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Contract

Psychological Support Services (ORRU)

Ministry of Justice

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

Notice identifier: 2025/S 000-064005

Procurement identifier (OCID): ocids-h6vhtk-05ac57

Published 10 October 2025, 9:32am

Scope

Description

Psychological Services will be delivered to the Operational Response and Resilience Team to ensure timely and ongoing support for employees.

Contract 1. Psychological Support Services (ORRU)

Supplier

- Louise Coates Consultant Psychologist

Contract value

- £60,000 excluding VAT
- £72,000 including VAT

Below the relevant threshold

Date signed

12 September 2025

Contract dates

- 15 September 2025 to 14 September 2028
- 3 years

Main procurement category

Services

CPV classifications

- 85100000 - Health services

Contract locations

- UK - United Kingdom

Key performance indicators

| Name | Description | Reporting frequency |
|--|---|----------------------------|
| Service Uptake | ? 80% of available sessions booked and attended | 3 months |
| Staff Satisfaction | ? 85% satisfaction (based on optional anonymous surveys) | 12 months |
| Response Time to Post-Incident Support | 90% of requests responded to within 48 hours | 3 months |
| Session Documentation | ? 95% of case notes completed within SLA timeframe | 6 months |
| Provider Responsiveness | All emails and queries responded to within 3 working days | 3 months |

Procedure

Procedure type

Below threshold - without competition

Special regime

Light touch

Supplier

Louise Coates Consultant Psychologist

The Pavilion, 290 High Street, Cottenham

Cambridge

CB24 8TX

United Kingdom

Email: louise.coates@louisecoates.cjsm.net

Region: UKH12 - Cambridgeshire CC

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1. Psychological Support Services (ORRU)

Contracting authority

Ministry of Justice

- Public Procurement Organisation Number: PDNN-2773-HVYN

102 Petty France

London

SW1H 9AJ

United Kingdom

Email: mojprocurementpersonnel@justice.gov.uk

Website:

<https://www.gov.uk/government/organisations/ministry-of-justice/about/procurement>

Region: UKI32 - Westminster

Organisation type: Public authority - central government