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Not applicable

## **Scotland's Domestic Abuse and Forced Marriage Helpline**

Scottish Government

F14: Notice for changes or additional information

Notice identifier: 2024/S 000-011318

Procurement identifier (OCID): ocds-h6vhtk-044512

Published 8 April 2024, 4:07pm

### **Section I: Contracting authority/entity**

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

Scottish Government

Victoria Quay

Edinburgh

EH6 6QQ

#### **Contact**

Freya Boyes

#### **Email**

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#### **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](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA10482)

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## **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.

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## **Section VI. Complementary information**

### **VI.6) Original notice reference**

Notice number: [2024/S 000-011168](#)

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## **Section VII. Changes**

### **VII.1) Information to be changed or added**

### **VII.2) Other additional information**

PCS-Tender

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>