

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/010377-2022>

Contract

## **Court Appointed Intermediary Services**

Ministry of Justice

F03: Contract award notice

Notice identifier: 2022/S 000-010377

Procurement identifier (OCID): ocds-h6vhtk-02d3b5

Published 21 April 2022, 2:00pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Ministry of Justice

102 Petty France

London

SW1H 9AJ

#### **Email**

[ccmdintermediaries@justice.gov.uk](mailto:ccmdintermediaries@justice.gov.uk)

#### **Telephone**

+44 02033343555

#### **Country**

United Kingdom

#### **NUTS code**

UK - United Kingdom

**Internet address(es)**

Main address

[www.gov.uk](http://www.gov.uk)

Buyer's address

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

**I.4) Type of the contracting authority**

Ministry or any other national or federal authority

**I.5) Main activity**

Public order and safety

---

**Section II: Object**

**II.1) Scope of the procurement**

**II.1.1) Title**

Court Appointed Intermediary Services

**II.1.2) Main CPV code**

- 75231100 - Law-courts-related administrative services

**II.1.3) Type of contract**

Services

**II.1.4) Short description**

This notice relates to a procurement exercise conducted under the light touch regime, following a process similar to the open procedure.

The Ministry of Justice (MoJ) has established two dynamic framework agreements for the provision of Court Appointed Intermediary Services (CAIS), to support vulnerable defendants in the criminal jurisdiction and vulnerable parties and witnesses in the civil,

family and tribunal jurisdictions. These services will be provided in courts and tribunals in England and Wales and tribunals in Scotland.

Intermediaries facilitate impartial communication to enable complete, coherent and accurate communication between vulnerable people and the courts/tribunals. Intermediaries may be instructed to provide an assessment of a person's communication needs, and provide recommendations on measures that could be put in place by the court to support vulnerable people, young people, children and other individuals who may need assistance during court proceedings. The intermediary may also be required to attend hearings to provide such assistance and support.

For the avoidance of doubt, these frameworks relate only to intermediary services that currently fall outside the remit of the MoJ Witness Intermediary Scheme (MoJ WIS). All requests for intermediary support for witnesses in criminal cases will continue to be managed via the MoJ WIS.

#### **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: £20,000,000

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 75231100 - Law-courts-related administrative services

#### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

#### **II.2.4) Description of the procurement**

The Ministry of Justice (MoJ) has established two dynamic framework agreements for the provision of Court Appointed Intermediary Services (CAIS), to support vulnerable defendants in the criminal jurisdiction and vulnerable parties and witnesses in the civil, family and tribunal jurisdictions. These services will be provided in courts and tribunals in England and Wales and tribunals in Scotland.

The two frameworks comprise:

The Managed & Approved Service Provider Framework (MASP) - providers with the ability to manage multiple simultaneous bookings, and the capability to recruit, train and manage intermediaries to support a range of vulnerabilities, for deployment nationally.

The Approved Service Provider Framework (ASP) - experienced and qualified intermediaries to support bookings on demand.

Both MASP and ASP Frameworks will re-open at six month intervals for the admission of new service providers.

#### **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.1.3) Information about a framework agreement or a dynamic purchasing system**

The procurement involves the establishment of a framework agreement

#### **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: [2021/S 000-019526](#)

---

## **Section V. Award of contract**

### **Contract No**

20354

### **Title**

Court Appointed Intermediary Services

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

21 December 2021

#### **V.2.2) Information about tenders**

Number of tenders received: 19

Number of tenders received from SMEs: 19

Number of tenders received by electronic means: 19

The contract has been awarded to a group of economic operators: Yes

**V.2.3) Name and address of the contractor**

Communicourt Limited

Oldbury

B68 0NP

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

07553918

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

The Intermediary Group Ltd

Manchester

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

13333367

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

Triangle Services Limited

Brighton

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

3539167

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

Alison Cox

Chineham

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

Amy Harrison Limited

North Shields

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

Dr Brendan O'Mahony T/A CJS Psychology

Hornchurch

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

Catherine O'Neill

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

Chris Bojas

Leeds

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

Jennifer Beaumont

Huddersfield

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

Karen Reed

Conwy

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

Louise Harte

Edgware

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

Margaret Firth

Ilkley

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

Odina Nzegwu

St Leonards on Sea

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

Rachel Spotswoode Limited

Rustington

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

10506003

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

Robert Thomas

Penarth

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: £20,000,000

Total value of the contract/lot: £20,000,000

---

## **Section VI. Complementary information**

### **VI.3) Additional information**

For details of the recurring application process whereby new participants may be added to the frameworks, please contact [ccmdintermediaries@justice.gov.uk](mailto:ccmdintermediaries@justice.gov.uk)

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Ministry of Justice

102 Petty France

London

SW1H 9AJ

Country

United Kingdom