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Tender

Provision of a Fitness to Practise Emotional Support Line

Social Work England

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-052423

Procurement identifier (OCID): ocds-h6vhtk-0582ad ([view related notices](#))

Published 29 August 2025, 12:30pm

Scope

Reference

SWE10530

Description

Social Work England is looking to Contract with an external Service Bidder who can support us to deliver against our objectives and achieve our ambitions by delivering an emotional support telephone line to those affected by Fitness to Practise proceedings.

We require an emotional support telephone line for social workers, witnesses and complainants (those that raise Fitness to Practise concerns) and those affected by the Fitness to Practise process, that they can access by phone, and other methods, such as email or live chat/web chat 24 hours a day, 365 days a year.

While the service will be open to all involved in Fitness to Practise and their family members, and some may need to use the service once or regularly, the provider will ensure that usage is appropriate and managed in a way that ensures callers don't develop a dependency upon the service and contact ends at an appropriate stage (for example 3 months after the Fitness to Practise matter has concluded).

Total value (estimated)

- £333,333.33 excluding VAT
- £405,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 13 April 2026 to 12 April 2029
- Possible extension to 12 April 2031
- 5 years

Description of possible extension:

This contract allows for two extensions of one year each. This contract is considered a 3+1+1 contract.

Main procurement category

Services

CPV classifications

- 85312300 - Guidance and counselling services
- 85312310 - Guidance services

Contract locations

- UKE3 - South Yorkshire

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

3 October 2025, 12:30pm

Submission type

Requests to participate

Deadline for requests to participate

15 October 2025, 12:30pm

Submission address and any special instructions

Further instructions are available via the In-tend e-portal.

<https://in-tendhost.co.uk/socialworkengland>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

9 February 2026

Award criteria

Name	Type	Weighting
Quality	Quality	55%
Price	Price	40%
Interview	Quality	5%

Other information

Applicable trade agreements

- Government Procurement Agreement (GPA)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Competitive flexible procedure description

Stage 1: Conditions of Participation

- Stage 1 involves assessing suppliers against minimum eligibility and compliance requirements. This includes checks on:
 - Legal status
 - Financial standing
 - Technical capability
 - Exclusion grounds
- Suppliers who meet the conditions of participation will be shortlisted and invited to Stage 2.

Stage 2: Invitation to Tender

- Shortlisted suppliers from Stage 1 will be invited to submit a detailed written tender and pricing proposal.
- Submissions will be evaluated based on the criteria and weightings outlined below in Section 14.3.
- Each submission will be scored on both quality and price, with a maximum of 95% of the total available marks allocated at this stage
 - Up to 55% for quality.

- o Up to 40% for price.

Following the evaluation of Stage 2:

- The top three scoring suppliers (based on the combined quality and price scores) will be provisionally shortlisted.
- If either the second or third highest-scoring suppliers are within five percentage points of the highest-scoring supplier, an interview stage (Stage 3) will be conducted for those suppliers.
- If no supplier falls within five percentage points of the highest-scoring bidder, Stage 3 will not be conducted, and final scores from Stage 2 (out of 95%) will determine the successful bidder.

Stage 3: Interview Stage

- The interview stage consists of a MS Teams interview with Social Work England.
- o Further details may be found in Section 14.4.
- Submissions will be evaluated in line with Section 14.3.
- The interview will be evaluated separately and will account for 5% of the total available marks.
- o Scores from Stage 2 (both quality and price) will be carried forward, and the interview score will be added to produce a final total score out of 100%.

Justification for not publishing a preliminary market engagement notice

Prior notice and market engagement has occurred. Please see supporting documents for further information.

Documents

Documents to be provided after the tender notice

Documents may be found via Social Work England's In-Tend e-portal. <https://intendhost.co.uk/socialworkengland>

Contracting authority

Social Work England

- Public Procurement Organisation Number: PXYZ-1666-HXBQ

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Sheffield

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United Kingdom

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Organisation type: Public authority - central government