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Planning

Business Information Service

Department for Business, Energy & Industrial Strategy

F01: Prior information notice

Prior information only

Notice identifier: 2023/S 000-010001

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

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Section I: Contracting authority

I.1) Name and addresses

Department for Business, Energy & Industrial Strategy

Victoria Square House, Victoria Square

Birmingham

B2 4AJ

Contact

Steven Williams

Email

Steven.Williams3@beis.gov.uk

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

www.gov.uk/government/organisations/department-for-business-and-trade

I.3) Communication

Additional information can be obtained from 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

Business Information Service

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 is seeking to procure 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).

It is our intention to publish our tender for this requirement in May 2023. Ahead of this though, we would welcome any interested suppliers to join us in a formal Supplier Engagement event, scheduled for 27 April 2023.

II.1.5) Estimated total value

Value excluding VAT: £2,085,000

II.1.6) Information about lots

This contract is divided into lots: No

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 is seeking to procure 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 four years – initially for one year with the option to extend the contract on an annual basis for three more. The initial contract value (excluding mobilisation costs) is anticipated to be up to £2.5 million per annum (including VAT).

It is our intention to publish our tender for this requirement in May 2023. Ahead of this though, we would welcome any interested suppliers to join us in a formal Supplier Engagement event, scheduled for 27 April 2023 at 2.00pm via MS Teams. This will allow us to detail our requirement, and for observations to be shared, opportunities identified and questions asked. The outputs of the session will then inform our final scope before we publish our tender opportunity.

Details on how to register interest in this Supplier Engagement event are shown below.

II.3) Estimated date of publication of contract notice

1 June 2023

Section IV. Procedure

IV.1) Description

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

The procurement is covered by the Government Procurement Agreement: Yes

Section VI. Complementary information

VI.3) Additional information

A supplier engagement event about the Business Information Service will take place from 14:00-15:30 on Thursday 27 April 2023 via MS Teams. The agenda is proposed as follows:

1. Introductions
2. Summary of opportunity
3. Existing service
4. Service requirements
5. Question and answer session
6. Timeline and next steps

To register your interest in this event, please email steven.williams3@beis.gov.uk