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Tender

Victims and Survivors of Terrorism Support Hub

Home Office

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-037113

Procurement identifier (OCID): ocds-h6vhtk-04ef09 ([view related notices](#))

Published 3 July 2025, 1:48pm

Changes to notice

This notice has been edited. The [previous version](#) is still available.

Scope

Reference

P_18495

Description

To engage an organisation(s) to provide services to implement and operate a dedicated Support Hub for victims and survivors of terrorism.

The Home Office's Victims of Terrorism Unit (VTU) was established in March 2017 to provide effective and coordinated support to victims and survivors of terrorism. The unit also aims to collectively drive improvements to the package of support for victims and survivors, working closely with central and local government, emergency services, and third sector partners.

Since October 2020, the VTU has funded support organisations to provide emotional and practical support to victims and survivors of terrorism, to help them cope with and recover from the impact of an attack.

In 2020, the VTU undertook a review of the support available to victims and survivors of terrorism, to increase understanding of their needs, and to enhance the support provided to them. The review is complete and provided recommendations on how support to victims and survivors of terrorism can be improved.

In response to the review's findings, the VTU is looking to award a contract for the implementation and operation of a dedicated Support Hub for victims and survivors of terrorism. The Support Hub proposes to address many of the recommendations outlined in the review to strengthen support for victims and survivors.

There will be an initial implementation phase, which we expect to take upto six months, commencing on 1st October 2025. If the implementation does not take six months, then the contract can start before the 1st April 2026.

Total value (estimated)

- £2,083,333.33 excluding VAT
- £2,500,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 April 2026 to 31 March 2028

- Possible extension to 31 March 2029
- 3 years

Description of possible extension:

One year extension dependant upon funding and delivery of objectives.

Options

The right to additional purchases while the contract is valid.

1. The authority reserves the right, to initiate financial transparency objectives, through open book contract management.

<https://www.gov.uk/government/publications/ppn-004-open-book-contract-management>

2. Ownership of Intellectual Property Rights shall remain with the authority for IPR created by the contract. The authority may however wish to change this arrangement during the contract.

3. The authority reserves the right to amend and refine the award criteria (which includes price and other costs - Section 24 PA23) following launch but before bids are submitted.

4. The authority reserves the right to amend Schedule 16 to introduce a flexible approach to the requirement for a Security Working Group.

5. This contract may be modified to include information sharing during the contract term.

6. The buyer reserves the right to change any aspect of the tender up to the submission date for tenders.

Main procurement category

Services

CPV classifications

- 85312300 - Guidance and counselling services

Contract locations

- UK - United Kingdom

Participation

Legal and financial capacity conditions of participation

Legal and financial capacity conditions will be assessed as part of this procurement through the Procurement Specific Questionnaire (PSQ) within the participation stage of the procurement.

The PSQ is used to collect the information required for the Conditions of Participation Stage of the Private Sector partner for the Victims and Survivors of Terrorism Support Hub (VTU) procurement. Guidance on the procurement process can be found within the procurement suite of documentation on the Jaggaer e-sourcing portal.

The Conditions of Participation Stage is a pass / fail stage of the procurement process, and suppliers must achieve a pass mark on all mandatory pass questions. If a Bidder does not pass all questions that are mandatory to pass, that Bidder shall be disqualified from the competition and will not progress to the next stage.

Technical ability conditions of participation

This procurement includes an assessment of technical capability to deliver the services for the contract - these will be assessed at the invitation to tender stage of the competition.

At the participation stage, the technical capability questions will include questions on demonstrating experience and capability in mobilising and delivering the authorities

requirements.

The actual question set can be found in the PSQ document of the procurement documentation suite at the Authority e-sourcing portal (jaggaer).

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Enquiry deadline

21 July 2025, 12:00pm

Tender submission deadline

1 September 2025, 12:00pm

Submission address and any special instructions

Jaggaer:

<https://homeoffice.app.jaggaer.com/web/login.html>

Central Digital Platform Guidance:

<https://www.gov.uk/government/collections/information-and-guidance-for-suppliers>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

1 October 2025

Award criteria

Name	Description	Type	Weighting
Technical (Quality) Capability	Bidders will be required to complete eleven weighted technical capability questions related to impementation and delivery of the requirement. Score & Explanation 100 The response meets all elements of the requirements in full. A score of 100 will be awarded for a comprehensive and unambiguous response that demonstrates a thorough understanding of the Requirements and provides details of how all the Requirements	Quality	50%

Name	Description	Type	Weighting
	<p>will be met in full. In the opinion of the evaluators the response provides full confidence in the Bidders ability to deliver this aspect of the contract. 80 The response meets all elements of the requirements in full but lacks relevant detail. A score of 80 will be awarded for a sufficiently detailed response that addresses all of the Requirements set out but lacks a thorough understanding of one or more of the Requirements and / or a thorough explanation of how some elements of the Service will be delivered. In the opinion of the evaluators, the response provides a good level of confidence in the Bidders ability to deliver this aspect of the contract. 50 The response meets most elements of the requirements, with areas of weakness or omissions. A score of 50 will be awarded for a response that does not address all the requirements set out. The response demonstrates some</p>		

