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Tender

The Fosterline Service ITT

Department for Education

F02: Contract notice

Notice identifier: 2023/S 000-006041

Procurement identifier (OCID): ocds-h6vhtk-038d24

Published 1 March 2023, 3:41pm

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.3) Communication

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

<https://education.app.jaggaer.com/>

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/>

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

The Fosterline Service ITT

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 The Fosterline Service on behalf of the Department from 1st October 2023.

The Fosterline Service is a free, independent national advice service that offers support for both current and prospective foster carers. It has been in place since 2006, funded by the Department of Education. During that time, the Department also increased the scope of Fosterline from responding to ad hoc enquiries to offering individualised ongoing services for current or prospective foster carers requiring help with ongoing issues or detailed tax and benefits advice. The services aim to support foster families to stay together during times of crisis, reducing placement breakdown, and avoiding costs associated with this. The current service is widely used, with over 108,000 contacts (through the helpline service, 1-2-1s, web-chats, emails, website visits etc) in the year 2021-22.

To register your interest to tender and view the tender documents, 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>

Once registered the event will be accessible via the 'View Opportunities' link on the Homepage. Select the Opportunity Notice for 'The Fosterline Service ITT (ITT_2097)' and this will take you directly to the live tender. The closing date for submitting your bid is 12:00 GMT on the 29/3/23.

In order to provide further information on the live tender a bidders event webinar will be held via MS teams on 8/3/23 from 14:00-16:00 GMT. Please register your attendance the tenders messaging portal on jaggaer (ITT_2097)

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

To run Fosterline, the free service for prospective and current foster carers by providing a telephone helpline, website, social media presence and 1-2-1 support service on a referral basis.

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

This service contract has an option for a 1 year extension from the period of 1/10/25-30/9/26.

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.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-035275](#)

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

Date

29 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

29 March 2023

Local time

1:00pm

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