

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/017719-2025>

Contract

Victim Services

Police and Crime Commissioner for Gwent

F03: Contract award notice

Notice identifier: 2025/S 000-017719

Procurement identifier (OCID): ocds-h6vhtk-04ac26

Published 29 April 2025, 4:04pm

Section I: Contracting authority

I.1) Name and addresses

Police and Crime Commissioner for Gwent

Police Headquarters, Llantarnam Park Way

Cwmbran

NP44 3FW

Contact

Sarah Fry

Email

procurement@gwent.police.uk

Telephone

+44 1633838111

Country

United Kingdom

NUTS code

UKL2 - East Wales

Internet address(es)

Main address

<https://www.gwent.police.uk>

Buyer's address

https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0384

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

Victim Services

Reference number

JCPS0070

II.1.2) Main CPV code

- 75200000 - Provision of services to the community

II.1.3) Type of contract

Services

II.1.4) Short description

The Police and Crime Commissioner for Gwent is seeking Contractor(s) to provide a Service to enable adults, children and young people and their supporting family members who have been victims or witnesses of crime, to cope with the immediate impact of their experience and recover as fully as they are able from such experiences.

The Service shall be available to residents of the Force area, to both adults aged 18 and over and children and young people up to the age of 18, where they have been a victim or witness of a crime, or have been affected by a crime experienced by a relative or friend. This shall also include temporary residents visiting or studying in the Force area.

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: £1,234,555.64

II.2) Description**II.2.2) Additional CPV code(s)**

- 85000000 - Health and social work services
- 85300000 - Social work and related services
- 85310000 - Social work services

II.2.3) Place of performance

NUTS codes

- UKL16 - Gwent Valleys
- UKL2 - East Wales
- UKL21 - Monmouthshire and Newport

II.2.4) Description of the procurement

Police and Crime Commissioners across England and Wales were given the power and

budget to

determine local victims' services in 2012. Annually, the Gwent Police and Crime Commissioner

receives a Victim Services Support Grant from the Secretary of State for Justice to provide or

commission local victim support services to ensure that victims of crime are able to receive and access

the support they need to cope with, and as far as possible recover, from the effects of crime. Within the

Gwent Police and Crime Plan 2021-2025 the Commissioner has made supporting victims and

protecting the vulnerable a priority.

The Service shall support adults and children who have been affected by crime, either as a victim of

crime or as a family or friend of a victim of crime. The Service shall provide emotional and practical

support to enable Service Users to cope and recover from the harm they have experienced.

The primary aim of the Service is to enable adults, children and young people and their supporting

family members who have been victims or witnesses of crime to cope with the immediate impact of

their experience and recover as fully as they are able from such experiences.

The Contractor shall deliver the main objectives of the Service which are to:

- i. Work with victims to understand the impact of the incident
- ii. Support victims to address the impact of crime
- iii. Support and improve victims experience of the criminal justice system

- iv. Provide trauma informed, needs led support to victims
- v. Provide a Service that identifies and adapts to a victim's protected characteristics and diversity needs
- vi. Provide visible, accessible, clear, good quality information about the support options to victims in Gwent
- vii. Ensuring that mechanisms are in place to listen to and receive feedback from Victims

II.2.5) Award criteria

Quality criterion - Name: Technical / Weighting: 55

Quality criterion - Name: Social Value / Weighting: 10

Price - Weighting: 35

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: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-033131](#)

Section V. Award of contract

Contract No

JCPS0070

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

28 April 2025

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 1

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

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 1

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

V.2.3) Name and address of the contractor

VICTIM SUPPORT

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

Cardiff

CF35EA

Telephone

+44 7766070731

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)

Total value of the contract/lot: £1,234,555.64

Section VI. Complementary information

VI.3) Additional information

ITT: itt_112592 - Victim Services

(WA Ref:150395)

VI.4) Procedures for review

VI.4.1) Review body

High Court

Royal Courts of Justice, The Strand

London

WC2A 2LL

Telephone

+44 2079477501

Country

United Kingdom