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Tender

## **GSV2667 - ICGS Helpline Support Services**

Corporate Officers of the House of Lords and House of Commons

F02: Contract notice

Notice identifier: 2024/S 000-011834

Procurement identifier (OCID): ocds-h6vhtk-045185

Published 11 April 2024, 3:57pm

### **Section I: Contracting authority**

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

Corporate Officers of the House of Lords and House of Commons

Parliament Square

LONDON

SW1A 0AA

#### **Contact**

Vix Gladwin

#### **Email**

[pcd@parliament.uk](mailto:pcd@parliament.uk)

#### **Country**

United Kingdom

#### **Region code**

UKI32 - Westminster

**National registration number**

210715608

**Internet address(es)**

Main address

<https://www.parliament.uk/>

Buyer's address

<https://www.parliament.uk/>

**I.3) Communication**

Access to the procurement documents is restricted. Further information can be obtained at

<https://atamis-ukparliament.my.site.com/s/Welcome>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://atamis-ukparliament.my.site.com/s/Welcome>

Tenders or requests to participate must be submitted to 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

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

GSV2667 - ICGS Helpline Support Services

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**

The Authority are seeking a single supplier to provide telephone and email telephone support services to investigate complaints of bullying, harassment, and sexual misconduct.

#### **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

Main site or place of performance

Palace of 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. Before being issued with the tender documents interested parties must sign a Non Disclosure Agreement (NDA). The ITT will be issued on Friday 19th April around 2.00pm. Any party who has already signed and returned an NDA following the Prior Information Notice already published does not need to sign another NDA. Please contact Paul Younger to receive the NDA by email at – [youngerpb@parliament.uk](mailto:youngerpb@parliament.uk) or alternatively contact [pcd@parliament.uk](mailto:pcd@parliament.uk).

### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

### **II.2.6) Estimated value**

Value excluding VAT: £480,000

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

Duration in months

48

This contract is subject to renewal

No

### **II.2.10) Information about variants**

Variants will be accepted: No

### **II.2.11) Information about options**

Options: No

### **II.2.13) Information about European Union Funds**

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

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## **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: No

## **IV.2) Administrative information**

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

Date

18 April 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

20 May 2024

Local time

12:00pm

Place

Palace of Westminster

Information about authorised persons and opening procedure

PCD

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Corporate Officers of the House of Lords and House of Commons

Parliament Square

LONDON

SW1A 0AA

Email

[PCD@Parliament.uk](mailto:PCD@Parliament.uk)

Country

United Kingdom

Internet address

<https://www.parliament.uk/>

#### **VI.4.2) Body responsible for mediation procedures**

Corporate Officers of the House of Lords and House of Commons

Parliament Square

LONDON

SW1A 0AA

Email

[PCD@Parliament.uk](mailto:PCD@Parliament.uk)

Country

United Kingdom

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