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Not applicable

## **Witness Service (2023-2027)**

Ministry of Justice

F14: Notice for changes or additional information

Notice identifier: 2021/S 000-024521

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

Published 1 October 2021, 10:45pm

### **Section I: Contracting authority/entity**

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

Ministry of Justice

102 Petty France

London

SW1H 9AJ

#### **Email**

[Elizabeth.Glen@justice.gov.uk](mailto: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](http://www.justice.gov.uk)

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## **Section II: Object**

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

#### **II.1.1) Title**

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 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](mailto: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.

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## Section VI. Complementary information

### VI.6) Original notice reference

Notice number: [2021/S 000-024376](#)

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## Section VII. Changes

### VII.1) Information to be changed or added

#### VII.1.2) Text to be corrected in the original notice

Section number

II.1.4)

Instead of

Text

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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](mailto: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.

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Section number

II.2.4)

Instead of

Text

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.

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Section number

II.1.1)

Instead of

Text

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

Read

Text

Witness Service (2023-2027)

## **VII.2) Other additional information**

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