

TENDER BRIEF

BUSINESS START-UP SUPPORT PROGRAMME - TRAINERS

Background and aims

Cumbria Chamber of Commerce has for the past seven years run the BSUS (Business Start-Up Support) project for Cumbria. We now need to develop a training programme covering the whole of the county with the intention to start delivery from April 2019 for the next three years.

As part of this we are looking to develop a framework of experienced business trainers (individual trainers and/or training organisations) across a range of topics to facilitate and present training sessions/workshops/seminars and Enterprise Events across Cumbria. The BSUS programme is delivered by Cumbria Chamber of Commerce with funding anticipated from Allerdale Borough Council, Carlisle City Council, Copeland Borough Council, Eden District Council, South Lakeland District Council and the European Regional Development Fund.

Specific requirements

Training/workshops delivered will need to be tailored to meet the needs of people looking to start their own businesses and young businesses in their first three years of trading.

Submissions should look to cover both full and half day options and we're particularly interested in the below areas:

- Start and grow your artisan food business (other sectors will be considered)
- Start your business in a weekend
- Marketing and tips for small businesses
- Social media
- Customer service
- Search Engine Optimisation
- Website design e.g WordPress
- Pricing
- Bookkeeping/record keeping/ allowable expenses
- Sales
- I've started my business now what?
- Understanding HMRC

Thought should also be given to topics which can be offered as part of our Enterprise Events – a pick & mix of 3hr trainings and 1.5hr workshops (rates of pay for these sessions are set by the Chamber and are not negotiable).

You will be required to:

- Design and deliver any training/workshop materials, branded in line with Chamber and ERDF requirements
- Ensure clients participating in the training/workshops fully complete all relevant paperwork
- Work with the Chamber to generate interest in attending the training/workshops and engage people in signing up for support

Venue and refreshment costs will be arranged by the Chamber.

The successful organisation/individual will be responsible under the management of the Business Start-Up Support programme for designing, managing and delivering training, ensuring a highly professional service which meets the needs of participants and partners and contributes to the projects overall targets.

Content of submission

Your submission should cover as a minimum:

- Titles and brief description of training being offered
- Description of your delivery methodology
- CVs for all staff involved in the management and delivery of the service
- Track record and relevant experience including examples of similar work and at least two relevant referees
- Pricing
- Areas of the county you are able to cover

Applicants should ensure that their responses also cover the following points:

- Demonstration of sufficient staff resources to deliver the quality standards, timescales and outputs in the Cumbria region
- Demonstration of the ability to deliver value for money, including a clearly explained rationale for the unit price which must cover the provision of any relevant training/workshop materials
- An outline of any other contracts you may have which will impact on your ability to deliver this programme, and how this will be managed
- Identification of any potential risks in delivery of service, contained in a risk register, along with mitigation strategies for each

Criteria

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.

Tenders will be marked as follow:

Criteria	Which elements of your proposal we will look at	Weighting
Relevant track record, experience and expertise	Response on track record; references; staffing and relevant experience; customer feedback	40
Staffing levels	Response and staffing and contingency planning	15
Management processes	Responses on management including management of the activity; training to be delivered; track record of experience; other contract delivery which could impact on	10

	delivery	
Pricing	Cost per training/workshop; what is covered per unit price; rationale for unit price; value for money	15
Proposed content	Response on proposed content, including extent of our editorial input	20
		100

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.

Instructions for submission

Submissions should be sent by email to Lesley Robinson lesleyr@cumbiachamber.co.uk marked 'Confidential – Tender Enclosed' to reach us by no later than 9am on Monday 25th March 2019 with the intention for successful/unsuccessful responses being sent week commencing 25th March 2019.

The Chamber's rights

The Chamber reserves the right to:

- Waive or change the requirements of this ITT from time to time without prior, or any notice, being given
- Seek clarification or documentation in respect of a tenderers submission
- Disqualify any tenderer that does not submit a compliant tender in accordance with the instructions in this ITT
- Disqualify any tender that is guilty of serious misrepresentation in relation to its tender or the tender process
- Withdraw this ITT at any time or re-invite tenders on the same or any alternative basis
- Choose not to award any contract or accept the lowest or any tender 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 they 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 project is receiving up to £822,960 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>.



European Union

European Regional
Development Fund