



European Union
European Regional
Development Fund



TENDER BRIEF

SUPPLY CHAIN SUPPORT

Background and aims

We have a need to procure a pool of providers to deliver supply chain support to Cumbrian SMEs as part of intensive business support programmes aimed at enhancing their growth, competitiveness and profitability.

We are looking for providers able to offer a combination of supply chain specific workshops/seminars, 1-2-1 advice and support development and delivery of online activities.

Proposals are welcome from individuals and from organisations.

Specific requirements

We are looking for providers able to offer a combination of supply chain specific workshops/seminars and 1-2-1 advice and support development and delivery of online activities to support businesses to develop and enhance their supply chains and/or gain entry to/more business in supply chains locally, nationally and internationally. This includes work in relation to large businesses to increase the representation of Cumbrian SMEs within their supply chains.

Topics could include, for example (this list is not exhaustive):

- Supply chain development
- Procurement
- Bidding, including related presentations
- Gaining accreditations and certifications (SALSA, ISO, etc.)
- Quality assurance
- Demonstrating buyer requirements such as Corporate Social Responsibility, Environmental Sustainability and Social Value
- Implementing effective business processes

Support requirements cover the range of sectors (food & drink, nuclear, specialist manufacturing, healthcare, retail, hospitality, agri-business, services, etc.) both ERDF eligible and non ERDF eligible businesses.

In relation to workshops/seminars we are looking here for an indication of the sort of topics you could offer – specific workshops/seminars will then be agreed and worked up in line with identified needs and opportunities.

In relation to workshops/seminars you will be required to:

- Design and deliver your workshop(s) and any supporting materials, branded in line with Chamber/Growth Hub, ERDF and other funder requirements, to be delivered in suitable venues anywhere in the county
- Ensure clients participating in the workshops fully and correctly complete all relevant project paperwork
- Work with the Growth Hub to generate interest in attending the workshops and engage businesses in signing up to support
- Ensure a highly professional service which meets the needs of participants and partners and contributes to the projects' overall targets.

Venue and refreshment costs will normally be arranged and paid for by the Growth Hub. If your proposal includes venue and refreshments please make this clear and explain your reasoning.

In relation to 1-2-1 advice you will be required to:

- Engage businesses, promote the project offer and encourage take up
- Where relevant, review business needs specific to supply chain and produce an action plan
- Provide specialist advice to businesses
- Make clients aware of the wider support on offer and refer them into this
- Ensure that project paperwork is fully and correctly completed, including required signatures, and provided to the Growth Hub in a timely manner

You may bring your own clients to this support and/or support clients referred to you by the Growth Hub.

Content of submission

Responses must be written in English.

Your submission should cover as a minimum a clear statement of who will be delivering the work and for each of these:

- Description of the services you can offer, including any specialisms within supply chain and indicative workshop/seminar topics plus suggested online resources/content/activities
- Detailed CV

- Track record and relevant experience including examples of similar work and at least two relevant referees if you have not previously been contracted by the Chamber in a similar role; one relevant referee if you have previously been contracted by the Chamber in a similar role
- Proactive approach to client management and ensuring clients progress in a timely manner
- Good paperwork and organisation, i.e. demonstrable ability and evidence of completing paperwork fully but concisely, correctly and in a timely manner
- Awareness, understanding and knowledge of relevant supply chain and wider issues facing businesses in Cumbria and relevant sector/topic issues
- Clarification of the area(s) of the county you are happy to cover (out of Allerdale, Barrow and Furness, Carlisle, Copeland, Eden, South Lakeland excluding Furness)
- Availability to deliver in terms of time
- Confirmation that you are happy to accept the pricing structure, payment and performance model included within this brief for advisory work and development/delivery of online resources
- Indicative pricing for workshops/seminars, indicating what this includes and the number of participants which could be accommodated per workshop
- An outline of any other contracts/business activities in which you are involved (to enable us to assess potential conflicts of interest)
- The name of the company/sole trade bidding
- Address
- Named contact with job title plus email and phone contact details
- VAT and company numbers (if applicable)

Criteria (please answer separately for each person who would be delivering this work):

- *Relevant expertise, qualifications and experience*
Please explain your relevant expertise, qualifications and experience, including specific examples and sectors.
- *Support you could offer*
Please explain the support you could offer in terms of advice, indicative workshops/seminars (including cost) and suggested online resources/activities. Please also cover your ability to proactively engage/bring clients to the support.
- *Proactive approach to client management and ensuring clients progress in a timely manner*
Please set out clearly your approach, experience and track record, with examples/evidence.
- *Good paperwork and organisation, i.e. demonstrable ability and evidence of completing paperwork fully but concisely, correctly and in a timely manner*

Please set out your approach, experience and track record, with examples/evidence.

