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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): ocids-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

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

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 or 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

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

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

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