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Tender

London Victims and Witness Service - Central Referral Mechanism and Universal Support for Adult Victims of Crime

Mayor's Office For Policing & Crime

F21: Social and other specific services – public contracts

Contract notice

Notice identifier: 2023/S 000-031392

Procurement identifier (OCID): ocds-h6vhtk-040eaa

Published 24 October 2023, 4:36pm

Section I: Contracting authority

I.1) Name and addresses

Mayor's Office For Policing & Crime

169 Union Street

Southwark

SE1 0LL

Contact

Amanda Fearing

Email

lvwsdesign@mopac.london.gov.uk

Telephone

+44 7563375589

Country

United Kingdom

Region code

UKI - London

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

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

I.3) Communication

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

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

London Victims and Witness Service - Central Referral Mechanism and Universal Support for Adult Victims of Crime

Reference number

MOPAC 946

II.1.2) Main CPV code

- 85000000 - Health and social work services
 - DA03 - Public
 - DA28 - Social service
 - DA30 - Counselling
 - DA33 - Rehabilitation
 - DA34 - Guidance

II.1.3) Type of contract

Services

II.1.4) Short description

The procurement of a central referral mechanism and support service for adult victims of crime.

II.1.5) Estimated total value

Value excluding VAT: £41,860,000

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

II.2.4) Description of the procurement

Since 2019, MOPAC has commissioned the London Victim and Witness Service (LVWS) that provides support for victims and witnesses of crime. The current LVWS contract comes to an end on 30th September 2024.

The Police and Crime Plan 2022-25 strengthens the commitment made to improve support for victims with a focus on:

Improving the service and support that victims receive from the MPS, support services and the CJS, including in online interaction;

Victims receiving a better criminal justice response and outcome;

Reducing the number of repeat victims of domestic abuse, sexual violence and stalking.

MOPAC wants to work with providers to develop an Ecosystem of support services across London. The Ecosystem will champion trusted relationships and collaboration across services, whilst providing the necessary balance of specialist and by and for provision alongside robust and resilient pan-London services to effectively support victims from London's diverse communities.

The services will be expected to deliver an agreed set of outcomes and share knowledge, skills and capabilities to support its continuous development and efficiency.

MOPAC and partners within the Ecosystem will work closely with the Metropolitan Police Service on the development of a Victim Care Hub, to improve victims' experience of the Criminal Justice System (CJS).

To form this Ecosystem, MOPAC will be looking to commission the following four services through a series of separate tenders:

- 1/ Central referral mechanism and support service for adult victims
- 2/ Specialist service for victims of domestic abuse
- 3/ Specialist service for young victims
- 4/ Specialist restorative justice services

This notice is concerned with providing Central referral mechanism and support service for adult victims

At a minimum, this service will be expected to deliver the following:

Maintain referral mechanisms from the Police on behalf of the Ecosystem to ensure victims eligible for specialist support are passed to the correct services in a timely manner

Assessment the needs of adult victims of crime

Provide a range of practical and emotional support to adult victims of crime

Work with partners across the Ecosystem to develop innovative ways to deliver better outcomes

Maintenance of the LVWS website and service directory

Pre-trial information and support for all witnesses attending court, including defence witnesses

Stand up a response, in concert with relevant agencies, following any major crime incidents

Adapt to changing requirements including need and demand for services and changes to the CJS.

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

Start date

1 April 2024

End date

31 March 2028

II.2.14) Additional information

MOPAC are following the light touch procedure (set out in Section 7 of the PCR 2015) and using a process which broadly follows the Competitive Procedure with Negotiation.

Any communications should be directed to Amanda Fearing, Senior Procurement Manager.

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.4) Objective rules and criteria for participation

List and brief description of rules and criteria

Detailed in the procurement documents.

MOPAC reserves the right to award the contract on the basis of initial tenders without negotiation.

Section IV. Procedure

IV.1) Description

IV.1.1) Form of procedure

Procedure involving negotiation

IV.2) Administrative information

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

Date

12 December 2023

Local time

3:00pm

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

English

Section VI. Complementary information

VI.4.2) Body responsible for mediation procedures

Royal Courts of Justice

Strand

London

WC2A 2LL

Country

United Kingdom