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Planning

PIN: Market Engagement for Witness Service (2023-2027)

Ministry of Justice

F01: Prior information notice

Prior information only

Notice identifier: 2021/S 000-024376

Procurement identifier (OCID): ocids-h6vhtk-02e6a7

Published 30 September 2021, 10:45pm

Section I: Contracting authority

I.1) Name and addresses

Ministry of Justice

102 Petty France

London

SW1H 9AJ

Contact

Elizabeth Glen

Email

Elizabeth.Glen@justice.gov.uk

Telephone

+44 02033343555

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

www.justice.gov.uk

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

Additional information can be obtained from the above-mentioned address

I.4) Type of the contracting authority

Ministry or any other national or federal authority

I.5) Main activity

Social protection

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

PIN: Market Engagement for Witness Service (2023-2027)

II.1.2) Main CPV code

- 75230000 - Justice services

II.1.3) Type of contract

Services

II.1.4) Short description

The purpose of this Prior Information Notice (PIN) is to:

(i) Inform the market of a prospective contract opportunity in connection with the procurement for the Future Witness Service;

and

(ii) give notice of the MoJ's intention to request feedback that may be relevant to the procurement strategy that may be adopted by the MoJ.

The Authority plans to hold a Supplier Event on Friday 8 October 2021. Suppliers interested in attending the event should confirm their interest by 5pm on Monday 4 October 2021 by sending an email to the Future Witness Service commercial team at VW.National.Services@justice.gov.uk. The form of response should be limited to the provision of a single point of contact (full company name, contact name, job title, e-mail address and telephone number). The Authority will then issue invitations to all interested parties, confirming the timings and location of the events. Details of interested parties shall be added to the Authority's e-sourcing portal, in order to share information.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 75231100 - Law-courts-related administrative services
- 79140000 - Legal advisory and information services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The Ministry of Justice will shortly commence the procurement of a new contract for the Witness Service.

The Witness Service is an existing service which will be recommissioned. The Witness Service has operated in all Criminal Courts in England and Wales since 2003, with a combination of volunteers and paid staff providing emotional and practical support to prosecution and defence witnesses to enable them to give their best evidence.

The future service will be materially similar to the current model. However, we will also examine options for future improvement through effective engagement with the market.

The Ministry of Justice is seeking a provider to provide support guided by the following principles, reflecting our vision for the service:

To continue to deliver a service for witnesses attending court - building on the existing model for support and the significant benefits it provides to witnesses.

To provide the service flexibility to better respond to new challenges, including pandemic-like scenarios, future use of Nightingale courts, Extended Operating Hours and support witnesses in giving remote and pre-recorded evidence.

To improve the service at a detailed level, learning lessons from victim policy in recent years. This will include working to create a more trauma-informed approach, improving the accessibility of the service and improving partnership working with victim advocates.

To create opportunities within the service design to test ambitious options for future improvement of the service, including through digital support.

Indicative project milestones include:

Competition Live - December 2021

Award confirmed and transition commenced - August 2022

Launch of the Future Witness Service (latest) - January 2021

The scope of the service, is being finalised, including through feedback from the market, and will be confirmed in the Contract notice.

II.3) Estimated date of publication of contract notice

15 December 2021

Section IV. Procedure

IV.1) Description

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

Section VI. Complementary information

VI.3) Additional information

The purpose of this Prior Information Notice (PIN) is to:

- (i) Inform the market of a prospective contract opportunity in connection with the procurement for the Future Witness Service; and
- (ii) give notice of the MoJ's intention to request feedback that may be relevant to the procurement strategy that may be adopted by the MoJ.

The Authority plans to hold a Supplier Event on Wednesday 20 October 2021. Suppliers interested in attending the event should confirm their interest by 5pm on Thursday 14 October 2021 by sending an email to the Future Witness Service commercial team at VW.National.Services@justice.gov.uk. The form of response should be limited to the provision of a single point of contact (full company name, contact name, job title, e-mail address and telephone number). The Authority will then issue invitations to all interested parties, confirming the timings and location of the events. Details of interested parties shall be added to the Authority's e-sourcing portal, in order to share information.