

# **Liverpool City Region Senior Enterprise Coordinator Contract Notice for the Careers Hub/Enterprise Advisor Network**

## **Request for Quotation/ Key Information Document**

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## 1. Context

1.1. This Invitation to Tender (ITT) is an offer to suitable qualified suppliers to submit a tender for the Liverpool City Region Senior Enterprise Coordinator Contract Notice for the Careers Hub/Enterprise Advisor Network.

1.2. This ITT is a single step OPEN competitive process.

## 2. Timeline

2.1. This is the estimated timeline for this Contract Notice

|                                                                                                                          |                                |
|--------------------------------------------------------------------------------------------------------------------------|--------------------------------|
| Date advertised                                                                                                          | 28 <sup>th</sup> June 2019     |
| Deadline for Suppliers questions to <a href="mailto:lisa.duddridge@liverpoollep.org">lisa.duddridge@liverpoollep.org</a> | 3 <sup>rd</sup> July 2019      |
| Deadline for LEP to respond to Supplier questions                                                                        | 4 <sup>th</sup> July 2019      |
| <b>Deadline for Tenders to <a href="mailto:lisa.duddridge@liverpoollep.org">lisa.duddridge@liverpoollep.org</a></b>      | 9 <sup>th</sup> July 2019      |
| Suppliers notified of Award of Contract (10 day standstill begins)                                                       | 15 <sup>th</sup> July 2019     |
| Contracts Issued                                                                                                         | 26 <sup>th</sup> July 2019     |
| Start Date of Contract                                                                                                   | 1 <sup>st</sup> September 2019 |

## 3. Budget and Duration

3.1. The contract is for an initial 1 year period to run from 1<sup>st</sup> September 2019 to 31<sup>st</sup> August 2020. There is a possibility of a 12 month extension to the contract at the LEPs absolute discretion, subject to funding and performance.

3.2. The allocated budget for the Senior Enterprise Coordinator is up to £60,000 per annum for the initial 1 year period. A similar budget is expected the following year should there be an extension.

3.3. Applicants may submit responses for 1 or more of the roles available ([see 7.6](#)). Where the applicant only has match to deliver one of the roles, they must indicate their preferred role in the Funding Section of the Application.

## 4. Supplier Questions

4.1. Any questions should be directed to the LEP's Point of Contact Lisa Duddridge via email [lisa.duddridge@liverpoollep.org](mailto:lisa.duddridge@liverpoollep.org), on or before the 'deadline for suppliers questions' date stated in the above timeline.

4.2. All questions and answers will be made anonymous and disseminated to all potential suppliers on the LEPs tender page <https://www.liverpoollep.org/tenders/>. It will be the responsibility of the potential supplier to monitor the site for latest activity.

## 5. Materials

5.1. The documents related to this Invitation to Tender are listed below, and all documents should be read thoroughly before submitting your tender.

- Key Information document
- Supplier Response Form

5.2. No additional documentation should be submitted with a Tender unless specifically requested by the LEP.

5.3. The Tender should not contain any inserted, pasted or embedded pictures or documents unless requested by the LEP.

## 6. Developing and submitting your tender

- Take the time to read and understand the ITT and our Key Info document.
- Develop a strong understanding of our Requirements and ensure your answers relate to these.
- In structuring your tender consider how it will be evaluated.
- **Ensure you answer the question asked and do not refer to experience.**
- **Experience cannot be evaluated as part of a contract award. Any comments relating to experience will be disregarded.**
- If anything is unclear or you have any questions, please direct these to our point of contact before the Deadline for Suppliers questions.
- In submitting your tender, you must use the Response Form provided.
- This is a Microsoft Word form; use TAB to skip to the next box.
- Keep to the word count on the Response Form.
- You must complete and sign the conflict of interest and declaration at the end of the Response Form.
- A signed scan of your tender should be submitted via email to [lisa.duddridge@liverpoollep.org](mailto:lisa.duddridge@liverpoollep.org) before the 'Deadline for Tenders' above.
- Tenders may be submitted at any time before the Deadline for Tenders above. The date and time of the email will be recorded as the time and date of response. **Late responses will not be accepted.**

