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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](mailto: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

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## **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](mailto: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

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### **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

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### **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

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## **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