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Tender

Witness Service (2023 - 2027)

Ministry of Justice

F02: Contract notice

Notice identifier: 2022/S 000-003498

Procurement identifier (OCID): ocds-h6vhtk-031445

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Section I: Contracting authority

I.1) Name and addresses

Ministry of Justice

102 Petty France

London

SW1H 9AJ

Email

Shirley.Assimeng@justice.gov.uk

Telephone

+44 02033343555

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<https://ministryofjusticecommercial.bravosolution.co.uk/web/login.html>

I.3) Communication

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

<https://ministryofjusticecommercial.bravosolution.co.uk/web/login.html>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://ministryofjusticecommercial.bravosolution.co.uk/web/login.html>

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

Social protection

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Witness Service (2023 - 2027)

II.1.2) Main CPV code

- 75230000 - Justice services

II.1.3) Type of contract

Services

II.1.4) Short description

This notice launches the competition for the provision of the Witness Service contract (2023 - 2027).

The Witness Service offers a basic level of support to all witnesses, including:

Providing information to witnesses about their rights and the process of giving evidence.

Greeting witnesses on the day of trial, acting as a generally supportive presence and supporting HMTCS staff escorting witnesses through court buildings (including the use of special entrances for witnesses) and relaying messages from the court room.

The service also offers witnesses a visit to the court building before their trial so they can familiarise themselves with the environment.

Outreach support' is additionally offered for vulnerable and intimidated witnesses (VIW). This comprises initial meetings away from the court environment to help prepare them and manage their expectations about the process.

II.1.5) Estimated total value

Value excluding VAT: £47,800,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The Witness Service is an existing service which will be recommissioned. The Witness Service has operated in all Criminal Courts in England and Wales since 2003, with a combination of volunteers and paid staff providing emotional and practical support to prosecution and defence witnesses to enable them to give their best evidence.

The future service will be materially similar to the current model. However, we will also examine options for future improvement through effective engagement with the market.

The Ministry of Justice is seeking a provider to provide support guided by the following principles, reflecting our vision for the service:

To continue to deliver a service for witnesses attending court - building on the existing model for support and the significant benefits it provides to witnesses.

To provide the service flexibility to better respond to new challenges, including pandemic-like scenarios, future use of Nightingale courts, Extended Operating Hours and support witnesses in giving remote and pre-recorded evidence.

To improve the service at a detailed level, learning lessons from victim policy in recent years. This will include working to create a more trauma-informed approach, improving the accessibility of the service and improving partnership working with victim advocates.

To create opportunities within the service design to test ambitious options for future improvement of the service, including through digital support.

The anticipated quantity or scope is an estimate of the potential value of the contract and does not in any way guarantee any level of expenditure. The estimated cost range is real in 2022, does not account for inflation. All values should be considered as indicative only.

II.2.5) Award criteria

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

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

Start date

1 April 2023

End date

31 March 2027

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

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

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

Date

18 March 2022

Local time

12:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.7) Conditions for opening of tenders

Date

7 February 2022

Local time

12:00am

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

The services being awarded are listed within Schedule 3 of the Public Contracts Regulations 2015 (PCR) and so pursuant to regulation 74 will be subject to the light regime under which the Authority is not obliged to comply with the full requirements of the PCR. The Authority will conduct an Open procedure and will comply with its obligations of equal treatment, transparency, non-discrimination and proportionality at all times during the procurement.

2. QUALITATIVE ASSESSMENT:

Details of the objective criteria for selecting a winning bidder will be set out in the procurement documents.

3. ECONOMIC AND FINANCIAL ASSESSMENT

Details of the Authority's approach to Economic and Financial assessment will be set out in the procurement documents.

4 AWARD CRITERIA:

The award criteria will be based on the Most Economically Advantageous Tender (MEAT), evaluated on a Price per Quality Point (PQP) basis. Variant bids will not be permitted

5.REGISTRATION:

The Authority will be performing events through its e-Sourcing Portal known as Jaggaer. The e-Sourcing Portal is an online application that allows all potential suppliers to create and submit their responses to any SQ and tenders via the internet.

Bidders Instructions to express an interest in this tender

1). Login to the Portal with the username/password.

2) Click the 'PQQs / ITTs Open To All Suppliers' link. (These are pre-qualification questionnaires or invitations to tender open to any registered supplier).

3) Click on the relevant SQ/ ITT to access the content using the following:

Project Code - prj_7250

ITT Code - ITT_5936

4). Click the Express Interest button at the top of the page. This will move the ITT into your My ITTs page. This is a secure area reserved for your projects only.

5) You can now access any attachments by clicking Buyer Attachments in the ITT Details box. Instructions on how to submit a tender will be provided.

VI.4) Procedures for review

VI.4.1) Review body

Ministry of Justice

London

Country

United Kingdom