- *Awareness, understanding and knowledge of relevant supply chain and wider issues facing businesses in Cumbria and any relevant sector/topic issues*
Please highlight your awareness, understanding and knowledge of the relevant issues, with evidence/examples.
- *Availability – while there is no commitment to particular levels of work overall or in any given period by either party, advisers need to be generally available to work with clients within a reasonable timeframe, with, for example, an initial appointment within 10 working days as standard*
Please confirm your availability to meet this requirement.

Where the person has worked for us in a similar capacity we will take past performance into account, alongside one reference. Where they have not then two relevant references will be required.

Where the tenderer is a company the tender must be signed by a duly authorised representative of the company. In the case of a sole trader you should sign and give your name in full together with the name under which you are trading.

You may be invited to meet with us before being offered a contract.

For all applicants in assessing you against the above criteria we will take into account your written responses as requested above, your CV, references and our own experiences of working with you. We will use the tender assessment method and award criteria set out in the Award Criteria provided – see schedule A for scoring mechanism.

Criteria

Tenders will be marked as follows:

| Criteria | Which elements of your proposal we will look at | Weighting |
|--|---|------------------|
| Relevant track record, experience and expertise | Response on track record, experience & expertise; references; any previous experience we have of working with you | 30 |
| Support you could offer – advice, workshop/seminar content, online resources/activity | Response on support you could offer; any previous experience we have of working with you; references | 20 |
| Proactive approach to client management and ensuring clients progress in a timely manner | Response on client management; references; any previous experience we have of working with you | 15 |
| Good paperwork and organisation | Response on paperwork and organisation; references; any previous | 15 |

| | | |
|--|---|-----|
| | experience we have of working with you | |
| Awareness, understanding and knowledge of relevant supply chain and wider issues facing businesses in Cumbria and any relevant sector/topic issues | Response on awareness, understanding and knowledge; references; any previous experience we have of working with you | 10 |
| Availability | Response on availability | 10 |
| | | 100 |

Where we believe there is a conflict of interest we reserve the right not to mark your tender and not to award the contract to you.

Marks will be awarded against each as set out in the following table, with the score multiplied by the weighting.

| Assessment | Score | Interpretation |
|---|-------|--|
| Compliance with significant added value | 5 | Exceeds the requirement. Exceptional demonstration by the applicant of the relevant ability, understanding, skills, resource and quality measures required to provide the services. Response identifies factors that will offer potential added value, with evidence to support the response. |
| Compliance with partial added value | 4 | Satisfies the requirement with minor additional benefits. Above average demonstration by the applicant of the relevant ability, understanding, skills, resource and quality measures required to provide the services. Response identifies factors that will offer potential added value, with evidence to support the response. |
| Compliance | 3 | Satisfies the requirement. Demonstration by the applicant of the relevant ability, understanding, skills, and resource and quality measures required to provide the services, with evidence to support the response. |
| Partial compliance but conflict in detail | 2 | Satisfies the requirement with major reservations. Considerable reservations of the applicant's relevant ability, understanding, skills, and resource and quality measures required to provide the services, with little or no evidence to support the response. |

| | | |
|----------------|---|---|
| Non-compliance | 0 | Does not meet the requirement. Does not comply and/or insufficient information provided to demonstrate that the applicant has the ability, understanding, skills, resource and quality measures required to provide the services, with little or no evidence to support the response. |
|----------------|---|---|

The cut off score for inclusion in the pool will be 280.

Instructions for submission

Submissions should be sent by email to Eva Foran eva@cumbriachamber.co.uk marked 'Confidential – Tender Enclosed' to reach us by no later than 9am on Monday 25th March 2019. For proof of delivery please ensure you obtain and retain both a delivery and read receipt for your email.

All queries in relation to this invitation to tender should be addressed by email to eva@cumbriachamber.co.uk.

Clarifications

Any clarifications should be submitted by email to eva@cumbriachamber.co.uk.

