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Contract

CN250241 Kent and Medway Growth Hub

Kent County Council

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-046005

Procurement identifier (OCID): ocids-h6vhtk-0508a6 ([view related notices](#))

Published 5 August 2025, 10:35am

Scope

Description

The Kent and Medway Growth Hub ("KMGH") is a government funded service that enables small and medium sized businesses in Kent and Medway to access local and national business support. Funded via a grant from the Department for Business and Trade (DBT), the Growth Hub provides a one stop shop for business support services that offers:

- Information, navigation, and signposting via a coordinated, multi-channel service.
- Structured support to small and medium enterprises, incorporating a diagnostic assessment of business needs and advice and guidance.

Kent County Council (KCC) is the Accountable Body for the Kent & Medway Growth Hub service.

Kent and Medway have a strong track record of practical delivery, underpinned by a long track record of excellent partnership working between business and local government. The Kent and Medway Economic Partnership (KMEP) is the economic partnership for Kent and Medway and takes the strategic lead in the Kent and Medway areas for economic growth.

The provider of the previous core Growth Hub service for Kent and Medway, was the Kent Invicta Chamber of Commerce (KICC). The Kent and Medway Economic Partnership is responsible for the delivery of the objectives set out in Kent and Medway Economic Framework (Kent & Medway Economic Framework). It sets out the actions that businesses and local authorities in Kent and Medway, together we will take to drive forward delivery of the following aims:

- Ambition 1: Enabling innovative creative and productive businesses.
- Ambition 2: Widening opportunities and unlocking talent.
- Ambition 3: Securing resilient infrastructure for planned, sustained growth.
- Ambition 4: Placing economic opportunity at the centre of community wellbeing and prosperity.
- Ambition 5: Creating diverse, distinctive and vibrant places.

The Core service activities include:

- Marketing and Engagement of the service to relevant businesses.
- Provision of single point of contact for business support services.
- Assessment of business need and signposting to relevant support.
- Direct one to one business support for ambitious and high growth companies.
- Development of strategic partnerships and robust referral networks.
- Data collection, verification, and reporting.

Further Information regarding the opportunity has been provided within the procurement documents. These documents were accessible via the Kent Business Portal. A link to the opportunity was provided in a previous notice.

Contract 1

Supplier

- SMARTER SOCIETY LIMITED

Contract value

- £904,525 excluding VAT
- £1,085,430 including VAT

Above the relevant threshold

Date signed

25 July 2025

Contract dates

- 1 August 2025 to 31 March 2028
- Possible extension to 31 March 2029
- 3 years, 8 months

Description of possible extension:

The contract extension is subject to supplier performance and the availability of funding.

Main procurement category

Services

Options

The right to additional purchases while the contract is valid.

The Council shall include 'Option Provisions' such that it can purchase additional activity up to 50% of the original contract package dependent on available budget, Supplier performance and due diligence requirements. Additional funding may be provided to deliver additional activity to address a significant economic impact. Historically, additional funding has been provided to address the significant impact of Covid-19. Subject to satisfactory performance within the contract, the Council would consider the provision of additional works in alignment with Schedule 8, Paragraph 8 of the Procurement Act 2023.

CPV classifications

- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security

Contract locations

- UKJ4 - Kent

Justification for not setting key performance indicators

Key Performance Indicators have been set for the Kent and Medway Growth Hub contract. They will not be published within this notice, as the contract value is under £5M (In alignment with public procurement thresholds). The KPI's were published within the draft terms and conditions which were issued alongside the Invitation to Tender documents.

Submission

Submission type

Tenders

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Supplier

SMARTER SOCIETY LIMITED

- Companies House: 09874339
- Public Procurement Organisation Number: PBHL-3297-PYVX

27 Old Gloucester Street

London

WC1N 3AX

United Kingdom

Email: hello@smartersociety.org

Region: UKI31 - Camden and City of London

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1

Contracting authority

Kent County Council

- Public Procurement Organisation Number: PLDL-8938-YGYW

County Hall

Maidstone

ME14 1XQ

United Kingdom

Email: sourcingsupportteam@kent.gov.uk

Website: <https://www.kent.gov.uk/>

Region: UKJ45 - Mid Kent

Organisation type: Public authority - sub-central government