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Planning

## **Justice-wide Intermediary Services - Preliminary Market Engagement**

Ministry of Justice

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-078016

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

Published 28 November 2025, 11:36am

### **Scope**

### **Reference**

prj\_14821

### **Description**

The MoJ is currently exploring the future of intermediary services provision and invites the market to participate in preliminary market engagement, prior to any procurement process.

The MoJ is exploring how these services may be delivered across the Ministry and the wider justice sector. Services being considered include those currently provided under the HMCTS Appointed Intermediary Services Frameworks (HAIS) and the Witness Intermediary Scheme (WIS), in addition to ad hoc intermediary services provided to support His Majesty's Prison and Probation Service (HMPPS) and the Parole Board.

You can find out more about the current HAIS arrangements at:

<https://www.gov.uk/guidance/hmcts-intermediary-services#about-hmcts-intermediary->

## [services](#)

You can find out more about the current Witness Intermediary Scheme at:  
<https://www.gov.uk/guidance/ministry-of-justice-witness-intermediary-scheme>

Intermediaries are impartial communication specialists whose primary responsibility is to enable complete, coherent and accurate communication with vulnerable witnesses, defendants and parties in the justice system, in order to improve the quality of evidence and facilitate the vulnerable person's understanding and participation in the proceedings.

The role of an intermediary includes making an assessment and reporting, orally or in writing, about the communication needs of the vulnerable person and the steps that should be taken to meet those needs. It also includes implementing those measures, at a court hearing or interview, for example at a solicitor's office or police station.

### **Total value (estimated)**

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

Above the relevant threshold

### **Contract dates (estimated)**

- 1 April 2029 to 31 March 2035
- 6 years

### **Main procurement category**

Services

### **CPV classifications**

- 75230000 - Justice services
- 75231100 - Law-courts-related administrative services
- 75241100 - Police services

## **Contract locations**

- UK - United Kingdom

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## **Engagement**

### **Engagement deadline**

5 January 2026

### **Engagement process description**

The purpose of this notice is to enable suppliers to find out more about the opportunity to engage. A Market Engagement Information Pack is available to interested suppliers, accessible via the MoJ eSourcing Portal.

A market engagement questionnaire provides the facility for interested suppliers to provide their views and respond to specific questions. Further details can be found within the Market Engagement Information Pack.

Interested parties are required to complete the following actions:

- 1) Register an account through the MoJ Sourcing Portal at <https://ministryofjusticecommercial.ukp.app.jaggaer.com/web/login.html>

If you are unsure whether you are already registered on the MoJ eSourcing Portal, you can email the support team: [esourcing@justice.gov.uk](mailto:esourcing@justice.gov.uk)

- 2) Navigate to the left side menu and click on 'PQQs Open to All Suppliers' > find and

click on 'PQQ\_542 - Justice-wide Intermediary Services (Market Engagement Only)'

3) You can express an interest by clicking 'Express interest'. The MoJ encourages interested parties to download the Information Pack and respond to the Market Engagement Questionnaire.

Note that the Pre-Qualification Questionnaire (PQQ) is being used as a mechanism for sharing information, and no feedback or responses to engagement will affect your ability to tender for contracts in the future. Responses at this stage are not evaluated or attributed to you or your organisation in future procurement stages.

If your organisation does not wish to participate in the market engagement event or subsequent events, this will not prevent your organisation from being able to participate in any subsequent procurement.

MoJ reserves the right not to proceed with any procurement. Nothing shall constitute a commitment to ordering unless we undertake a procurement that results in the award of a contract.

Any and all costs associated with the production of a response to market engagement must be borne by your organisation. MoJ will not contribute in any way to meeting production costs of any response.

MoJ expects that all responses to this engagement opportunity will be provided by the supplier in good faith, to the best of its ability, in light of the information available at the time of response.

The MoJ intends to undertake further market engagement activity in 2026. Further information can be found within the Market Engagement Information Pack.

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## **Participation**

### **Particular suitability**

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

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## Submission

### Publication date of tender notice (estimated)

11 July 2027

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## Procedure

### Special regime

Light touch

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## Contracting authority

### Ministry of Justice

- Public Procurement Organisation Number: PDNN-2773-HVYN

102 Petty France

London

SW1H 9AJ

United Kingdom

Contact name: Commercial

Email: [intermediariesproject@justice.gov.uk](mailto:intermediariesproject@justice.gov.uk)

Website:

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

Region: UKI32 - Westminster

Organisation type: Public authority - central government