



west midlands
police and crime
commissioner

Market Engagement Event

West Midlands Victim Support
Services

14th May 2026



Welcome and Purpose of the session



ENGAGE SUPPLIERS



SHARE OUR
REQUIREMENTS FOR THE
PROSPECTIVE SERVICE



SUPPORT YOU IN
DEVELOPING YOUR BIDS



PROVIDE AN OVERVIEW
OF THE PROCUREMENT
PROCESS



The opportunity

The Service will be comprised of 3 lots, and the PCC is keen to hear from either individual bidders or a consortium of bidders who can deliver one or more of the lots below:

- Lot 1 – First Contact Assessment and Referral Support Service
- Lot 2 – Restorative Justice Service
- Lot 3 – Hate Crime Support Service

All three Lots shall run for an initial period of 3 years with an option to extend individual lots at the Commissioner's discretion for a further 2 x 24-month periods following a review of the service.

Lot 1- First Contact assessment and referral support service



Financial Year	Payments within initial period of the contract		Payments within the optional extension periods	
	Minimum (£)	Maximum (£)	Minimum (£)	Maximum (£)
2027/28	1,138,260*	1,251,400*		
2028/29	1,018,260	1,131,400		
2029/30	1,018,260	1,131,400		
2030/31			1,018,260	1,131,400
2031/32			1,018,260	1,131,400
2032/33			1,018,260	1,131,400
2033/34			1,018,260	1,131,400
Sub-totals	3,174,780	3,514,200	4,073,040	4,525,600
Grand total minimum (£)	7,247,820			
Grand total maximum (£)	8,039,800			

Lot 2 Restorative Justice service

Financial Year	Payments within initial period of the contract		Payments within the optional extension periods	
	Minimum (£)	Maximum (£)	Minimum (£)	Maximum (£)
2027/28	289,260	321,400		
2028/29	289,260	321,400		
2029/30	289,260	321,400		
2030/31			289,260	321,400
2031/32			289,260	321,400
2032/33			289,260	321,400
2033/34			289,260	321,400
Sub-totals	867,780	964,200	1,157,040	1,285,600
Grand total minimum (£)	2,024,820			
Grand total maximum (£)	2,249,800			

Lot 3 Hate Crime Support Service

Financial Year	Payments within initial period of the contract		Payments within the optional extension periods	
	Minimum (£)	Maximum (£)	Minimum (£)	Maximum (£)
2027/28	150,840	167,600		
2028/29	150,840	167,600		
2029/30	150,840	167,600		
2030/31			150,840	167,600
2031/32			150,840	167,600
2032/33			150,840	167,600
2033/34			150,840	167,600
Sub-totals	452,520	502,800	603,360	670,400
Grand total minimum (£)	1,055,880			
Grand total maximum (£)	1,173,200			

Strategic context

- This specification is driven by the PCC's [West Midlands Police and Crime Plan 2025-2029](#). The plan emphasises a commitment to providing high quality victim centred services to victims regardless of whether the crime has been reported to the police.
- Changes in public sector Procurement Legislation and OPCC funding model.
- This specification is underpinned by the Code of Practice for Victims (VCOP), which sets out the minimum standards of service victims should receive. The Victims and Prisoners Act 2024 strengthens this framework by enshrining the 12 rights of victims in law.

Expected outcomes

- The PCC's vision for victim services in the West Midlands is to create a system where victims and survivors of crime are consistently supported throughout their journey.
- Not only providing immediate crisis support but also ensuring ongoing emotional, psychological, and practical assistance/advocacy in the aftermath of crime.
- The Service shall ensure that all victims are supported in accordance with the Victims' Code with their rights clearly upheld.

Procurement approach and timeline (anticipated)

Premarket Engagement	14 th May 2026
Tender Open	1 st June 2026
Clarification Question Deadline	15 th June 2026
Tender close	13 July 2026 12 noon
Stage 1 - Evaluation	Tbc
Stage 2 – Interviews to be held in person at Lloyd House	Tbc
Stakeholder Panel	
Contract Award	October 2026
Contract Implementation	1 st October 2026-31 st March 2027
Service Go Live	1st April 2027

