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Planning

GSV2667 - ICGS Helpline Procurement

The Corporate Officer of the House of Commons and the Corporate Officer of the House of Lords

F01: Prior information notice

Prior information only

Notice identifier: 2024/S 000-007483

Procurement identifier (OCID): ocds-h6vhtk-0446c1

Published 8 March 2024, 11:49am

Section I: Contracting authority

I.1) Name and addresses

The Corporate Officer of the House of Commons and the Corporate Officer of the House of Lords

London

SW1A OAA

Contact

Paul Younger

Email

youngerpb@parliament.uk

Country

United Kingdom

NUTS code

UKI32 - Westminster

Internet address(es)

Main address

<https://in-tendhost.co.uk/parliamentuk.aspx/Home>

Buyer's address

<https://in-tendhost.co.uk/parliamentuk.aspx/Home>

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

GSV2667 - ICGS Helpline Procurement

Reference number

GSV2667

II.1.2) Main CPV code

- 72253000 - Helpdesk and support services

II.1.3) Type of contract

Services

II.1.4) Short description

This is a Prior Information Notice, please express your interest if you intend to tender for this opportunity. Suppliers who express their interest in this forthcoming requirement will be informed when the Pre Qualification Questionnaire / Tender Document is available. Please contact Paul Younger (youngerpb@parliament.uk) to express your interest for this opportunity no later than 12 noon on Monday 25th March 2024.

II.1.5) Estimated total value

Value excluding VAT: £480,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKI32 - Westminster

II.2.4) Description of the procurement

The Independent Complaints and Grievance Scheme (ICGS) was established in 2018 as Parliament's independent mechanism for investigating complaints of bullying, harassment, and sexual misconduct. It is open to all current and former members of the parliamentary community as well as visitors to the parliamentary estate in Westminster. For context, the ICGS service currently supports circa 10,000 staff including MPs, Peers and their staff as well as administrative staff across the House of Lords and House of Commons. This figure does not include visitors to the estate or contractors. An external supplier has been delivering a remote independent helpline to support those seeking advice on bullying and harassment and sexual misconduct issues since July 2020 and this notice invites organisations to express their interest in being considered for the new procurement competition. Those who express an interest will be requested to sign a non-disclosure agreement in order to be invited to a presentation to find out more about the contract. The Authority plans to publish the Contract Notice on Find a Tender in April 2024. Following consultation with stakeholders on the effectiveness of the current helpline in late 2023/early 2024 it has been decided to adopt a hybrid approach for the new contract which is currently being expanded on and will be detailed in the service specification. Stakeholders were asked to give their preference on 3 options as follows: i) a helpline which maintains total external independence, but with updated requirements on quality assurance and information sharing ii) moving all services in-house to be delivered by parliamentary staff iii) a hybrid model with some services being delivered externally and others being delivered collaboratively by an external supplier and in-house staff. There remains a strong desire for an externally delivered helpline acknowledging that it is a challenge for any external supplier to develop strong knowledge of the operational side of parliament. As a result of the consultation, the decision has been made to pursue option iii) a hybrid approach. The successful supplier will be expected to deliver bespoke services to support the ICGS including a dedicated helpline service with both telephone and email options for callers inquiring about bullying and harassment and sexual misconduct, as well as offering emotional support, where required. The service must take formal complaints from service users and forward them to the ICGS team for investigation. Additional personal support provided by Independent Sexual Violence Advocates (ISVA) must be available for any service user experiencing sexual misconduct. The service will be required from Monday to Friday 9.00am-6.00pm, excluding Bank Holidays, with an out of hours answerphone service with an expected response to calls which will be detailed in the specification. The contract will be for an initial term of two years with two optional one year extensions (2+1+1 maximum term of four years) and the projected cumulative expenditure is circa £480,000 assuming a contract of four years is taken up. Please contact Paul Younger (youngerpb@parliament.uk) to express your interest for this opportunity no later than 12noon on Monday 25th March 2024.

II.3) Estimated date of publication of contract notice

7 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: No