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Planning

Scotland's Domestic Abuse and Forced Marriage Helpline

Scottish Government

F01: Prior information notice

Prior information only

Notice identifier: 2024/S 000-006809

Procurement identifier (OCID): ocids-h6vhtk-044512

Published 4 March 2024, 11:23am

Section I: Contracting authority

I.1) Name and addresses

Scottish Government

Victoria Quay

Edinburgh

EH6 6QQ

Contact

Freya Boyes

Email

freya.boyes@gov.scot

Telephone

+44 1412420133

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.3) Communication

Additional information can be obtained from the above-mentioned address

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's Domestic Abuse and Forced Marriage Helpline

II.1.2) Main CPV code

- 79512000 - Call centre

II.1.3) Type of contract

Services

II.1.4) Short description

The Scottish Government, on behalf of the Scottish Ministers has a requirement for the operation and management of Scotland's Domestic Abuse and Forced Marriage Helpline. The helpline will operate 24 hours a day, 7 days a week over 365 days a year, providing high quality information and support to those experiencing domestic abuse and forced marriage, and to those contacting the service on their behalf.

The main objectives of the service are to:

- Provide free, 24 hour, 365 days a year, specialist domestic abuse and forced marriage support service;
- Provide specialist advice and signposting in relation to domestic abuse and forced marriage;
- Be accessible to anyone who needs the service;

Provide confidentiality and anonymity to anyone using the service.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

II.2.4) Description of the procurement

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Provide confidentiality and anonymity to anyone using the service.

II.2.14) Additional information

The contract is anticipated to run for a period of 2 years with the option to extend for 3 years, at the sole discretion of Scottish Ministers.

II.3) Estimated date of publication of contract notice

19 March 2024

Section IV. Procedure

IV.1) Description

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

Section VI. Complementary information

VI.3) Additional information

NOTE: To register your interest in this notice and obtain any additional information please visit the Public Contracts Scotland Web Site at

[https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=759790.](https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=759790)

(SC Ref:759790)