## 7. Background

- 7.1. Together with the Government backed Careers & Enterprise Company (CEC), the Liverpool City Region Local Enterprise Partnership (LEP) understands the benefit of increasing the number of opportunities for young people to get to know the world of work, understand what work is, explore their options, provide inspiration and build real confidence about their future. To achieve this, it is our ambition for stronger links between business and education to be developed and that business and enterprise programmes are embedded into schools.
- 7.2. To take forward this strategic priority, Liverpool City Region LEP has secured an offer of grant funding from The Careers & Enterprise Company to continue the successful delivery of a Careers Hub and [Enterprise Advisor Network](#) into the academic years 2019/20. The contract will run from 1<sup>st</sup> September 2019 to 31st August 2020.
- 7.3. The City Region's Enterprise Advisor Network (EAN), part of the national Network, connect schools and colleges with employers and careers programme providers and supports them to work together to provide effective experiences for young people. Matched to a local school or college by a trained Enterprise Coordinator (EC), volunteer Enterprise Advisors (EAs) from the world of work use their knowledge of the local business landscape to support the headteacher or careers team to develop an effective careers plan that addresses the [Gatsby Good Career Guidance Benchmarks](#) and to create opportunities with business contacts in the area for their school or college's students. The EAN Enterprise Coordinator focusses on school's achievement of 2 of the 8 Gatsby Benchmarks.
- 7.4. In addition to the EAN, the Liverpool City Region Careers Hub builds on the work of the Enterprise Advisor Network and extends it by supporting schools to achieve all 8 of the Gatsby Benchmarks.
- 7.5. The Careers Hub focuses on specific schools and work with them strategically to achieve all 8 Gatsby Benchmarks. Working with Universities, other education and training providers, employers and career professionals to ensure the Gatsby Benchmarks are delivered in each school and college and that careers outcomes are improved for all young people, it is led by a Careers Hub Lead at the LEP.
  - To this end the LEP is looking to procure a Careers Hub/EAN Senior Enterprise Coordinator – to work with 12 Schools

- 7.6. The funding available can cover 100% of the costs of the Senior Enterprise Coordinator in the City Region. The LEP is seeking to secure, through an application process, a delivery partner who demonstrate a knowledge and understanding of how best to engage and link business and education; who display a commitment to this agenda; and whom can provide match funding to match with this grant to deliver this exciting initiative.
- 7.7. The LEP requires delivery partners to coordinate and collaborate on this programme to maximise the benefit across Liverpool City Region schools. The Careers Hub and Enterprise Advisor Network complement the core values of the City Region's Local Growth Hub <https://localgrowthhub.com/about>. The Local Growth Hub provides a single access point for businesses to discover the advice and support they need to flourish. Organisations delivering services to support business growth as part of the Local Growth Hub are encouraged to coordinate and collaborate on the support delivered.

## 8. Scope

- 8.1. The Careers Hub and Enterprise Advisor Network are intended to inspire and motivate young people and support them to make informed choices about their future. This is achieved by working with senior leaders in education to develop effective careers strategies. The funding is for activities related to this partnership working and is not to be substituted into existing or planned activities.
- 8.2. The role of the Senior Enterprise Coordinator is to work with local businesses to secure volunteer Enterprise Advisors to each work with a local secondary school or college. The Careers Hub and Enterprise Advisor Network will enable high calibre volunteers to work directly with the senior leadership team in secondary schools and colleges to support more effective connection to the world of work and develop, shape or add value to the school or college's careers, enterprise and employer engagement strategy.
- 8.3. There are already 110+ schools signed up to the City Region's Careers Hub and Enterprise Advisor Network. Enterprise Coordinators will be required to maintain and further develop these relationships, specifically working with between 10-22 schools as indicated. They will also be required to support the growth of the Careers Hub and Network, increasing the total number of schools actively engaged with a target of all City Region schools having access to an Enterprise Advisor by 2020.
- 8.4. Through the Careers Hub and Enterprise Advisor Network, and existing relationships with employers, it is intended that the offer from employers to schools will increase so that in time every young person should be able to access work related interventions at multiple points as they progress through their schooling. Enterprise Coordinators are expected to have knowledge and understanding of the range of programmes and activities available to schools.
- 8.5. Please note that we expect delivery partners to have regard to the general requirements for DBS checks and other appropriate controls for staff working in schools or with pupils. We expect all Enterprise Coordinators and Enterprise Advisors to have such checks.