Portals you will need to bid

- Prior to submitting a response, Bidders must register on the government **Central Digital Platform** ([Find a Tender](#)) and complete (or update) their core Supplier Information.
- [Sell2 \(in-tend.co.uk\)](#) – this is the main portal you will use to upload your responses and complete tender questionnaires. Correspondence will also be generated from the Intend portal.
- **Social Value Portal** – this is the online portal for bidders to submit their responses to the Social Value element of the tender. [Social Value Portal guidance.pptx](#)

[Sell2 \(in-tend.co.uk\)](https://in-tend.co.uk) guidance



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The documents you will be provided on the Intend Portal are:

ITT – Statement of Requirements/Specification, ITT Guidance, draft contract and the below

On the Intend Portal you will have to complete:

1. Procurement Specific Questionnaire –it has 3 parts and asks about your organisation, policies etc.
2. Response to Tender – These are the responses to the Technical and Quality Questions
3. Pricing Schedule – To set out your price for the contract duration.

The above are word or excel documents that will need to be uploaded onto the Intend Portal. Remember to also upload additional supporting documents - Charts, Equalities and Safeguarding Policies, and your CDP PDF.

Introduction to Social Value



- Externally Commissioned services from the OPCC are subject adherence to the Public Services (Social Value) Act 2012
- As a contracting authority we need to ensure our funding we are spending across the suppliers via our contracts are delivering added economic, social and environmental value to the local community beyond the core services we are commissioning.

Key Commitments of Social Value

- Minimum 10% weighting for Social Value in contracts > £100,000.
- OPCC use the [Social Value Portal \(SVP\)](#) to record, track, and report commitments which are measurable and transparent.
- Procurement aligned with the Procurement Act 2023 (“Most Advantageous Tender”).

Portal Support and Training



- We advise you attend a webinar for bidders and suppliers led by SVP. You can book in a session via the link
- [Calendly - Bidders & Suppliers Training](#)
- We also encourage you to visit SVP's [Help Centre](#), where you'll find additional articles and guidance on how to use the Social Value Portal and the TOM System.
- SVP access to your specific tender will be provided via the link provided to you in the ITT document.

Measurement and Accountability

- Outcomes are measured against Themes, Outcomes & Measures (TOMs) framework, using proxy values (e.g., ONS data).
 - Units can be in weeks, pounds, hours – do check the units are correct.
 - Proxies are worked out by SVP so bidders don't need to worry about working out those. They help to calculate the monetary value for the quantitative evaluation.
- The weighting for Social value is 10%. This is split 50% quantitative (the proxy values) and 50% qualitative (the target description)
- Providers who have been successful in a procurement process are required to deliver quarterly reporting via Social Value Portal (SVP).

Social Value Example 1

- You are applying to deliver a 2-year contract and you know you will need to hire a full-time employee person. For zero added social value just employ the person through regular recruiting practices. For added social value work with an employment charity to encourage people with an employment gap to apply for the role.

Social Value Example 2

- Your organisation will need to replace laptops for the contract you are delivering on. For zero added value throw away the old laptops. For Added Social value buy refurbished or recycle the old laptops for others to continue to use.

Social Value Top tips



- It is your choice over which TOMS to commit to and how many. There are 28 TOMS (WMPF Light 2022) or 38 in (WMPF 2022) to choose from
- Be realistic - think about what can be realistically achieved in the delivery of the contract
- Don't **over** or **under** commit – be proportionate
- The social value activity has to be specific to the contract – not just your wider organisation
- The qualitative evaluation will be scored based on the information you input into the '**target description**'. This is worth 50% of the marks so don't miss this.
- Some measures will have higher proxy value than others - generally the 'jobs' theme will be higher than 'social'
- Only commit to social value for the contract period WITHOUT the extensions
- Expect clarification questions to come back to you from the SVP after you have submitted your bid.
- Check our definition of 'local' for NT1, NT18, NT19
- If you are applying as a consortium you can include Social value commitments from all partners . It needs to be emphasised though that the company leading the consortium will be responsible for all SV delivery and any remedies in the event of non delivery.

Tips for applying

- Read the guidance!
- The Specification is the key document to base your bid on
- Remember to upload the additional documents
- Don't forget the Social Value submission

Thank you and questions

- Thank you for taking the time to attend
- Questions now welcomed
- After today please contact with any questions via the Intend portal
- Slides will be available on the OPCC website

[Grants and Contracts - West Midlands Police & Crime Commissioner](#)