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Contract

Post Office Inquiry: Psychological Support Services

Department for Business & Trade

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-057237

Procurement identifier (OCID): ocds-h6vhtk-059c09

Published 17 September 2025, 11:00am

Scope

Reference

PR_4975

Description

The Authority has entered into a Contract with PAM Wellbeing Ltd for the provision of psychological counselling support to witnesses who provide oral evidence the Post Office Horizon IT Inquiry. The purpose of the Contract is to deliver counselling to witnesses before and after any hearings to protect their wellbeing and ensure that evidence giving is as stress-free as possible.

The requirement is temporary with the service required to be available until the launch of the final report, which is estimated to be in the first half of 2026 (Q1/Q2). However the date cannot currently be specified due to factors outside of the Inquiry's control.

Key deliverables include:

- Support for Engagement sessions

- Telephone Helpline Support
- Mental Health and Resilience training for Inquiry staff

The Service is effective from September 2025 through to 30 June 2026.

Contract 1. Post Office Inquiry: Psychological Support Services

Supplier

- PAM Wellbeing Ltd

Contract value

- £100,000 excluding VAT
- £120,000 including VAT

Below the relevant threshold

Date signed

9 September 2025

Contract dates

- 9 September 2025 to 30 June 2026
- Possible extension to 30 September 2026

- 1 year, 22 days

Description of possible extension:

The Authority may extend the Contract for a period of up to 3 Months by giving not less than 10 Working Days' notice in writing to the Supplier prior to the Expiry Date. The Conditions of the Contract shall apply throughout any such extended period.

Main procurement category

Services

CPV classifications

- 85100000 - Health services
- 98300000 - Miscellaneous services
- 85141000 - Services provided by medical personnel

Contract locations

- UK - United Kingdom

Key performance indicators

Name	Description	Reporting frequency
Contract Management	Attendance at fortnightly meetings by the Supplier's Project Manager	

Name	Description	Reporting frequency
Delivery	Delivery of a monthly report (the final working day of each month) setting out number of participants seen and number of sessions held. To be sent to the Project Manager and Deputy Project Manager via email.	1 months
Quality	Quality of overall report delivered meets agreed standard. The agreed standard will be defined at the kick-off meeting with the Supplier.	1 months

Procedure

Procedure type

Below threshold - without competition

Supplier

PAM Wellbeing Ltd

9 Lakeside Drive, Centre Park

Warrington

WA1 1GG

United Kingdom

Email: Kate.Martin@pamwellbeing.co.uk

Region: UKD61 - Warrington

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1. Post Office Inquiry: Psychological Support Services

Contracting authority

Department for Business & Trade

- Public Procurement Organisation Number: PZZJ-6312-QTTD

Old Admiralty Building

London

SW1A 2DY

United Kingdom

Email: commercialbpo@businessandtrade.gov.uk

Region: UKI32 - Westminster

Organisation type: Public authority - central government