## 9. Key Success Factors & Deliverables

- 9.1. The funding is to support the ongoing development of a local Careers Hub and Enterprise Advisor Network to build upon and create powerful, lasting connections between local businesses and the schools and colleges in the City Region. The Senior Enterprise Coordinator should work appropriately to maximise effectiveness, impact and long-term sustainability.
- 9.2. The key success factors are summarised as follows with related funding subject to delivery against these.
- Maintain relationships with schools and Enterprise Advisors already signed up and engage with all Schools across the City Region, as agreed.

- b) Work Strategically with Senior Leadership teams and Careers Leads at school to help them work towards Gatsby Benchmarks.
- c) A review of the careers, enterprise and employment engagement strategy for all schools in the programme.
- d) Appointment of Enterprise Coordinator(s) in line with Job Description [Annex 1](#).
- e) Appointment of non-conflicted volunteer Enterprise Advisor(s) and matching them with schools and colleges in the programme.
- f) Establishment of an Enterprise Advisor Network which is fully supported on a day to day basis by the Enterprise Coordinator(s).
- g) Comply with The Careers & Enterprise Company's and LEP's tracking and monitoring requirements.
- h) Share best practice and evidence of 'what works' in the form of case studies and blogs regularly.
- i) Work in collaboration locally and avoid conflicts of interest.
- j) Minimum of one representative of each delivery partner to attend LEP EC meetings.
- k) Attendance at CEC national and regional training events and meetings.

## 10. Key Performance Indicators

10.1. The key performance indicators are summarised as follows:

- a) Schools or employer communications should be acknowledged as soon as possible and responded to within 5 working days.
- b) Enterprise Advisors should be matched to a school within 3 months of sign up.
- c) There should be regular communication with the schools and EAs until they are matched.
- d) The EA induction and onboarding process should be underway before the EA is matched to a school.
- e) DBS checks must be underway before the EA is matched to a school.
- f) EA induction should follow national best practice using standard resources (available from September 2019).
- g) ECs undertake a minimum of one school visit every half term with every school
- h) Compass must be completed every term and with the EA where possible. Compass and Tracker should be used as a structure for planning and to focus priorities.
- i) All ECs and host organisations should follow CEC best practice and updated recommendations/guidance.
- j) All ECs should align their delivery to the CEC roadmap.
- k) ECs should attend all Hub/EAN meetings as per the published schedule.

10.2 In addition to the key success factors listed, the Senior Enterprise Coordinator will work closely with the Careers Hub Lead and support the LEP Skills Lead with activities including the following:

- Collating MI / returns
- Manage the team of Enterprise Coordinators
- Arranging meetings
- Managing inward investment enquiries (e.g. From schools, employers, programme delivery organisations etc.)
- Disseminating information (amongst EC partners, Las, Stakeholders etc.)
- Communications
- Representing LCR Careers Hub/EAN in discussions and/or stakeholder groups

## 11. Cost and Payment

11.1. This opportunity is offered on the basis of:

11.1.1 Senior Enterprise Coordinators - up to £60,000 per annum

11.2. Grant Claim arrangements are in place to cover the reimbursement of 100% of the costs of the Senior Enterprise Coordinator. These costs will predominantly be salary with 'on costs', reasonable employee overheads, reasonable travel and administration support in delivery of the programme.

11.3. For the grant recipient to report on delivery and draw down the grant, an application for reimbursement, the 'Grant Claim' must be made. Claims are to be submitted quarterly in arrears. Only eligible expenditure defrayed (incurred and 'paid') by the end of that quarter can be included in the claim for reimbursement.

