

Tender Specification

Tender Title	PR 2001 - VGH Business Support
Procurement Process N^o	PR 2001
Issue of Specification	22 nd December 2017
Closing Date	29 th January 2018 - 5pm
This tender opportunity is part funded by ERDF and form part of the Velocity ERDF Project.	

About us

The South East Midlands Local Enterprise Partnership (SEMLEP) was set up in May 2011 as one of 38 Local Enterprise Partnerships (LEPs) in England. Established by the Coalition Government. LEPs play a central role in determining local economic priorities and undertaking activities that drive economic growth and the creation of local jobs. More information can be found on its website www.semlep.com.

SEMLEP is formed as a company limited by guarantee. It has many partners including 14 local authorities, local businesses, business organisations and many other private and public organisations. In addition to the work that SEMLEP carries out we also have a business support arm, called Velocity Growth Hub which provides free business support to small and medium-sized enterprises (SME) www.VelocityGrowthHub.com

Velocity Growth Hub was established by SEMLEP in 2014 with funding from the Regional Growth Fund through Lancaster University. The Velocity Growth Hub aims to connect small and medium sized businesses in the South East Midlands with tailored support to enable them to grow.

The main elements of the Growth Hub are:

- A business information portal
- A team of seven business advisers
- Revenue and capital grants for business support
- A programme of business workshops
- Focussed business development within the four showcase sectors identified by SEMLEP

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Overview

SEMLEP requires an organisation to provide business adviser support in Milton Keynes, Bedford and Luton boroughs on behalf of the Velocity Growth Hub until December 2018. The activities form part of SEMLEP's Velocity Growth Hub project which is part funded by the European Regional Development Fund.

Requirements

The Velocity Growth Hub project provides information, enhanced diagnosis and brokerage to help SMEs and social enterprises to develop and implement growth plans. SEMLEP currently employs five advisers and one sub-contractor to provide this service. We now require an additional sub-contractor to deliver the service in Milton Keynes, Bedford and Luton boroughs.

The project addresses the falling business growth rates in the South East Midlands and particularly targets SMEs with aspirations to grow or scale-up their businesses. This could also include signposting them to other Velocity Growth Hub project resources, i.e. workshops and grants.

SMEs that receive one-to-one advice through the project will complete an Enrolment Form and Action Plan (using the Velocity Action Plan form) to capture growth metrics and the key issues facing the business, together with the agreed actions to deal with them which will be updated as necessary at progress reviews.

Method

SEMLEP is seeking an experienced, professional, business support provider with capacity and capability to:

- Provide business support and brokerage services to businesses that have been incorporated for more than 12 months and which are eligible for support from the European Regional Development Fund, for over 13 hours. Helping each one to develop an action plan to grow its business (defined in terms of employment, sales, profitability, improved productivity or Gross Value Added) and provide advice on where it may obtain further support to do so;
- Promote Velocity workshops and events to businesses in Milton Keynes, Bedford and Luton boroughs;
- Obtain original signatures from each SME to which the sub-contractor provides business support and brokerage services on forms that will be identified by SEMLEP to demonstrate the SMEs eligibility and record information and data from each one to demonstrate its growth plans and the subsequent impact of the plan on its performance;

- Able to create a pipeline of eligible SMEs interested in receiving business support to grow their business
- Agree and implement a marketing and business engagement plan with SEMLEP for the activities to be undertaken by both organisations to promote the project to eligible SMEs in Milton Keynes, Bedford and Luton boroughs in line with ERDF Marketing and Publicity guidance https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/470206/ESIF_Publicity_Requirements_v2_221015.pdf in order to create a pipeline of eligible SMEs in the designated boroughs that are interested in receiving business support to grow their businesses.
- Deploy Business Advisers:
 - With the experience and knowledge to take a holistic approach during a first meeting with an SME in order to identify their barriers to growth and agree an action plan to support their future development and growth aspirations
 - With a range of specialist expertise including any or all of the following disciplines: business strategy, marketing, PR, social media, business planning, HR, operations, ICT, and finance
 - Able to quickly develop client relationships and provide over 12 hours of business support to each eligible SME over a number of face-to-face meetings
 - Ideally, SFEDI accredited and/or have relevant professional qualifications
 - With direct experience of being self-employed / running their own business / working in business at a senior level
 - With a track record of working with a wide range of SME clients from different backgrounds and different sectors and able to adapt their style to effectively engage with each client
 - Ideally, advisers will have the experience to deliver group sessions if the need arises.
- Please note: The main purpose of this contract is to identify and satisfy SMEs seeking business support (more than 12 hours) in order to help grow their organisations. i.e. we are not looking for The Contractor to proactively target or engage with SMEs where their primary interest is in grant funding.
- The contractor and its advisers will ideally have experience and knowledge of ERDF projects.
- Record the details of interactions with each business on SEMLEPs CRM (Evolutive), training will be provided and a data sharing agreement will be signed by both parties;
- Provide the necessary documentary evidence (original, wet signed forms) for each interaction to SEMLEP to accompany each invoice for funding made by SEMLEP to The Secretary of State for Communities and Local Government;
- The sub-contractor will need to ensure that they collect a signed hardcopy version of the following Velocity forms from each customer that receives business support:

