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Award

DoJ - Providing and Managing a 24 Hour Domestic and Sexual Abuse Helpline

The Department of Justice

The Department of Health

The Department for Communities

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-003531

Procurement identifier (OCID): ocds-h6vhtk-05dc8f ([view related notices](#))

Published 15 January 2026, 2:17pm

Scope

Reference

6132221

Description

The Department of Justice, Department of Health and Department for Communities are committed to supporting individuals impacted by domestic and sexual abuse across Northern Ireland. As part of this commitment, the departments are initiating a procurement process for a 24-hour Domestic and Sexual Abuse (DSA) Helpline, recognising its critical role in providing immediate, confidential, and trauma-informed assistance to those in need. The Buyers are seeking to appoint a Supplier to provide and manage a 24-Hour Domestic and Sexual Abuse Helpline in Northern Ireland, 365 days a year. The service will primarily be a telephone service (using a free phone number).

However, it is a requirement that other communication channels, including email and

webchat, must be incorporated and that an equal level of service will be offered to those choosing to access the Helpline through these mediums. The contract is for an initial period of 3 years, followed by two optional extension periods of 2 years each. Suppliers should refer to the specification for full detail of the requirements.

Contract 1

Supplier

- [Withheld Section94 Supplier](#)

Contract value

- £3,212,000 excluding VAT
- £3,854,400 including VAT

Above the relevant threshold

Award decision date

15 January 2026

Date assessment summaries were sent to tenderers

15 January 2026

Standstill period

- End: 27 January 2026
- 9 working days

Earliest date the contract will be signed

28 January 2026

Contract dates (estimated)

- 1 April 2026 to 31 March 2029
- Possible extension to 31 March 2033
- 7 years

Description of possible extension:

The Contract is for an initial duration of three years. There is potential for two additional extensions of two years each.

Main procurement category

Services

CPV classifications

- 98000000 - Other community, social and personal services
- 85000000 - Health and social work services
- 85312300 - Guidance and counselling services

- 85312310 - Guidance services
- 98110000 - Services furnished by business, professional and specialist organisations
- 98111000 - Services furnished by business organisations
- 98112000 - Services furnished by professional organisations
- 79512000 - Call centre
- 64222000 - Teleworking services
- 72590000 - Computer-related professional services
- 79510000 - Telephone-answering services

Contract locations

- UKN - Northern Ireland

Information about tenders

- 3 tenders received
- 3 tenders assessed in the final stage:
 - 3 submitted by small and medium-sized enterprises (SME)
 - 3 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts
- 2 suppliers unsuccessful (details included for contracts over £5 million)

Procedure

Procedure type

Open procedure

Special regime

Light touch

Supplier

Withheld Section94 Supplier

- Public Procurement Organisation Number: PBXY-3232-WNHZ

Withheld address line 1

Withheld Town

BT3 9ED

United Kingdom

Email: withheldemail@noreply.com

Region: UKN06 - Belfast

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): Yes

Supported employment provider: No

Public service mutual: No

Contract 1

Contracting authorities

The Department of Justice

- Public Procurement Organisation Number: PNYR-2253-MGXT

Knockview Buildings, Stormont Estate

Belfast

BT4 3SG

United Kingdom

Email: Justice.CPD@finance-ni.gov.uk

Region: UKN06 - Belfast

Organisation type: Public authority - central government

Devolved regulations that apply: Northern Ireland

The Department of Health

- Public Procurement Organisation Number: PMMR-4168-NYRN

Castle Buildings, Stormont Estate

Belfast

BT4 3SL

United Kingdom

Email: Justice.CPD@finance-ni.gov.uk

Region: UKN06 - Belfast

Organisation type: Public authority - central government

Devolved regulations that apply: Northern Ireland

The Department for Communities

- Public Procurement Organisation Number: PXMQ-4585-LJVM

Causeway Exchange, 1-7 Bedford Street

Belfast

BT2 7EG

United Kingdom

Email: Justice.CPD@finance-ni.gov.uk

Region: UKN06 - Belfast

Organisation type: Public authority - central government

Devolved regulations that apply: Northern Ireland

Other organisation

These organisations are carrying out the procurement, or part of it, on behalf of the contracting authorities.

CPD - Supplies & Services Division

Summary of their role in this procurement: Construction and Procurement Delivery - Supplies and Services Division, is a Centre of Procurement Expertise and provides a central procurement function for central government in Northern Ireland.

- Public Procurement Organisation Number: PVWG-8426-YWXV

Clare House, 303 Airport Road West

Belfast

BT3 9ED

United Kingdom

Email: Justice.CPD@finance-ni.gov.uk

Region: UKN06 - Belfast

Contact organisation

Contact [CPD - Supplies & Services Division](#) for any enquiries.