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Contract

Department for Business and Trade- Business Support Service (tendered as ‘Business Information Service 2024’)

Department for Business and Trade

F03: Contract award notice

Notice identifier: 2024/S 000-000325

Procurement identifier (OCID): ocds-h6vhtk-03bce8

Published 5 January 2024, 11:50am

Section I: Contracting authority

I.1) Name and addresses

Department for Business and Trade

London

Email

steven.williams3@businessandtrade.gov.uk

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<https://www.gov.uk/government/organisations/department-for-business-and-trade>

I.4) Type of the contracting authority

Ministry or any other national or federal authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Department for Business and Trade- Business Support Service (tendered as 'Business Information Service 2024')

II.1.2) Main CPV code

- 79400000 - Business and management consultancy and related services

II.1.3) Type of contract

Services

II.1.4) Short description

The Department for Business and Trade has procured a service to provide information, advice, guidance and signposting for any kind of business, including pre-start-ups, in England. This new service will replace the existing Business Support Helpline.

The aim of the Business Information Service is to increase and encourage access to relevant high quality business support, save businesses time and resource, and ultimately help businesses to start, grow and thrive – in particular Small and Medium-sized Enterprises (SMEs).

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £7,500,000

II.2) Description

II.2.2) Additional CPV code(s)

- 75100000 - Administration services
- 79342300 - Customer services
- 79400000 - Business and management consultancy and related services
- 79512000 - Call centre
- 79900000 - Miscellaneous business and business-related services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The Department for Business and Trade has procured a service to provide information, advice, guidance and signposting for any kind of business, including pre-start-ups, in England. This new service will replace the existing Business Support Helpline.

The aim of the Business Information Service is to increase and encourage access to relevant high quality business support, save businesses time and resource, and ultimately help businesses to start, grow and thrive – in particular Small and Medium-sized Enterprises (SMEs).

The Business Information Service will be expected to provide bespoke, unscripted advice (via telephone, email, webchat, social media, and other messaging services, but not face-to-face) on a wide range of topics including starting a business, accessing finance, and business planning.

The service will need to maintain a database of information on business support

in England for use by the service's advisers. This database will also need to be accessible to other users, such as advisers based in Growth Hubs. The service will be demand-led so should be flexible. It must provide capacity to meet at least 50,000 inbound contacts, with at least 10,000 in-depth appointments per annum. It must also be capable of rapidly scaling-up (at extra cost) in response to economic shocks and other pressures.

The service will be expected to operate within standard hours, but should have a robust process for out-of-hours contacts.

The service is expected to go live on 1 April 2024 – following a minimum three month mobilisation period. We expect the contract to run for up to three years – initially for one year with the option to extend the contract on an annual basis for three more. The initial contract value is anticipated to be up to £2.5 million per annum (including VAT).

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: Yes

Description of options

Options to extend the contract for a further 2 years on a 1+1 basis

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-023485](#)

IV.2.9) Information about termination of call for competition in the form of a prior information notice

The contracting authority will not award any further contracts based on the above prior information notice

Section V. Award of contract

Contract No

con_5415

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 January 2024

V.2.2) Information about tenders

Number of tenders received: 2

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

UMi Commercial Limited

Burham

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £7,500,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

The Department for Business and Trade

London

Country

United Kingdom