- VERDF 01 Enrolment Form
- VERDF 04 Action Plan
- VERDF 07 Adviser Support – Client Action Plan
- VERDF 30 Confirmation of Assistance

- Participate in monthly reviews of the performance of the contract with SEMLEP;
- Participate in service- and project-evaluation activities undertaken or commissioned by SEMLEP and The Secretary of State for Communities and Local Government;
- A representative to attend a meeting of SEMLEP’s business advisers at Cranfield on a bi-monthly basis, to provide and receive updates on the project delivery.

The output targets for this work are:

1. C4 - Number of enterprises receiving non-financial support other than grants: Minimum 75
2. 75 SMEs referred on to workshops or Masterclasses delivered for or by Velocity Growth Hub and that go on to complete more than 13 hours support.

Please Note: Clients who do not receive over 12 hours support cannot be claimed as an output, so please factor into your pricing that there is a possibility some clients you may have supported will not be claimable despite receiving some hours of support.

3. P13 - Number of enterprises receiving information, diagnostic and brokerage support: we estimate that in order to achieve (1) and (2) above it will be necessary to achieve between 200 and 300 P13 outputs.

The definitions of these outputs are shown in the ERDF Output Indicator Definitions Guidance document, reference ESIF-GN-1-002 Version 1 published by the Department for Communities and Local Government <https://www.gov.uk/government/publications/european-structural-and-investment-funds-outputs-and-results>

The output targets are indicative totals which will form part of the main contract once confirmation has been received from the Secretary of State for Communities and Local Government.

Payment claims can be made monthly commencing 30 days after the first month. The amount paid will depend upon the outputs achieved and approval of evidence presented from the previous month. Please note that the appointed Sub-Contractor shall not receive and disburse State Funds to SME end-beneficiaries. The last payment will be made to the contractor no later than December 2018.

Project Governance and management – The contractor will be managed in a day to day basis by the Project Manager at SEMLEP, the project is governed by the Velocity ERDF Project Board.

Application Form

You will find attached to this brief, SEMLEP’s tender application form that must be completed and send by email to procurement@semlep.com by the deadline stated on the procurement process timescale section below, together with any additional information that you believe will be relevant to this tender opportunity. Our tender evaluation panel will assess received applications as per the selection and award criteria stated below.

Selection and award criteria Introduction

The tender application has a two-stage process: Part A and Part B. The first stage will assess Part A in accordance with the Selection Criteria that assess the ability of the tenderer to perform a contract based on qualitative information related to the economic and financial standing of the applicant, suitability, equalities and insurance. If the application passes stage one that is Part A, it will be assessed under the Award Criteria “Part B”, stage two.

Stage One - Selection Criteria

Section 5 to 8 of the application form is Part A. Questions 1, 3, 5, 6 and 7 are pass / reject. If you fail these questions, your application will be rejected.

Stage Two - Award Criteria

If your application passes on “Part A” it will progress to “Part B” that is the Award Criteria. The applications will be scored under the Award Criteria set out below:

AWARD CRITERIA EVALUATION						
Criteria	Score	Score	Score	Score	Weighing (%)	Weighted Score

<p>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.</p>	<p>Exceptional, covered thoroughly, prices represent good value for money and better value for money than other suppliers. Bidder provides a breakdown of their charges and a plan showing expected Outputs over the duration of the Contract Score 8-10</p>	<p>Average. Brief covered adequately, Prices are reasonable. Bidder provides a breakdown of their charges and a plan showing expected Outputs over the duration of the Contract. Score 4-7</p>	<p>Bidder meets or does not meet requirements of brief. Little or no information showing the breakdown of the Bidder's charges and/ or the expected schedule of Outputs Score 0-3</p>		<p>30%</p>	
<p>Ability to deliver the required service quality and within timescales: Please provide details of how you would provide the service based on the "Requirements of the Brief". Outline what is to be delivered and how you will ensure that the outputs will be achieved.</p>	<p>Exceptional, covered thoroughly, Direct experience of delivery on ERDF projects. Clearly demonstrates an understanding of SMEs and the capacity and capability to deliver Outputs within required timescales. Score 8-10</p>	<p>Average. Brief covered adequately, Some evidence of understanding of ERDF projects. Evidence of understanding and supporting SMEs. Evidence suggests could have the capacity and capability to deliver the Outputs. Score 4-7</p>	<p>Bidder does not meet requirements of brief. Bidder has little or no experience of delivery on ERDF projects and/or fails to demonstrate a good knowledge of the</p>		<p>30%</p>	