Contract terms

The draft contract proposed is attached as Schedule A. By submitting a tender, tenderers are agreeing to be bound by the terms of this brief and the relevant contract without further negotiation or amendment.

Warnings and disclaimers

While the information contained in this brief is believed to be correct at the time of issue, the Chamber will not accept any liability for its accuracy, adequacy or completeness, nor will any express or implied warranty be given. Neither the issue of this brief nor any of the information presented in it should be regarded as a commitment or representation on the part of the Chamber (or any other person) to enter into a contractual arrangement.

Confidentiality

All responses will be treated as confidential during the procurement process. Requests for information received following the procurement process will be considered on a case-by-case basis applying the principles of the Data Protection Act 1998. The Chamber may consult with third party providers of information before it is disclosed, but cannot guarantee that this will be done.

Publicity

No publicity regarding the services or award of the contract will be permitted unless and until the Chamber has given express written consent to the relevant communication and ensured it complies with Chamber/Growth Hub and any other relevant guidelines.

Tenderer conduct and conflicts of interest

Any attempt by tenderers/their advisers to influence the process in any way may result in disqualification. Tenderers are responsible for ensuring that no conflicts of interest exist between the tenderer and its advisers and the Chamber and their advisers. Any tenderer who fails to comply with this requirement may be disqualified from the procurement at the discretion of the Chamber.

Timescales

These initiatives operate to varying timescales, with some expected to run until approximately Jan 2020. Note that there will be no commitment to a particular number of hours under the contract, either in total or in any given period.

Payments

Payment will be in arrears against monthly invoices itemising authorised work carried out during the month, and subject to provision of satisfactorily completed paperwork. Payment rates are detailed in the template contract provided at Schedule A, with the basic rate £30/hour (plus VAT if VAT registered) for client support.

Drawing providers from the pool

Advisory activity:

Where a provider brings a client to the project they will work with that client unless they or the client choose otherwise.

Otherwise providers will be allocated on the basis of geography (as far as possible avoiding mileage costs) and subject to reasonable availability, taking into account specialisms in line with client needs. All of other things being equal we will allocate on the basis of rotation.

Workshops/seminars:

Workshop/seminar activity will be agreed and allocated in line with identified client needs and opportunities, taking into account specialisms, track record, suggestions and price at bidding stage and availability. If there is not a clear preferred option based on this we will invite brief specific proposals from relevant providers within the pool and decide on the basis of those.

Online resources and activities:

Workshop/seminar activity will be agreed and allocated in line with identified client needs and opportunities, taking into account specialisms, track record, suggestions and price at bidding stage and availability. If there is not a clear preferred option based on this we will invite brief specific proposals from relevant providers within the pool and decide on the basis of those.

The Chamber's rights

The Chamber reserves the right to:

- Waive or change the requirements of this brief from time to time without prior, or any notice, being given
- Seek clarification or documentation in respect of a tenderer's submission
- Disqualify any tenderer that does not submit a compliant tender in accordance with the instructions in this brief

- Disqualify any tender that is guilty of serious misrepresentation in relation to its tender or the tender process
- Withdraw this brief at any time or re-invite tenders on the same or any alternative basis
- Choose not to award any contracts or accept the lowest or any tenders as a result of the current procurement process
- Choose not to award a contract to any organisation it views as a competitor or to have another conflict of interest
- Make whatever changes we see fit to the timetable, structure of content of the procurement process

Bid cost

The Chamber will not be liable for any bid costs, expenditure, work or effort incurred by a tenderer in proceeding with or participating in this procurement, including if the procurement process is terminated or amended by the Chamber.

Project Funding

The Growth Hub project is delivered by Cumbria Chamber of Commerce in partnership with LUMS with funding anticipated from the European Regional Development Fund, Allerdale Borough Council, Carlisle City Council, Eden District Council (under the Invest in Eden banner), South Lakeland District Council and Copeland Borough Council.

The project is receiving up to £2,478,193 of funding from the England European Regional Development Fund as part of the European Structural and Investment Funds Growth Programme 2014-2020. The Ministry of Housing, Communities and Local Government (and in London the intermediate body Greater London Authority) is the Managing Authority for European Regional Development Fund. Established by the European Union, the European Regional Development Fund helps local areas stimulate their economic development by investing in projects which will support innovation, businesses, create jobs and local community regenerations.

For more information visit <https://www.gov.uk/european-growth-funding>.