

Request for Quote

RFQ Ref	PR2122
RFQ Name	Growth Hub Gateway support services
Issue of Specification	Friday 7 th March 2025
Closing date	Monday 17 th March 2025 at 5pm

1. About us

1.1. The South Midlands Growth Hub plays a vital role in driving business innovation and growth by providing targeted support, securing investment, and aligning local economic priorities. We act as a bridge between businesses, the public sector, and academia, ensuring that companies have access to the resources, infrastructure, and skills they need to thrive. Our focus is on boosting productivity, creating jobs, and fostering long-term, sustainable economic growth across the region.

1.2. The South Midlands Growth Hub plays a key role in driving strategic economic growth by focusing on three core areas:

- **Strategic Engagement:** We contribute to the region's economic priorities, identifying opportunities and challenges to support the long-term vision for sustainable growth.
- **Direct Support for Business Growth:** We secure and manage key funding streams to drive business expansion and innovation, while also coordinating tailored support services through our Growth Hub.
- **Collaboration and Partnership Building:** We bring together key stakeholders to address economic challenges, promote cross-boundary cooperation, and unlock new opportunities for growth.

2. Background

2.1. The South Midlands Growth Hub provides support to businesses across the South Midlands through a range of services including:

- A business support gateway accessed by phone, webchat, email and website form
- Initial triage service to identify support required
- One to one Business Adviser support
- Workshops / events covering business related topics

- Specific programmes targeted at early-stage business, Net Zero support, mentoring, sector specific programmes, hour with an expert series
- Grant funding support
- An online resource hub of available support for businesses.

3. Key requirements

3.1 The South Midlands Growth Hub would like to appoint an organisation to work closely with our Business Adviser team to support all inbound enquiries by:

- Managing the Growth Hub Gateway - be the first point of engagement for business enquiries.
- Monitoring the Growth Hub gateway between 9am and 5pm, Monday to Friday by responding to incoming phone calls, web chat, emails and website enquiry forms, by collecting information from the enquirer including, Company and contact details, turnover, sector and employee numbers, and the support required.
- Input all company and enquiry details using the Growth Hub's CRM system following an agreed process.
- Provide 1:1 support and make relevant referrals to the wider business support network for pre-start and early-stage businesses up to 12 months old. Referrals to be logged on the CRM system.
- Businesses over 12 months old will be forwarded to the South Midlands Growth Hub Business Advisers following agreed process.
- To work closely with the Business Advisers and other members of the Growth Hub team to ensure the client enquiries are appropriately dealt with.
- To provide the highest level of customer service to all businesses.

We anticipate the successful organisation will have:

- Knowledge of Growth Hubs, Local, Regional and National business support programmes and organisations.
- Excellent understanding of SME business and the challenges they face.
- Qualified Business Adviser or in-depth experience in supporting businesses.
- Knowledge of the South Midlands region and the business support ecosystem.
- Understanding of public sector business support.
- Ability to problem solve.

4. Deliverable Timescales

4.1. Below is an indication of this Quote timeline, this may change, and South Midlands Growth Hub will not be liable for any changes.

RFQ issued	Friday 7 th March 2025
Closing date for quotes	Monday 17 th March 2025 at 5pm
Appointment of supplier	Monday 24 th March 2025
Contract start date	Tuesday 1 st April 2025
Contract end date	Tuesday 30 th September 2025

5. Budget

Please supply an hourly rate for the work outlined in the Key Requirements section and an estimated monthly total cost. Total delivered service cost no more than £10,000 exclusive of VAT to run until 30th September 2025.

6. Selection and Award Criteria

The applications will be scored under the Award Criteria set out in Annex 1.

7. RFQ responses

- All prices quoted shall be fixed and firm and shall apply for the full duration of the contract.
- All costs are deemed to include expenses and any other on-cost.
- All prices quoted shall be exclusive of Value Added Tax (VAT)
- Please contact on mark.horder@southmidlands.org.uk or call 07596 325231 should you have any queries regarding completion of the response.
- Please send your completed quotes and any supporting information electronically to mark.horder@southmidlands.org.uk with the name of the RFQ in the subject header. Please note we **cannot** accept hard copies.

8. Terms and Conditions

We are following the conditions of contract for purchase orders below £25,000, follow attached link for further details

Annex 1: AWARD CRITERIA EVALUATION

Criteria	Score	Score	Score	Weighting (%)
Price: It is necessary to illustrate the value for money in the proposal and how your proposal will deliver the best value per £ of public funds.	Exceptional, covered thoroughly, prices are very good and better than other suppliers. Score 8-10	Average. Brief covered adequately; Prices are reasonable. Score 4-7	Bidder meets or does not meet requirements of brief. Score 0-3	35%
Ability to deliver the required service quality and within timescales: Outlines what is to be delivered and how will be delivered.	Exceptional, covered thoroughly, Score 8-10	Average. Brief covered adequately, Score 4-7	Bidder meets or does not meet requirements of brief. Score 0-3	30%
Quality of delivery: Provide details about the quality of delivery indicating key members of the team that will be working on the project and relevant experience	Exceptional, covered thoroughly, have provided a satisfactory information of the key members that will be involved on the project delivery and their relevant experience compared to the requirements of the brief. Has provided very good response, covering all the key deliverables 8-10	Average. Has provided adequate / fair information regarding the key members that will be involved on the project delivery and their relevant experience compared to the requirements of the brief 4 -7	Poor, have not provided satisfactory information 0-3	25%
Social Value: The proposal needs to show the social value of the contract and how your business contributes to the society and community in which you operate.	Exceptional, covered thoroughly, providing apprenticeship and placements, helping local charities and other community work. Score 8-10	Average. Brief covered adequately, Do community and charity work but do not provide apprenticeship / placements or vice versa. Score 4-7	Does not meet requirements of brief. Score 0-3	10%

The
South Midlands
Growth Hub

Criteria	Score	Score	Score	Weighting (%)
			Total	100%