11.4. Claims must be submitted within 10 working days of the end of the claim period. Grant payment will normally be made within 30 working days from receipt of a completed claim.

## 12. Contract Award Evaluation Criteria

12.1. Contracts will be awarded on the basis of the overall Most Economically Advantageous Tender (MEAT) submitted.

12.2. The evaluation criteria and weightings are set out below.

12.3. In the instance that there is only one submission in a minimum overall score of 65 will need to be achieved in order for the contract to be awarded.

12.4.

| Quality                                                                                                                                                                                                                                                                        | Weightings |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| <b>Prior experience and delivery are not an indicator of suitability and will not be considered or scored.</b>                                                                                                                                                                 |            |
| • Describe how you will maintain the relationship with schools and Enterprise Advisors who are already a part of the Network and how you will coordinate and collaborate with other Enterprise Coordinator delivery partners.                                                  | 20%        |
| • Demonstrate your knowledge and understanding of the range of activities available in schools in relation to careers and enterprise and supporting schools to achieve all 8 Gatsby Benchmarks and how you will share this information to encourage involvement in programmes. | 20%        |
| • Provide information on how you will deliver the Senior Enterprise Coordinator role, supporting the LEP and linking with the Careers Hub Lead in overall delivery of the EAN / Careers Hub whilst managing your responsibilities with schools and Enterprise Advisors.        | 15%        |

|                                                                                                                                                                                                                 |     |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|
| <ul style="list-style-type: none"> <li>The programme must complement the current available activity and services without duplicating or conflicting against them. Show how you will accomplish this.</li> </ul> | 15% |
| <ul style="list-style-type: none"> <li>Describe your current Business Network and how this will be leveraged to deliver the programme and in particular the recruitment of Enterprise Advisors.</li> </ul>      | 10% |
| <ul style="list-style-type: none"> <li>The programme requires a proven Schools/College Network. Detail how you meet this criterion and how this will assist Programme delivery.</li> </ul>                      | 10% |
| <ul style="list-style-type: none"> <li>Detail how you will deliver the Programme either through recruitment or with existing resource.</li> </ul>                                                               | 10% |

## 12.5. Quality Scoring Methodology

|                |                                                                                                     |
|----------------|-----------------------------------------------------------------------------------------------------|
| 4 Excellent    | Proposal meets and, in some places, exceeds the required standard                                   |
| 3 Good         | Proposal meets required standard                                                                    |
| 2 Acceptable   | Proposal meets the required standard in most respects, but is lacking or inconsistent in others     |
| 1 Poor         | Proposal falls short of expected standard                                                           |
| 0 Unacceptable | Completely or significantly fails to meet required standard or does not provide the relevant answer |

## 12.6. Scoring

All tenders received on time will be independently scored against the award criteria by suitably experienced appraisers. The scores will then be added together, and the average score will be used to rank the bids. See example below:

### Example appraiser scoring and overall score

| Quality                                                                                                                                                                                                                                                                      |                    | App 1            | App 2            | Scores           |                       |                         |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|------------------|------------------|------------------|-----------------------|-------------------------|
| Award Criteria Supplier 1                                                                                                                                                                                                                                                    | Question Weighting | Score (out of 4) | Score (out of 4) | Score (out of 4) | Score as a percentage | Question Weighted Score |
| Describe how you will maintain the relationship with schools and Enterprise Advisors who are already a part of the Network and how you will coordinate and collaborate with other Enterprise Coordinator delivery partners.                                                  | 20%                | 2                | 2                | 2                | 50%                   | 10.0                    |
| Demonstrate your knowledge and understanding of the range of activities available in schools in relation to careers and enterprise and supporting schools to achieve all 8 Gatsby Benchmarks and how you will share this information to encourage involvement in programmes. | 20%                | 3                | 3                | 3                | 75%                   | 15.0                    |
| Provide information on how you will deliver the Senior Enterprise Coordinator role, supporting the LEP and linking with the Careers Hub Lead in overall delivery of the Careers Hub/EAN whilst managing your responsibilities with schools and Enterprise Advisors.          | 15%                | 2                | 1                | 1.5              | 38%                   | 5.6                     |