Name	Description	Type	Weighting
	<p>understanding of the requirements, but lacks explanation of one or more of the requirements and / or doesn't provide sufficient detail of one or more of the requirements to demonstrate how elements of the service will be delivered. In the opinion of the evaluators, the response provides some confidence in the Bidders ability to deliver this aspect of the contract. 20 The response fails to meet the majority of the elements of the requirements and fails to provide sufficient detail the points listed. A score of 20 will be awarded for a partial response to the question and is generally poor. The response lacks explanation of most of the requirements and / or doesn't provide any sufficient detail throughout the response to demonstrate how the service will be delivered. In the opinion of the evaluators, the response provides insufficient detail to support confidence in</p>		

Name	Description	Type	Weighting
	<p>the proposed approach to deliver this aspect of the contract. 0 The response is inadequate. A score of 0 will be awarded for a response that fails to demonstrate an ability to meet any of the elements of the requirements. In the opinion of the evaluators, the response does not comply and/or insufficient information is provided to demonstrate that the Bidder has the relevant ability, understanding, skills, resource and quality measures required.</p>		
Pricing	<p>A pricing template will be required for completion by bidders at the ITT stage. This will utilise the price/quality ratio and bidders will be required to input their proposed operating costs for the Victims & Survivors of Terrorism Support Hub. A net figure will be evaluated by the authority</p>	Price	40%

Name	Description	Type	Weighting
Social Value	<p>Bidders will be required to complete technical capability questions related to the social value policy theme of "Improve health and well-being" There will be two weighted questions with social value scoring criteria where each question can earn a score of between 0 and 100.</p> <p>Score & Explanation</p> <p>100 Excellent: (exceeds all of the Model Award Criteria). The response exceeds what is expected for the criteria. Leaves no doubt as to the capability and commitment to deliver what is required. The response therefore shows: - Very good understanding of the requirements. - Excellent proposals demonstrated through relevant evidence. - Considerable insight into the relevant issues. - The response is also likely to propose additional value in several respects above that expected. - The response addresses the social value policy outcome and also shows in-depth market experience. 80 Very good: (exceeds some of the Award Criteria)</p>	Quality	10%

Name	Description	Type	Weighting
	<p>The response meets the required standard in all material respects. There are no significant areas of concern, although there may be limited minor issues that need further exploration or attention later in the procurement process. The response therefore shows: - Good understanding of the requirements. - Sufficient competence demonstrated through relevant evidence. - Some insight demonstrated into the relevant issues. - The response addresses the social value policy outcome and also shows good market experience. 50 Good: (meets all of the Award Criteria) The response broadly meets what is expected for the criteria. There are no significant areas of concern, although there may be limited minor issues that need further exploration or attention later in the procurement process. The response therefore shows: - Good understanding of the requirements. - Sufficient competence demonstrated through relevant evidence. -</p>		

Name	Description	Type	Weighting
	<p>Some insight demonstrated into the relevant issues. - The response addresses most of the social value policy outcome and also shows general market experience 20</p> <p>Poor: (meets some of the Award Criteria) The response meets elements of the requirement but gives concern in a number of significant areas. There are reservations because of one or all of the following: - There is at least one significant issue needing considerable attention.</p> <p>- Proposals do not demonstrate competence or understanding. - The response is light on detail and unconvincing. - The response makes no reference to the applicable sector but shows some general market experience. - The response makes limited reference (naming only) to the social value policy outcome set out within the invitation. 0 Fail: the response completely fails to meet the required standard or does not provide a proposal.</p>		

Other information

Payment terms

This tender notice is for the award of a public contract through an open procedure in accordance with Section 20(2)(a) the Procurement Act 2023

This procurement will be managed electronically via the Home Office's eSourcing Portal (JAGGAER). <https://homeoffice.app.jaggaer.com/web/login.html>

Suppliers should also be registered on the Central Digital Platform:

<https://www.gov.uk/find-tender>

To participate in this procurement, participants must first be registered on the eHome Office eSourcing Portal. The Home Office reserves the right to cancel the competition at any stage with no liability for tenderer costs and expenses.

You may express your interest to participate in this requirement by emailing collaborativeprocurement@homeoffice.gov.uk. Your email must clearly state: the name and reference for the procurement you wish to register for, the name of the registered organisation and the name and contact details for the registered individual sending the email.

The eMail will be processed and then the buyer will enable the supplier to access the procurement online via the eSourcing Portal. The registered user will receive a notification email to alert them once this has been done.

Due to GDPR requirements, the Authority requires an NDA (Non Disclosure Agreement) to be signed for full access to TUPE data.

For technical assistance on use of the e-Sourcing Portal please contact the JAGGAER Supplier Helpdesk at customersupport@jaggaer.com or 0800 069 8630 (0800 - 1800hrs).

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Special regime

Light touch

Contracting authority

Home Office

- Public Procurement Organisation Number: PWGC-6513-PQLZ

2 Marsham Street

London

SW1P 4DF

United Kingdom

Email: collaborativeprocurement@homeoffice.gov.uk

Region: UKI32 - Westminster

Organisation type: Public authority - central government