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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

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Section I: Contracting authority/entity

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=AA1048
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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.

Section VI. Complementary information

VI.6) Original notice reference

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

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>