|                                                                                                                                                               |     |    |    |     |     |      |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|----|----|-----|-----|------|
| The programme must complement the current available activity and services without duplicating or conflicting against them. Show how you will accomplish this? | 15% | 1  | 3  | 2   | 50% | 7.5  |
| Describe your current Business Network and how this will be leveraged to deliver the programme and in particular the recruitment of Enterprise Advisors.      | 10% | 3  | 2  | 2.5 | 63% | 6.3  |
| The programme requires a proven Schools/College Network. Detail how you meet this criterion and how this will assist Programme delivery.                      | 10% | 2  | 2  | 2   | 50% | 5.0  |
| Detail how you will deliver the Programme either through recruitment or with existing resource.                                                               | 10% | 2  | 2  | 2   | 50% | 5.0  |
| Total Score                                                                                                                                                   |     | 15 | 15 |     |     | 54.4 |

## 12.7 Ranking

| Supplier   | Score | Ranking |
|------------|-------|---------|
| Supplier 1 | 54.4  | 3       |
| Supplier 2 | 43    | 4       |
| Supplier 3 | 75    | 1       |
| Supplier 4 | 73.5  | 2       |

Supplier 3 is the successful tender

## 13. Conflict of Interest

- 13.1. The LEP may exclude the Supplier if there is a conflict of interest which cannot be effectively remedied. The concept of a conflict of interest includes any situation where relevant staff members have, directly or indirectly, a financial, economic or other personal interest which might be perceived to compromise their impartiality and independence in the context of the procurement procedure.
- 13.2. Where there is any indication that a conflict of interest exists or may arise then it is the responsibility of the Supplier to inform the LEP, detailing the conflict in the Supplier response to Local Growth Hub Custom Broker Services Contract Notice.

## Annex 1

### Job Description

|                  |                                |
|------------------|--------------------------------|
| Job Title        | Senior Enterprise Co-ordinator |
| Location         |                                |
| Reporting to     | Careers Hub Lead               |
| Direct Report    |                                |
| Term (Temp/Perm) |                                |
| Salary Range     | £35,000 - £47,500              |

#### Overview

The Careers & Enterprise Company is an employer-led organisation that has been set up to inspire and prepare young people for the fast-changing world of work. Its role is to act as a catalyst in the fragmented landscape of careers and enterprise, supporting programmes that work, filling gaps in provision and ensuring coverage across the country.

Our mission is to prepare and inspire young people for the fast-changing world of work. We were established in 2015 to help link schools and colleges to employers. The Government's Careers Strategy published in 2017 expanded our role and the team is growing.

Our role now is to link schools and colleges to employers and help them to deliver world class careers support for all young people. We do this by:

1. Building Networks: we link schools and colleges to employers and other external careers providers through 40 Careers Hubs and the Enterprise Advisor Network.
2. Supporting Careers Leaders: we provide training and support to Careers Leaders in schools and colleges.
3. Backing the Gatsby Benchmarks: we support implementation of a best practice standard for careers support, the Gatsby Benchmarks, with tools and targeted funding.

We've worked with Local Enterprise Partnerships to build a national network which now links 2,000 schools and colleges to employers. We've also funded 150 programmes to provide high quality employer engagement activities to young people where they are needed most.

We're beginning to see evidence of progress in careers education in England. Employer engagement has increased by 50% among schools and colleges in our network. We've supported 540,000 young people through our investment funds. And schools and colleges are reporting steady progress against the Gatsby Benchmarks.

Young people are reporting improved career readiness, employability skills and resilience and 94% of schools and colleges would recommend our network. Ofsted have recently noted that careers advice is improving in England.

Our organisation has a privileged opportunity to make a difference to the lives of millions of young people, helping to inspire and prepare them for the fast-changing world of work. From September, 710 schools and colleges will work within a Hub and there will be at least one Hub in every region of England outside of London. This means that one in five secondary schools and colleges in England will be part of a Careers Hub.

