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Contract

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

Staffordshire County Council

F03: Contract award notice

Notice identifier: 2024/S 000-008115

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

Published 14 March 2024, 9:52am

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

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

Staffordshire County Council

Tipping Street

STAFFORD

ST162DH

#### **Email**

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

#### **Country**

United Kingdom

#### **Region code**

UKG - West Midlands (England)

## **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>

## **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 has awarded a contract 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.

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

This contract is divided into lots: No

#### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £210,000

### **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**

Open threshold procurement was followed

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

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

#### **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 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: [2024/S 000-000914](#)

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## **Section V. Award of contract**

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

11 March 2024

#### **V.2.2) Information about tenders**

Number of tenders received: 1

Number of tenders received from SMEs: 1

Number of tenders received by electronic means: 1

The contract has been awarded to a group of economic operators: No

#### **V.2.3) Name and address of the contractor**

Staffordshire Chambers of Commerce & Industry Limited

Stoke-on-Trent

Country

United Kingdom

NUTS code

- UKG2 - Shropshire and Staffordshire

Companies House

465975

The contractor is an SME

Yes

#### **V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £210,000

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## **Section VI. Complementary information**

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

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

Staffordshire County Council

Stafford

Country

United Kingdom