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Tender

Business Information Service

Department for Business and Trade

F02: Contract notice

Notice identifier: 2023/S 000-023485

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

Published 10 August 2023, 5:53pm

Section I: Contracting authority

I.1) Name and addresses

Department for Business and Trade

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

<http://www.gov.uk/government/organisations/department-for-business-and-trade>

I.3) Communication

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

<https://beisgroup.ukp.app.jaggaer.com/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://beisgroup.ukp.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

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).

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

Main site or place of performance

England

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 three years – initially for one year with the option to extend the contract on an annual basis

for three more. The initial contract value is anticipated to be up to £2.5 million per annum (including VAT).

Please register your interest in submitting a tender for this project by signing up to our procurement platform, Jaggaer. The Jaggaer platform allows for all ITT documents to be viewed and downloaded, bids to be submitted, and clarification questions to be asked and responded to. Please use the following link to register on the platform:

<https://beisgroup.ukp.app.jaggaer.com/>.

Click on “Register” under “View Our Live Opportunities”. The ITT number for this requirement is itt_912. If you have any issues signing up to this platform, please email steven.williams3@beis.gov.uk . This will ensure you receive immediate notification of updates regarding the ITT process.

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 January 2024

End date

31 March 2027

This contract is subject to renewal

No

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 III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

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: [2023/S 000-010001](#)

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

Date

22 September 2023

Local time

12:00pm

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

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 4 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

22 September 2023

Local time

12:01pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

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VI.4) Procedures for review

VI.4.1) Review body

Department for Business and Trade

London

Country

United Kingdom