The Hubs are based on a successful model, piloted in the North East. The North East Local Enterprise Partnership piloted the Careers Hub model during 2015-17. Each Careers Hub will consist of up to 40 local schools and colleges working together with universities, training providers, employers and career professionals to improve careers education for young people in the region. All Careers Hubs will have access to support and funding that will include a 'Hub Lead' to coordinate activity and build networks.

#### Role Scope

The Senior Enterprise Coordinator is crucial in The Careers and Enterprise Company's national programme and

critical to achieving its aim of motivating, inspiring and supporting young people in making informed choices about their future and help them to achieve against those choices.

Working closely with the Skills Lead and the Careers Hub Lead, the Senior Enterprise Coordinator will ensure effective and broad-based governance of the programme across a range of stakeholders, leading and coordinating a team of Enterprise Coordinators and responsible for delivering the continued growth and success of the Careers Hub and Enterprise Advisor Network.

The post-holder will ensure that the best local careers and enterprise provision is made available to schools and colleges in their area by acting as a core link to existing provision, to new initiatives emerging locally, regionally and nationally and through the Careers and Enterprise Company and by stimulating more provision where there are gaps.

### Key Responsibilities

- Deliver a service which meets and maintains The Careers and Enterprise Company's grant requirements and the LEP's accountability framework for the Careers Hub and EAN ensuring effective and broad-based governance.
- Lead and develop a high performing team of Enterprise Coordinators that ensures the delivery of a high-profile, successful and impactful Careers Hub/ Enterprise Advisor Network in the LEP area by engaging and supporting clusters of 20-22 schools and Enterprise Advisors.
- Optimise the performance of the local Careers Hub/EAN to set and lead a culture of excellence to ensure delivery of a service that is managed to a consistently high standard across the region and is quality assured.
- Ensure submission of timely monitoring and impact tracking returns as requested by The Careers & Enterprise Company including the monthly EAN Register and support the Skills Lead in the submission of quarterly grant claims
- Act as an ambassador for The Careers & Enterprise Company and LEP including raising the profile of the Careers Hub/EAN through utilising existing communication and marketing channels in order to engage with key local stakeholders.
- Be aware of the relevant CEC targets for the Careers Hub/EAN and your schools and be proactive in securing progress towards these targets.
- Provision of ongoing support to EA's including induction training, coordinating EA network meetings and identifying and delivering ongoing training to meet individual EA's development needs.
- Support The Careers & Enterprise Company grant recipients to ensure they are coordinating delivery with the LEP and local Careers Hub/EAN and provide feedback on them to your Regional Lead and the Investment Team.
- Build and understand the local context of careers provision and providers including National Apprenticeship Service, National Careers Service and JobCentre Plus and how these fit with the national context.
- Attend EC national and local training events and meetings to keep up to date with The Careers & Enterprise Company and Careers Hub/EAN developments.

### Qualifications & Experience required:

- Demonstrable experience of engaging and building relationships with leaders from schools, colleges and businesses.
- Demonstrable experience of leading the delivery of programmes or projects with multiple stakeholders.
- Experience of managing people and performance
- A strong track record of stakeholder engagement and management and of communicating with a variety of audiences, preferably in the education and careers sector.
- A demonstrable understanding of school culture and the challenges faced by schools in delivering careers and enterprise, and the current careers education and corporate social responsibility landscapes.
- An understanding of relevant local and national policy relating to skills and economic development and the issues and barriers to employment faced by young people.

### Skills & Core Competencies:

- Excellent communication and interpersonal skills, with the ability to persuade a variety of audiences and

encourage others to use new ways of working.

- Collaborative and good at building relationships at all levels, both internally and with a range of external stakeholders.
- Proactive, with the ability to work independently, prioritising a busy workload and many stakeholders.
- Adaptable, tenacious, determined, positive and resilient with the ability to deal with ambiguity and work in a start-up culture.