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Tender

HMPPS Prisoner's Family Helpline 2026 - 2029

Ministry of Justice

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

Notice identifier: 2025/S 000-067492

Procurement identifier (OCID): ocds-h6vhtk-05d1a1 ([view related notices](#))

Published 22 October 2025, 1:56pm

Scope

Description

The Prisoner's Family Helpline provides advice and information on all aspects of the Criminal Justice System from what happens on arrest, visiting a prison, to preparing for release. In addition to practical support, the helpline is there to offer emotional support and often advocate on behalf of the prisoner's families and significant others.

Between January and March 2024 in England and Wales, 17,600 people were committed to custody and many more to non-custodial sentences in the community. In custody, many may leave children, partners, parents, other family members and significant others to manage alone. Families and significant others of offenders may find themselves marginalised by their communities with no official support agency catering for their needs. Many families do not access any available support services for a variety of reasons, such as the stigma of imprisonment or pride, and therefore they find themselves struggling to cope.

Forty-four percent of adults who leave prison are reconvicted within one year of release and around half of those convicted are sentenced to serve six months or less. Research has shown that prisoners who receive visits during their time in custody are around 39% less likely to re-offend than those who do not receive any. It is further estimated that around 43% of prisoners lose contact with their families during this time. HMPPS recognises the significant role that families can play in supporting an offender and wish to

improve these outcomes by supporting families and significant others where possible. The helpline is one of these ways.

Importantly, 26% of prisoners are from ethnically diverse communities. Representation from those communities and an understanding of their various cultural needs must be met.

Scope of contract

The Prisoner's Family Helpline will provide, but not be limited to:

- Practical information and guidance on all aspects of the Criminal Justice System, including arrest, detention, and trial at court.
- How to organise and cope with a prison visit.
- Information on how a prison works.
- Information on benefits and financial help, etc.
- Emotional support.
- How to cope with stress.
- How to cope with disruption to life.
- Help with parenting and relationship issues.
- How to cope with imprisonment.
- Good quality information to interested parties, including professionals such as teachers, social workers, healthcare workers etc. engaging with working with families and significant others of prisoners.
- Refer, as appropriate, to services that meet the cultural needs of callers, such as Gypsy Roma Traveller communities.

Total value (estimated)

- £495,000 excluding VAT

- £594,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 2 February 2026 to 31 January 2029
- Possible extension to 31 January 2030
- 3 years, 11 months, 27 days

Description of possible extension:

The Buyer may extend the Contract for a period of up to 12 months by giving not less than 3 months 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

- 75231230 - Prison services

Contract locations

- UK - United Kingdom

Participation

Legal and financial capacity conditions of participation

Please refer to the tender documents on ITT _9889

Particular suitability

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

Submission

Enquiry deadline

4 November 2025, 12:00pm

Tender submission deadline

20 November 2025, 12:00pm

Submission address and any special instructions

<https://ministryofjusticecommercial.bravosolution.co.uk/web/login.html>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

15 December 2025

Award criteria

| Name | Description | Type | Order of importance |
|--|---|-------------|----------------------------|
| Performance Track Record & Partnership Working | Provide evidence of your organisation's expertise in supporting families affected by the Criminal Justice System and your ability to collaborate effectively with key stakeholders. | Quality | 1 |
| Service Delivery & Family Support | Describe how your organisation will deliver a comprehensive service that supports families and significant others both during custody and in the community. | Quality | 2 |
| Innovation & Digital Solutions | Explain how your organisation will incorporate innovative methods, including digital platforms, to enhance accessibility, engagement, and support for families. | Quality | 3 |

| Name | Description | Type | Order of importance |
|---|---|-------------|----------------------------|
| Monitoring, Evaluation & Continuous Improvement | Outline your approach to monitoring service performance, gathering user feedback, and using data to drive improvements. | Quality | 4 |

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Special regime

Utilities

Contracting authority

Ministry of Justice

- Public Procurement Organisation Number: PDNN-2773-HVYN

102 Petty France

London

SW1H 9AJ

United Kingdom

Email: MoJCommercialReset@justice.gov.uk

Website:

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

Region: UKI32 - Westminster

Organisation type: Public authority - central government