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Planning

National Advocacy Information Advice and Safety Net Service. - Preliminary Market Engagement Notice

Department for Education

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

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Scope

Reference

project_10339

Description

The Department for Education is seeking market feedback on the re-procurement of a national advocacy information, advice and safety net service for looked-after children, care leavers, children in need, and other eligible children and young people in England.

The service will provide clear, child-friendly information on advocacy rights; national multichannel advice and signposting; and a safety net advocacy function where local provision is unavailable, unreasonably delayed or denied.

The provider will also deliver national intelligence on access, waiting times and systemic

barriers; maintain a secure CRM and digital platform; meet safeguarding and data security requirements; and ensure service continuity, workforce capacity and robust reporting and security requirements.

Total value (estimated)

- £540,000 excluding VAT
- £648,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 October 2026 to 30 September 2028
- Possible extension to 30 September 2029
- 3 years

Main procurement category

Services

CPV classifications

- 85311300 - Welfare services for children and young people
- 85312300 - Guidance and counselling services
- 71356300 - Technical support services

Contract locations

- UKC - North East (England)
- UKD - North West (England)
- UKG - West Midlands (England)
- UKF - East Midlands (England)
- UKJ - South East (England)
- UKH - East of England
- UKK - South West (England)
- UKI - London

Engagement

Engagement deadline

13 March 2026

Engagement process description

The Department for Education is undertaking preliminary market engagement to gather views on the proposed scope, delivery model, digital requirements, and commercial approach for the reprocedured national advocacy information, advice and safety net service.

Supplier experience and capability (indicative)

To support this engagement, the Department would be interested in feedback from suppliers with experience in:

- delivering national or regional advocacy, information or advice services.
- supporting children in care, care leavers, and vulnerable young people.

- providing independent advocacy in statutory or regulated contexts.
- operating helplines, digital triage services, or online advice platforms.
- safeguarding?related or social?care?related service delivery.

These capability areas are indicative and do not constitute formal selection or evaluation criteria.

Feedback from the market will be taken into consideration to help shape the departments proposed scope to ensure that the offer meets the sector's needs.

The Department will be holding an initial supplier engagement event on Thursday 5th March from 11am to 12pm. This will be an online event hosted through Microsoft Teams platform.

Deadline for registering for the event on 5th March is 12:00 noon Tuesday 3rd March via Jaggaer.

The event will be accessible via the 'View Opportunities' link on the Jaggaer e-Tendering portal Homepage.

Select the Opportunity Notice for 'National Advocacy Information, Advice and Safety Net Service- SSQ' and this will take you directly to the registration page.

This event is open to all potential suppliers, regardless of previous engagement with the Department.

The event will provide an overview of the National Advocacy Information, Advice and Safety Net Service and outline and upcoming market engagement activities scheduled shortly afterwards.

Following the event, suppliers will be invited to complete a questionnaire to register for the 1-2-1 sessions which will be held between 9th and 13th March

2026.

Deadlines for registration for 1-2-1 events will be noted via the jaggaer messaging system or via the event on 5th March 2026.

All correspondence will be shared via Jaggaer.

Important notice: This notice:

- Does not signify the commencement of a competitive procurement
- Does not constitute any commitment by the Department for Education to procure services
- Does not create any obligation on the Department

The DfE is keen to maximise opportunities to participate in procurement for Small to Medium-sized Enterprises (SMEs) and Voluntary, Community and Social Enterprises (VCSEs). Consideration will be given to consortia and collaborative bids from all forms of organisations.

Any funding estimates referenced are indicative only and subject to change. The Department makes no commitment at this stage to the final scope or funding envelope of any future contractual activity.

Participation

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Publication date of tender notice (estimated)

13 April 2026

Contracting authority

Department for Education

- Public Procurement Organisation Number: PDZG-3487-DPVD

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