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Contract

5679 Provision of a Victim Gateway Service

Police, Fire and Crime Commissioner for Staffordshire

F03: Contract award notice

Notice identifier: 2025/S 000-006111

Procurement identifier (OCID): ocds-h6vhtk-047a4b

Published 20 February 2025, 11:15am

Section I: Contracting authority

I.1) Name and addresses

Police, Fire and Crime Commissioner for Staffordshire

Staffordshire Police Headquarters

Stafford

ST18 0YY

Contact

Sarah Willacy

Email

sarah.willacy@staffordshire.police.uk

Telephone

+44 7816268899

Country

United Kingdom

NUTS code

UKG2 - Shropshire and Staffordshire

Internet address(es)

Main address

<https://www.staffordshire-pfcc.gov.uk>

Buyer's address

<https://sell2.in-tend.co.uk/blpd/publictenders>

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Public order and safety

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

5679 Provision of a Victim Gateway Service

Reference number

5679

II.1.2) Main CPV code

- 98000000 - Other community, social and personal services

II.1.3) Type of contract

Services

II.1.4) Short description

The Staffordshire Commissioner for Police, Fire and Rescue and Crime (The Commissioner) has commissioned a free, effective, tailored, Staffordshire Victim Gateway Service to be delivered across Staffordshire and Stoke-on-Trent, which will help victims cope and recover from the impact of crime and live fulfilling, independent lives, regardless of whether the crime has been reported to the police or not. The service will comprise of the following elements:

- A gateway service or "front door" into support services for victims;
- A cope and recover support service for victims;
- Awareness raising for professionals and the community;
- Response to Major Incidents of Crime.

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: £3,015,000

II.2) Description

II.2.2) Additional CPV code(s)

- 98000000 - Other community, social and personal services

II.2.3) Place of performance

NUTS codes

- UKG2 - Shropshire and Staffordshire

II.2.4) Description of the procurement

The Staffordshire Commissioner for Police, Fire and Rescue and Crime (The Commissioner) has commissioned a free, effective, tailored, Staffordshire Victim Gateway Service to be delivered across Staffordshire and Stoke-on-Trent, which will help victims cope and recover from the impact of crime and live fulfilling, independent lives, regardless of whether the crime has been reported to the police or not. The service will comprise of the following elements:

- A gateway service or "front door" into support services for victims;
- A cope and recover support service for victims;
- Awareness raising for professionals and the community;
- Response to Major Incidents of Crime.

II.2.5) Award criteria

Price

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 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 000-027969](#)

Section V. Award of contract

Contract No

5679

Title

Provision of a Victim Gateway Service

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

16 January 2025

V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 3

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

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 3

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

V.2.3) Name and address of the contractor

Victim Support

Building 3, Eastern Business Park, Wern Fawr Lane, Old St Mellons

Cardiff

CF3 5EA

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Initial estimated total value of the contract/lot: £3,000,000

Total value of the contract/lot: £2,981,204

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

The High Court, The Royal Courts of Justice, The Strand

London

Country

United Kingdom