roles will be monitored to understand changes in the nature of the risk that might require roles to be reassessed. We also recognise that the needs of colleagues may change over time, and the support available will be adjusted accordingly.

#### Enhanced support:

Colleagues may be identified as requiring enhanced support for them to conduct their roles safely and will be offered biannual psychological screening. Examples of when a colleague may access enhanced support include:

- Our external provider (as identified through this tender process) recommends enhanced support after a psychological screening and assessment.
- The colleague identifies that they require more support to complete the work safely.
- The need for more support is identified by a line manager during a safeguarding conversation or wellbeing conversation during a 1:1
- Managers may pre-emptively request Enhanced Support an individual colleague or whole team to if a role or piece of work is felt to be very high risk This should be done with the approval of a Director.
- If a colleague notifies their managers that they are pregnant, that they have given birth, or their partner has given birth in the last 6 months.

#### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

**II.2.6) Estimated value**

Value excluding VAT: £360,000

**II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

2 options to extend the contract each by 12 months at Ofcom's sole discretion

**II.2.10) Information about variants**

Variants will be accepted: No

**II.2.11) Information about options**

Options: Yes

Description of options

Two options to extend the contract at Ofcom's sole discretion each by 12 months.

**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

---

## **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: No

### **IV.2) Administrative information**

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

Date

19 March 2025

Local time

12:00pm

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

English

#### **IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 4 (from the date stated for receipt of tender)

#### **IV.2.7) Conditions for opening of tenders**

Date

19 March 2025

Local time

12:00pm

Place

<https://ofcom.bravosolution.co.uk>

---

### **Section VI. Complementary information**

#### **VI.1) Information about recurrence**

This is a recurrent procurement: No

#### **VI.4) Procedures for review**

##### **VI.4.1) Review body**

High Court of Justice of England and Wales

The Strand

London

WC1 2LL

Telephone

+44 2079476000

Country

United Kingdom

Internet address

<https://www.bing.com/search?q=www.find-court-tribunal.service.gov.uk&form=IPRV10>



