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Planning

FWK4004 - Independent Complaints and Grievance Scheme (ICGS) Independent Investigators

Corporate Officer of the House of Commons

Corporate Officer of the House of Lords

UK3: Planned procurement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-005447

Procurement identifier (OCID): ocds-h6vhtk-060b7c

Published 21 January 2026, 3:55pm

Scope

Reference

FWK4004

Description

The Independent Complaints and Grievance Scheme (ICGS) assesses cases of bullying, harassment and sexual misconduct across the Houses of Parliament. The ICGS are seeking Independent Investigators to join a framework of suppliers who will be assigned to assess cases of misconduct. The investigators will be tasked with assessing a complaint and coming to a recommendation as to whether, on the balance of probabilities, the alleged behaviour occurred and if this constitutes a breach of either the Bullying and Harassment policy or the Sexual Misconduct policy.

Commercial tool

Establishes an open framework

A series of frameworks with substantially the same terms. Awarded suppliers are carried over and new suppliers can bid.

Total value (estimated)

- £2,584,000 excluding VAT
- £3,100,800 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 October 2026 to 30 September 2034
- 8 years

Main procurement category

Services

CPV classifications

- 79720000 - Investigation services

Contract locations

- UK - United Kingdom

Lot constraints

Maximum number of lots a supplier can bid for: 2

Maximum number of lots a supplier can be awarded: 2

Lot 1. Bullying and Harassment Investigations

Description

- Focus: Cases involving workplace bullying or harassment.
- Supplier Profile: HR professionals, employment law specialists, or investigators with experience in workplace culture and grievance handling.
- Rationale: These cases often involve complex interpersonal dynamics and employment structures.

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 2. Sexual Misconduct (and bullying/harassment) Investigations

Description

- Focus: Allegations of sexual harassment or misconduct.
- Supplier Profile: Investigators with safeguarding experience, trauma-informed training, and familiarity with specialist interview techniques.
- Rationale: These cases require specialist handling, confidentiality, and psychological awareness.

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 3. Informal Resolution Specialists

Description

- Focus: Mediation, facilitated conversations, and behavioural agreements.
- Supplier Profile: Accredited mediators or conflict resolution professionals.
- Rationale: Not all cases proceed to full investigation; informal resolution requires a distinct skill set.

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Framework

Open framework scheme end date (estimated)

30 September 2034

Maximum number of suppliers

20

Framework operation description

It is currently estimated that the framework will re-open in years 2, 4, and 6.

Award method when using the framework

With competition

Contracting authorities that may use the framework

Establishing party only

Participation

This procurement is reserved for

Supported employment providers

Particular suitability

Lot 1. Bullying and Harassment Investigations

Lot 2. Sexual Misconduct (and bullying/harassment) Investigations

Lot 3. Informal Resolution Specialists

Small and medium-sized enterprises (SME)

Submission

Publication date of tender notice (estimated)

23 February 2026

Enquiry deadline

20 March 2026, 12:00pm

Submission type

Requests to participate

Deadline for requests to participate

20 March 2026, 12:00pm

Submission address and any special instructions

The Tender Notice will be published via Contracts Finder and Find a Tender Service. Tender documents will be available for download via the Atamis portal, linked below.

Suppliers wishing to participate should register on the Atamis portal in advance of the publication date.

Any registration issues should be directed towards Atamis support.

<https://atamis-ukparliament.my.site.com/s>Welcome>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

1 June 2026

Procedure

Procedure type

Competitive flexible procedure

Competitive flexible procedure description

The contracting authority intends to establish an internal framework of independent ICGS investigators using the Competitive Flexible Procedure under the Procurement Act 2023.

The procurement will be conducted using a two-stage process. Following publication of the tender documents, Stage 1 will involve an assessment of bidders' responses to mandatory conditions of participation questions. These responses will be evaluated in

order to shortlist bidders with the most relevant experience and capability to deliver independent investigation services.

The highest scoring bidders from Stage 1 will be invited to progress to Stage 2. At Stage 2, these shortlisted bidders will be required to submit a full tender application.

The Stage 2 evaluation will assess bidders' responses to quality questions relevant to the provision of investigation services, and may also include practical assessment exercises designed to test applied investigative skills. Shortlisted bidders may also be invited to attend an interview with a panel of ICGS staff, which will form part of the quality assessment.

The authority reserves the right to refine the structure, stages, and evaluation approach of the procurement prior to publication of the Tender Notice. Full details of the procurement process, evaluation criteria, scoring methodology, and weightings will be set out in the Tender documents.

Reduced tendering period

Yes

Qualifying planned procurement notice - minimum 10 days

Contracting authorities

Corporate Officer of the House of Commons

- Public Procurement Organisation Number: PQCD-6982-LPZW

Parliament Square

LONDON

SW1A 0AA

United Kingdom

Email: pcd@parliament.uk

Website: <https://www.parliament.uk/>

Region: UKI32 - Westminster

Organisation type: Public authority - central government

Corporate Officer of the House of Lords

- Public Procurement Organisation Number: PRMR-5585-NTMY

Parliament Square

LONDON

SW1A 0AA

United Kingdom

Contact name: Parliamentary Commercial Department

Email: pcd@parliament.uk

Website: <https://www.parliament.uk/>

Region: UKI32 - Westminster

Organisation type: Public authority - central government

Contact organisation

Contact Corporate Officer of the House of Commons for any enquiries.