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Planning

The Fosterline Service

Department for Education

F01: Prior information notice

Prior information only

Notice identifier: 2022/S 000-035275

Procurement identifier (OCID): ocds-h6vhtk-038d24

Published 13 December 2022, 4:21pm

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

www.gov.uk/dfc

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

Education

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

The Fosterline Service

II.1.2) Main CPV code

- 71356300 - Technical support services

II.1.3) Type of contract

Services

II.1.4) Short description

It is the Department for Education's intention to undertake a procurement exercise to appoint a suitably experienced organisation to deliver The Fosterline Service on behalf of the Department from 1st October 2023.

The Fosterline Service is a free, independent national advice service that offers support for both current and prospective foster carers. It has been in place since 2006, funded by the Department of Education. During that time, the Department also increased the scope of Fosterline from responding to ad hoc enquiries to offering individualised ongoing services for current or prospective foster carers requiring help with ongoing issues or detailed tax and benefits advice. The services aim to support foster families to stay together during times of crisis, reducing placement breakdown, and avoiding costs associated with this. The current service is widely used, with over 108,000 contacts (through the helpline service, 1-2-1s, web-chats, emails, website visits etc) in the year 2021-22.

In order to provide further information on the opportunity a market engagement webinar will be held on 12/1/23 from 10:00am – 11:30am GMT. This will be an online event hosted through Microsoft Teams platform.

To register for the event, you will need to be registered as a supplier on the DfE Jaggaer eTendering portal, available at

<https://education.app.jaggaer.com/web/login.html>

Once registered the event will be accessible via the 'View Opportunities' link on the Homepage. Select the Opportunity Notice for 'The Fosterline Service Engagement

Event' (SSQ_326) and this will take you directly to the registration page.

The closing date for registering your interest of the market engagement event is 17:00 GMT on the 10/1/23

II.1.5) Estimated total value

Value excluding VAT: £352,016

II.1.6) Information about lots

This contract is divided into lots: No

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

To run Fosterline, the free service for prospective and current foster carers by providing a telephone helpline, website, social media presence and 1-2-1 support service on a referral basis.

II.3) Estimated date of publication of contract notice

1 March 2022

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