<p>Based on the estimated timescales provided please clarify how you intend to deliver the contract.</p>			<p>SME market and/or has limited capacity/ capability to deliver the required outputs on time.</p> <p>Score 0-3</p>			
<p>Overall quality of submission: Give clarity of offer and structure of proposal.</p>	<p>Exceptional, covered thoroughly, have provided a very good response, covered the structure of proposal and have provided 2 referees. Score 8-10</p>	<p>Average. Brief covered adequately, haven't provided 2 referees or have not provide a good structure proposal. Score 4-7</p>	<p>Bidder meets or does not meet requirements of brief. Score 0-3</p>		<p>20%</p>	
<p>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 in delivering business support.</p>	<p>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, covered the structure of proposal. Score 8-10</p>	<p>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. Score 4 -7</p>	<p>Poor, have not provided satisfactory information. Score 0-3</p>		<p>15%</p>	

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		5%	
			Total		100%	

Key dates

Inception Meeting (estimated date, subject to appointment of successful bidder): 16th February

Activities starting date: 19th February 2018

Activities end date: 31st October 2018

Contract end date: 10th December 2018

Indicative Budget

The total budget is £76,400 including VAT. All prices submitted shall be in Pounds Sterling, including any extra costs and VAT.

Tender Process time scale

<i>Issue the Tender</i>	<i>22nd December 2017</i>
<i>Tender closing date – 5pm</i>	<i>29th January 2018</i>
<i>Compliance Check/ applications assessment</i>	<i>30th January 2018</i>
<i>Estimate date of Short listing of bidders</i>	<i>31st January 2018</i>
<i>Estimate date of Appointment of successful bidder</i>	<i>1st February 2018</i>
<i>Estimate date of Inception Meeting – 10am</i>	<i>16th February 2018</i>

Please read carefully the instructions and answer all questions on the application form. If you have any queries regarding completion of the response please email procurement@semlep.com We reserve the right to distribute the response provided to your question to other interested applicants if required under FOI legislation.

Please send your completed forms and any supporting information electronically to procurement@semlep.com with the name of the tender in the subject header. Please note we **do not** want hard copies to be sent in the post.

If you have any queries please contact us on 01234 436100.

The Quotation response must include:

- SEMLEP's Open Tender Application Form fully completed
- Supporting information

Please note:

All tender submissions may be subject a credit check.

All the questions received will be answered and published at SEMLEP website under the recruitment and procurement page.

We only accept submissions in Word or PDF of less than 10mb

SEMLEP's Application Form and Terms and Conditions are attached.

SUMMARY OF INELIGIBILITY CONDITIONS

- a) is bankrupt or is being wound up, where his affairs are being administered by the court, where he has entered into an arrangement with creditors, where he has suspended business activities or is in any analogous situation arising from a similar procedure under national laws and regulations;
- b) is the subject of proceedings for a declaration of bankruptcy, for an order for compulsory winding up or administration by the court or of an arrangement with creditors or of any other similar proceedings under national laws and regulations;
- c) has been convicted by a judgment which has the force of res judicata in accordance with the legal provisions of the country of any offence concerning his professional conduct;
- d) has been guilty of grave professional misconduct proven by any means which the contracting authorities can demonstrate;
- e) has not fulfilled obligations relating to the payment of social security contributions in accordance with the legal provisions of the country in which he is established or with those of the country of the contracting authority;

- f) has not fulfilled obligations relating to the payment of taxes in accordance with the legal provisions of the country in which he is established or with those of the country of the contracting authority;
- g) is guilty of serious misrepresentation in supplying the information required under this Section or has not supplied such information;
- h) has been the subject of a conviction for participation in a criminal organisation, as defined in Article 2(1) of Council Joint Action 98/733/JHA;
- i) has been the subject of a conviction for corruption, as defined in Article 3 of the Council Act of 26 May 1972 and Article 3(1) of Council Joint Action 98/742/JHA3 respectively;
- j) has been the subject of a conviction for fraud within the meaning of Article 1 of the Convention relating to the protection of the financial interests of the European Communities;
- k) has been the subject of a conviction for money laundering, as defined in Article 1 of Council Directive 91/308/EEC of 10.6.1991 on prevention of the use of the financial system for the purpose of money laundering. Statement confirming that items (a) to (k) do not apply.

Please remember to email this response to procurement@semlep.com before the deadline specified in Timescales.

END OF TENDER DOCUMENT