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Contract

Scotland's Domestic Abuse and Forced Marriage Helpline

Scottish Government

F03: Contract award notice

Notice identifier: 2024/S 000-025141

Procurement identifier (OCID): ocds-h6vhtk-044512

Published 9 August 2024, 8:41am

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.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.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £3,318,833.71

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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- Be accessible to anyone who needs the service;

Provide confidentiality and anonymity to anyone using the service.

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.2.11) 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 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 000-011168](#)

Section V. Award of contract

Contract No

CASE 662300

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

10 July 2024

V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 2

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 2

Number of tenders received by electronic means: 2

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Scottish Women's Aid

132 Rose St

Edinburgh

EH2 3JD

Telephone

+44 7453317723

Country

United Kingdom

NUTS code

- UKM - Scotland

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £3,318,833.71

V.2.5) Information about subcontracting

The contract is likely to be subcontracted

Value or proportion likely to be subcontracted to third parties

Proportion: 1 %

Section VI. Complementary information

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 therequirement.

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.

(SC Ref:774770)

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