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Tender

MOPAC: Hate Crime Victims Service

Mayor's Office for Policing and Crime (MOPAC)

F21: Social and other specific services – public contracts

Contract notice

Notice identifier: 2025/S 000-006375

Procurement identifier (OCID): ocids-h6vhtk-04a576

Published 20 February 2025, 4:06pm

Section I: Contracting authority

I.1) Name and addresses

Mayor's Office for Policing and Crime (MOPAC)

169 Union Street

London

SE1 0LL

Email

MOPACProcurement@mopac.london.gov.uk

Telephone

+44 7777777777

Country

United Kingdom

Region code

UKI - London

Internet address(es)

Main address

<https://www.london.gov.uk/programmes-strategies/mayors-office-policing-and-crime-mopac>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://www.delta-esourcing.com/tenders/UK-UK-London:-Health-and-social-work-services./2G6HE3266B>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted to the above-mentioned address

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

Public order and safety

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

MOPAC: Hate Crime Victims Service

Reference number

MOPAC 1076

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

The procurement for the provision of a comprehensive pan-London support service for victims of hate crime in London. The procurement is being conducted under the Light Touch Regime and will broadly follow the process for an Open Procedure. The initial contract period is for 40 months, the first 4 months of which are reserved for mobilisation. There will be one option to extend up to two years, this will be at the discretion of the Contracting Authority. The initial 3 year contract has a budget of up to £672,300 per year. The potential maximum budget available for the contract is £3,697,650, including all extension options.

II.1.5) Estimated total value

Value excluding VAT: £3,697,650

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKI - London

Main site or place of performance

LONDON

II.2.4) Description of the procurement

This contract is for the provision of a comprehensive pan-London support service for victims of hate crime in London. This Service is to include enhanced, specialist support for victims of hate crime, including persistently targeted victims, and vulnerable or intimidated victims and witnesses. The range of support will include: - Visible and accessible pathways for referral and assessment - A tiered system to efficiently triage incoming referrals from the MPS and all other sources, assess the level of support needed and where that support can be best delivered. - Support, advice and guidance to victims of hate crime and their families - Specialist support for victims that meets victim needs - Working with partner organisations to secure the best outcome for victims and working with all relevant statutory and non-statutory services available, including in relation to legal options, housing, health and finance.

II.2.6) Estimated value

Value excluding VAT: £3,697,650

II.2.7) Duration of the contract or the framework agreement

Start date

1 June 2025

End date

30 September 2028

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) Form of procedure

Open procedure

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-031720](#)

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

Date

9 April 2025

Local time

12:00pm

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

English

Section VI. Complementary information

VI.3) Additional information

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-London:-Health-and-social-work-services./2G6HE3266B>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/2G6HE3266B>

GO Reference: GO-2025220-PRO-29506802

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice

Strand

London

WC2A 2LL

Country

United Kingdom