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Tender

DoJ - Providing and Managing a 24 Hour Domestic and Sexual Abuse Helpline

The Department of Justice

The Department of Health

The Department for Communities

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

Notice identifier: 2025/S 000-071940

Procurement identifier (OCID): ocds-h6vhtk-05dc8c

Published 7 November 2025, 11:16am

Scope

Reference

ID 6132221

Description

The Department of Justice, Department of Health and Department for Communities are committed to supporting individuals impacted by domestic and sexual abuse across Northern Ireland. As part of this commitment, the departments are initiating a re-procurement process for a 24-hour Domestic and Sexual Abuse (DSA) Helpline, recognising its critical role in providing immediate, confidential, and trauma-informed assistance to those in need. The Buyers are seeking to appoint a Supplier to provide and manage a 24-Hour Domestic and Sexual Abuse Helpline in Northern Ireland, 365 days a year. The service will primarily be a telephone service (using a free phone number). However, it is a requirement that other communication channels, including email and webchat, must be incorporated and that an equal level of service will be offered to those

choosing to access the Helpline through these mediums. The contract is for an initial period of 3 years, followed by two optional extension periods of 2 years each. Suppliers should refer to the specification for full detail of the requirements.

Total value (estimated)

- £3,212,000 excluding VAT
- £3,854,400 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 April 2026 to 31 March 2029
- Possible extension to 31 March 2033
- 7 years

Description of possible extension:

It is anticipated that this Contract will commence on 1 April 2026 for an initial duration of three years. There is potential for two additional extensions of two years each

Main procurement category

Services

CPV classifications

- 98000000 - Other community, social and personal services
- 85000000 - Health and social work services

- 85312300 - Guidance and counselling services
- 85312310 - Guidance services
- 98110000 - Services furnished by business, professional and specialist organisations
- 98111000 - Services furnished by business organisations
- 98112000 - Services furnished by professional organisations
- 79512000 - Call centre
- 64222000 - Teleworking services
- 72590000 - Computer-related professional services
- 79510000 - Telephone-answering services

Contract locations

- UKN - Northern Ireland

Submission

Enquiry deadline

24 November 2025, 5:00pm

Tender submission deadline

3 December 2025, 3:00pm

Submission address and any special instructions

Tenders must be submitted electronically via the relevant Call for Tender (CfT) opportunity on eTendersNI, website details immediately below.

Paper submissions will not be accepted or considered and will be rejected by the Contracting Authority / Buyer.

The tender documents are available with unrestricted and full direct access, free of charge, at: URL <https://etendersni.gov.uk/epps>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

5 January 2026

Recurring procurement

Publication date of next tender notice (estimated): 29 October 2032

Award criteria

Name	Description	Type
AC1 - Service Delivery Model	Weighting: 20.8	Quality
AC2 - Implementation Plan	Weighting: 10.4	Quality
AC3 - Helpline Promotion	Weighting: 5.2	Quality

Name	Description	Type
AC4 - Contract Management	Weighting: 13	Quality
AC5 - Data Handling and Maintenance	Weighting: 5.2	Quality
AC6 - Social Value	Weighting: 10.4	Quality
AC7 - Price	Weighting: 35	Price

Weighting description

65% quality and 35% cost.

Other information

Payment terms

For further details on invoicing procedures please see : <https://www.finance-ni.gov.uk/articles/account-ni-good-invoicing-practice>

Contract Value

The estimated value figure indicated in the Scope Section represents an overall estimated contract value. This value reflects the potential scale of the contract and takes into account potential optional extension periods and the uptake of potential optional services as detailed in the tender documents. This figure does not however take into account the application of indexation or increases to charges due to increases in the Real Living Wage. Neither CPD nor the contracting Authority can provide any guarantee as to the level of business under this contract. The Contracting Authority does not bind itself to accept the lowest or any tender. Suppliers remain responsible for all costs and expenses incurred by them or by any third party acting under instructions from the Supplier in connection with taking part in this procurement process regardless of whether such costs arise as a consequence, directly or indirectly of any amendments made to the procurement documents by the Contracting Authority at any time. No legally binding contract shall arise (and a Supplier shall have no legitimate expectation that a contract will be entered into) until such time as entry into the Contract has been confirmed by the Contracting Authority.

Description of risks to contract performance

Exclusions

If at any time during the procurement, or post award, it comes to the attention of the Contracting Authority (CA) or CPD, by whatever means, that a Supplier has become 'excluded' or 'excludable' as per Sec 57 of the PA 2023, the CA, after compliance with its obligations under the PA 23, reserves the right to exclude said Supplier from the procurement procedure or terminate any contract they have been awarded.

Insert appropriate reservations of rights and disclaimers of liability here consider - e.g.

The Contracting Authority expressly reserves the rights:

- (I). not to award any contract as a result of the procurement process commenced by publication of this notice;
- (II). to make whatever changes it may see fit to the content and structure of the tendering Competition;
- (III). to award (a) contract(s) in respect of any part(s) of the [services] covered by this notice; and
- (IV). to award contract(s) in stages.

and in no circumstances will the Authority be liable for any costs incurred by candidates.

Applicable trade agreements

- Government Procurement Agreement (GPA)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Special regime

Light touch

Contracting authorities

The Department of Justice

- Public Procurement Organisation Number: PNYR-2253-MGXT

Knockview Buildings, Stormont Estate

Belfast

BT4 3SG

United Kingdom

Email: Justice.CPD@finance-ni.gov.uk

Region: UKN06 - Belfast

Organisation type: Public authority - central government

Devolved regulations that apply: Northern Ireland

The Department of Health

- Public Procurement Organisation Number: PMMR-4168-NYRN

Castle Buildings, Stormont Estate

Belfast

BT4 3SL

United Kingdom

Email: Justice.CPD@finance-ni.gov.uk

Region: UKN06 - Belfast

Organisation type: Public authority - central government

Devolved regulations that apply: Northern Ireland

The Department for Communities

- Public Procurement Organisation Number: PXMQ-4585-LJVM

Causeway Exchange, 1-7 Bedford Street

Belfast

BT2 7EG

United Kingdom

Email: Justice.CPD@finance-ni.gov.uk

Region: UKN06 - Belfast

Organisation type: Public authority - central government

Devolved regulations that apply: Northern Ireland

Other organisation

These organisations are carrying out the procurement, or part of it, on behalf of the contracting authorities.

CPD - Supplies & Services Division

Summary of their role in this procurement: Construction and Procurement Delivery - Supplies and Services Division, is a Centre of Procurement Expertise and provides a central procurement function for central government in Northern Ireland

- Public Procurement Organisation Number: PVWG-8426-YWXV

Clare House, 303 Airport Road West

Belfast

BT3 9ED

United Kingdom

Email: Justice.CPD@finance-ni.gov.uk

Region: UKN06 - Belfast

Contact organisation

Contact [CPD - Supplies & Services Division](#) for any enquiries.