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Tender

## **Contract for the Provision of the Staffordshire Business Helpline Service**

Staffordshire County Council

F02: Contract notice

Notice identifier: 2024/S 000-000914

Procurement identifier (OCID): ocds-h6vhtk-042c41

Published 11 January 2024, 11:06am

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Staffordshire County Council

1 Staffordshire Place

Stafford

ST16 2LP

#### **Contact**

Michelle Davies

#### **Email**

[michelle.davies@staffordshire.gov.uk](mailto:michelle.davies@staffordshire.gov.uk)

#### **Telephone**

+44 1785277116

#### **Country**

United Kingdom

**Region code**

UKG2 - Shropshire and Staffordshire

**Justification for not providing organisation identifier**

Not on any register

**Internet address(es)**

Main address

<https://www.staffordshire.gov.uk/Homepage.aspx>

Buyer's address

<https://supplierlive.proactisp2p.com/Account/Login>

**I.3) Communication**

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

<https://supplierlive.proactisp2p.com/Account/Login>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://supplierlive.proactisp2p.com/Account/Login>

**I.4) Type of the contracting authority**

Regional or local 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**

Contract for the Provision of the Staffordshire Business Helpline Service

Reference number

IA3073

#### **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**

Staffordshire County Council is issuing a tender on behalf of the Stoke-on-Trent and Staffordshire Growth Hub, and in conjunction with City of Stoke-on-Trent Council, for the ongoing operation of a business support helpline service which is the core of the Stoke on Trent & Staffordshire Growth Hub.

The helpline is underpinned by four principles:

? Any business calling the single point of contact should be able to obtain appropriate help in the minimum number of contacts/referrals

? The helpline will be manned by SFEDI qualified business advisors (or equivalent) who understand the purpose of Growth Hubs and have the necessary experience and capability to make accurate referrals.

? Businesses should be encouraged to meet with a Business Advisor to take advantage of the opportunity that a diagnostic provides to fully explore any and all opportunities for growth or growth enhancement.

? Where appropriate, businesses should be encouraged to self-help via the most cost-effective channels, such as internet sites [www.stokestaffsgrowthhub.co.uk](http://www.stokestaffsgrowthhub.co.uk) or [www.gov.uk](http://www.gov.uk)

These principles have been reflected in service delivery by seeking to answer questions

immediately where possible, and by following up any referrals by contacting the enquirer to ensure that the referral agency has responded.

Please refer to the specification for the full description and requirement.

#### **II.1.5) Estimated total value**

Value excluding VAT: £210,000

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 79411100 - Business development consultancy services

#### **II.2.3) Place of performance**

NUTS codes

- UKG2 - Shropshire and Staffordshire

Main site or place of performance

Staffordshire

#### **II.2.4) Description of the procurement**

Suppliers should set up a profile on Proactis by completing their company details first. Then registering their interest to this specific tender opportunity by searching under reference IA3073.

Any questions regarding this opportunity should go through the 'message function'.

Please do not contact the Buyer direct.

#### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

#### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Start date

1 April 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: Yes

Description of options

Option to extend for a further 12 months to the 31st March 2027

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.3) Technical and professional ability**

List and brief description of selection criteria

It is a mandatory requirement that the supplier will ensure that the helpline will be manned by SFEDI qualified (or equivalent) Business Advisors throughout the proposed contract term including any extension periods and certification to confirm this accreditation must be submitted with this tender.

PLEASE REFER TO THE PROCUREMENT DOCUMENTATION FOR MORE DETAIL

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

Date

13 February 2024

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

13 February 2024

Local time

1:00pm

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Staffordshire County Council

Stafford

Country

United Kingdom