

## **TENDER BRIEF**

### **WORKFORCE DEVELOPMENT SERVICE PILOT PROCUREMENT**

#### **Background and aims**

Cumbria Chamber of Commerce has for over the last ten years ran business support activity through Cumbria Business Growth Hub.

Cumbria Business Growth Hub now has a need to strengthen its existing offering by adding a Workforce Development (WFD) Service Pilot offer to our current suite of activities. The intention behind this pilot is to trial provision of a service which will support Cumbrian SMEs to review their skills needs and access relevant training more effectively.

Support will be offered to established businesses as well as start-ups through Cumbria Business Growth Hub and our Business Start-Up Support programme.

#### **Specific requirement**

We're looking for someone who can deliver an experienced, knowledgeable and impartial WFD service including:

- Working with SMEs to undertake Training Needs Analyses, produce training plans and budgets and, ideally, embed this learning in the business
- Helping businesses to identify and source relevant training and development, which may be funded or paid for, engaging with the Skills Hub and wider providers
- Bringing together groups of businesses to enable sufficient cohort sizes delivery/cost effective delivery, and where appropriate arrange bespoke delivery
- Engaging with training providers to ensure their own awareness and understanding of the options available
- Supporting activities to raise the awareness and understanding of training options in the business community
- Any other relevant WFD related activities which emerge as the pilot develops

#### **Content of submission**

Your submission should cover as a minimum:

- At least 5 years' experience of relevant WFD activity
- Proven track record of assessing skills and training needs and accessing/arranging relevant training provision
- Understanding and articulation of business objectives – short/medium/long
- Demonstration of links to/awareness of the range of skills provision
- CV detailing relevant qualifications and experience including examples of similar work and at least two relevant referees
- Overall knowledge of the skills and training & development landscape
- Ability to engage effectively with providers and clients
- Areas of the county you are able to cover (full coverage required)
- Hourly rate
- If applying to deliver support under the BSUS programme you need to demonstrate experience/understanding of supporting start-ups and young businesses

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

- 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
- Specify whether applying under Cumbria Business Growth Hub, Business Start-Up Support or both

## 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 follows:

| <b><u>Criteria - quality</u></b>  | <b>Weighting</b> |
|---|------------------|
| <ul style="list-style-type: none"> <li>• Demonstrable relevant expertise, qualifications and experience</li> </ul>  | 40               |
| <ul style="list-style-type: none"> <li>• Proactive approach to client management and ensuring clients progress in a timely manner</li> </ul>  | 20               |
| <ul style="list-style-type: none"> <li>• Good paperwork and organisation</li> </ul>   | 20               |
| <ul style="list-style-type: none"> <li>• Awareness, understanding and knowledge of the issues facing businesses in Cumbria and any relevant sector/business type/topic issues, with specific reference to people and skills development issues</li> </ul> | 10               |
| <ul style="list-style-type: none"> <li>• Availability</li> </ul>  | 10               |

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@cumbriachamber.co.uk](mailto:lesleyr@cumbriachamber.co.uk) marked 'Confidential – Tender Enclosed' to reach us by no later than 9am on Friday 22<sup>nd</sup> April.

### The Chamber's rights

The Chamber reserves the right to:

- Waive or change the requirements of this service 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 complete tender in accordance with the instructions within this tender brief
- Disqualify any tender that is guilty of serious misrepresentation in relation to its tender or the tender process
- Withdraw this service 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 Costs

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**

Cumbria Business Growth Hub and Business Start-Up Support are part funded by the European Regional Development Fund.



**European Union**

European Regional  
Development Fund

