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Tender

560000.00

Department for Education

F02: Contract notice

Notice identifier: 2023/S 000-005455

Procurement identifier (OCID): ocds-h6vhtk-03ab84

Published 23 February 2023, 3:30pm

Section I: Contracting authority

I.1) Name and addresses

Department for Education

Sanctuary Buildings, 20, Great Smith Street

London

SW1P 3BT

Email

Rachael6.DAVIES@education.gov.uk

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<https://www.gov.uk/government/organisations/department-for-education>

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://education.app.jaggaer.com/web/login.html>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://education.app.jaggaer.com/web/login.html>

Tenders or requests to participate must be submitted to the above-mentioned address

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

560000.00

II.1.2) Main CPV code

- 71356300 - Technical support services

II.1.3) Type of contract

Services

II.1.4) Short description

It is the Department for Education's intention to undertake a procurement exercise to appoint a suitably experienced organisation to deliver on behalf of the department a 2 year and 0 month contract from 1st October 2023 to 30th September 2025 to deliver an Advocacy 'Safety Net' Helpline Service offering advice to looked after children and care leavers.

The National Advocacy Helpline and "safety net" service will offer advice to looked after children and care leavers. The services are intended to signpost looked after children to local advocacy support or help those who have been denied local advocacy to make representations and pursue complaints. The service will be active in referring cases back to local authorities and progressing these until satisfaction.

The service will continue to encourage local authorities to provide advocacy services in line with their statutory responsibilities, only stepping in where this proves unsuccessful. It is expected the improved national advocacy 'safety net' will also improve insight and analysis about callers to the service and the issues they raise and will gather evidence about the quality and coverage of local advocacy services. The service will use clear approaches for prioritising limited resources and engage looked after children who might otherwise be difficult to reach.

To view the tender, you will need to be registered as a supplier on the DfE Jaggaer eTendering portal, available at <https://education.app.jaggaer.com/web/login.html>

The closing date for submitting your tender is 12:00 noon GMT on the 23rd March 2023.

Once registered the Tender will be accessible via the 'View Opportunities' link on the

Homepage. Select the Opportunity Notice for 'Advocacy Helpline and 'Safety Net' Service ITT' (ITT 2083) and this will take you directly to the tender documents.

Please use the Jaggaer e-procurement system <https://education.app.jaggaer.com/web/login.html> to submit any questions you may have about the tendering procedure.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72253000 - Helpdesk and support services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Scope of the service

The advocacy helpline and 'safety net' service will address the following objectives:

- a) To provide a national (England) advocacy advice helpline and website to signpost children to local advocacy.
- b) To provide direct advocacy support where advocacy is denied locally to looked after children or care leavers as well as supporting a looked after child or care leaver to pursue a complaint, likely in partnership with an Independent Reviewing Officer (unless concerns centre on the IRO service itself).
- c) To collect and maintain information about the range and availability of advocacy support provided to local children and young people based on calls to the service, contact with Local Authorities and through networks. Through this knowledge, the service will be able to support swiftly and effectively looked after children to obtain advocacy.
- d) To raise concerns, immediately, where there is a risk to a child's safety or welfare by referring to a local authority's child protection and safeguarding teams (and the police as appropriate).

e) Where there are persistent concerns about the availability or quality of local advocacy services in a particular area, Ofsted should be informed, and reports made to the Department for Education as part of regular progress and monitoring arrangements. Quarterly information around safeguarding referrals is also to be shared with Ofsted. Where a serious safeguarding incident occurs, Ofsted would need to be informed immediately.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Start date

1 October 2023

End date

30 September 2025

This contract is subject to renewal

Yes

Description of renewals

Option to extend contract service for 1 year only for the period 01/10/25-30/09/26

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

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.2.2) Time limit for receipt of tenders or requests to participate

Date

23 March 2023

Local time

12:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.7) Conditions for opening of tenders

Date

23 February 2023

Local time

6:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

Department for Education

London

Country

United Kingdom