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Tender

Scotland's Domestic Abuse and Forced Marriage Helpline

Scottish Government

F02: Contract notice

Notice identifier: 2024/S 000-011082

Procurement identifier (OCID): ocds-h6vhtk-044512

Published 5 April 2024, 11:24am

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

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

<https://www.publictendersscotland.publiccontractsscotland.gov.uk/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.publictendersscotland.publiccontractsscotland.gov.uk/>

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

Reference number

CASE/662300

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

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.

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II.2.5) Award criteria

Quality criterion - Name: Service Delivery / Weighting: 30

Quality criterion - Name: Staffing, Knowledge and Expertise / Weighting: 25

Quality criterion - Name: Equality & Diversity / Weighting: 10

Quality criterion - Name: Quality of Service / Weighting: 15

Quality criterion - Name: Cyber Security / Weighting: 5

Quality criterion - Name: Fair Work First / Weighting: 5

Quality criterion - Name: Sustainable Procurement / Weighting: 5

Quality criterion - Name: Business Continuity and Disaster Recovery (BCDR)) / Weighting: 5

Price - Weighting: 30

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

Start date

3 June 2024

End date

31 March 2026

This contract is subject to renewal

Yes

Description of renewals

The contract may be extended, at the sole discretion of Scottish Ministers by three twelve-month periods, to a date falling no later than 31 March 2029.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

The contract may be extended, at the sole discretion of Scottish Ministers by three twelve-month periods, to a date falling no later than 31 March 2029.

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

Economic operators may be excluded from this competition if they are in any of the situations referred to in regulation 58 of the Public Contracts (Scotland) Regulations 2015.

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

List and brief description of selection criteria

Financial Ratios - Bidders must demonstrate a Current Ratio of 1.0 or more.

The current ratio shall be calculated as current assets/current liabilities and shall be based on the previous financial year.

Minimum level(s) of standards possibly required

- Public Liability Insurance (In the sum not less) - 5,000,000 GBP;
- Professional Indemnity Insurance (In the sum not less) - 2,000,000 GBP;
- Employer's Liability Insurance - employer's liability insurance in accordance with any legal obligation for the time being in force.

Such insurance must be maintained for the duration of the Contract and for a minimum of 5 years following the expiry or termination of the Contract.

III.1.3) Technical and professional ability

List and brief description of selection criteria

- Supply Chain Management/Tracking Systems Used
- Environmental Management Measures

Minimum level(s) of standards possibly required

- If bidders intend to use a supply chain to deliver the requirements detailed in the Contract

Notice, they should confirm they have (or have access to) the relevant supply chain management and tracking systems to ensure a resilient and sustainable supply chain. This will include confirmation that they have the systems in place to pay subcontractors through the supply chain promptly and effectively, and provide evidence when requested of:

a) their standard payment terms

b) ≥95% of all supply chain invoices being paid on time (in accordance with the terms of contract) in the last financial year.

If the bidder is unable to confirm (b) they must provide an improvement plan, signed by their Director, which improves the payment performance.

Bidders will be required to provide evidence that their organisation has taken steps to build their awareness of the climate change emergency and how they will respond. Accepted evidence includes but is not limited to:

- a completed copy of the Bidder 'relevant contract' Climate Change Plan Template, including planned projects and actions to reduce the bidder's carbon emissions. This does not need to contain calculated carbon emissions.

III.2) Conditions related to the contract

III.2.3) Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

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: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-006809](#)

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

Date

7 May 2024

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: 6 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

7 May 2024

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

Question Scoring Methodology for Award Criteria outlined in invitation to tender

0 Unacceptable. Nil or inadequate response. Fails to demonstrate an ability to meet the requirement.

1 Poor. Response is partially relevant but generally poor. The response addresses some elements of the requirement but contains insufficient/limited detail or explanation to demonstrate how the requirement will be fulfilled.

2 Acceptable. Response is relevant and acceptable. The response addresses a broad understanding of the requirement but may lack details on how the requirement will be fulfilled in certain areas.

3 Good. Response is relevant and good. The response is sufficiently detailed to demonstrate a good understanding and provides details on how the requirements will be fulfilled.

4 Excellent. Response is completely relevant and excellent overall.

Please note there are minimum requirements concerning Cyber Security for this contract.

Tenderers are also asked to confirm:

that they will pay staff that are involved in the delivery of services under the contract, at least the real Living Wage.

they will meet standards on payment of subcontractors

Tenderers who do not pass these questions will not be subject to Commercial Analysis. As a result the tender will not be considered further.

Bidders must complete the SPD (Scotland) to demonstrate adherence to the Exclusion and Selection Criteria for this procurement.

If there are named subcontractors/technicians upon which the bidder will rely to meet the selection criteria, these named parties must complete and reattach the SPD Supplier Response Form attached to SPD.

The buyer is using PCS-Tender to conduct this ITT exercise. The Project code is 26269. For more information see:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2343>

(SC Ref:762971)

VI.4) Procedures for review

VI.4.1) Review body

Edinburgh Sheriff Court

Sheriff Court House, 27 Chambers Street

Edinburgh

EH1 1LB

Country

United Kingdom