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Contract

The Advocacy Safety Net Service Award Notice

Department for Education

F03: Contract award notice

Notice identifier: 2023/S 000-019813

Procurement identifier (OCID): ocds-h6vhtk-037f40

Published 11 July 2023, 3:14pm

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.4) Type of the contracting authority

Ministry or any other national or federal authority

I.5) Main activity

Education

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

The Advocacy Safety Net Service Award Notice

II.1.2) Main CPV code

- 71356300 - Technical support services

II.1.3) Type of contract

Services

II.1.4) Short description

Award Notice for The Advocacy Safety Net Service.

The Advocacy 'Safety Net' Service will 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.

The national advocacy 'safety net' is not a substitute for the services that local authorities should provide. Its role is to signpost children to locally provided services and to monitor availability. The service will maintain a dynamic picture of local provision, updated via calls to the helpline and based on work with local areas and through its networks. The service will only step in where local advocacy support continues to be denied.

The service has 3 core deliverables that the supplier will be required to deliver:

1. An advice helpline run by appropriately trained staff members who are able to respond to calls from looked after children and able to respond accordingly, identifying the best route to address concerns. The helpline should offer telephone, email, text, and WhatsApp communication options. This should also support children where English is not their first language.
2. Additional advocacy support through web-based information including 'self-advocacy tools and technology. A website should allow looked after children and care leavers to be made aware of their local advocacy provider and the relevant contact information. This should also support children where English is not their first language.
3. A database capturing the availability of local advocacy, which is accurate and kept up to date so to refer children and young people to local support. The database is held by the current provider and regular contact with all local authorities are needed to ensure information is kept up to date

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: £542,611.64

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

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2. Additional advocacy support through web-based information including 'self-advocacy tools and technology. A website should allow looked after children and care leavers to be made aware of their local advocacy provider and the relevant contact information. This should also support children where English is not their first language.

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II.2.5) Award criteria

Quality criterion - Name: Technical / Weighting: 80

Quality criterion - Name: Commercial / Weighting: 20

Price - Weighting: 80/20

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 000-031260](#)

Section V. Award of contract

Contract No

con_21052

Title

The Advocacy Safety Net Service

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

10 July 2023

V.2.2) Information about tenders

Number of tenders received: 5

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

V.2.3) Name and address of the contractor

National Youth Advocacy Service (NYAS)

Wirral

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Total value of the contract/lot: £542,611.64

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Department for Education

London

SW1P 3BT

Country

United Kingdom