

TENDER BRIEF

BUSINESS START-UP TRAINING COURSE

Background and aims

Cumbria Chamber of Commerce has for over the past ten years run the BSUS (Business Start-Up Support) project for Cumbria. We are now looking to refresh and expand delivery of our start-up course which will run until 31st March 2025.

This course will operate as part of wider start-up projects, supporting start-up activity throughout Cumbria for new and young businesses, including potentially activity funded by UK Shared Prosperity Fund and/or other funders.

Specific requirements

Our requirement is for an individual(s) on a self-employed basis or an organisation to deliver a series of start-up courses, with each course covering as a minimum:

- Why consider self-employment (pros & cons)
- How and why to turn a hobby into a business
- Premises v home working
- Employing people
- Business planning & financial forecasting
- Marketing, digital marketing, social media, promotion, sales and pricing
- Bookkeeping, record keeping, business banking and credit control
- Running a sustainable and ethical business
- Relevant legislations and insurances

Previous courses have been delivered over three days (pre Covid full days, during and post Covid 3.5hrs per session) but we would be happy to extend to make sure sufficient time is available to cover all areas in detail and to include other topics.

We envisage the first course taking place during October 2023 with up to around eleven other courses budgeted until 31st March 2025. We will consider both in-person and online delivery or a mix of both.

You will be required to:

- Design and deliver the course and provide any course materials, branded in line with Chamber/CBGH and UKSPF or other funder requirements
- Ensure clients participating in the courses fully complete all relevant paperwork
- Work with the Chamber's business support team to generate interest in attending the courses and engage people in signing up for support
- Where appropriate to client needs refer into the wider support offer – you will need to ensure you keep up to date with other support programmes

Content of submission

Your submission should cover as a minimum:

- Demonstration of the capability, capacity and experience to carry out these activities
- Details of who will deliver the courses, clearly describing their relevant skills, knowledge and experience – please include a CV(s)
- An outline of course structure and content including length of delivery and number of days
- Your approach to tailoring of delivery, within the generic courses, to specific client needs (for example addressing disability issues)
- Demonstration of understanding the needs of start-up businesses in your chosen area(s)
- Fee per course (to cover your time including all presentation and course materials but not the venue or any refreshments which will be arranged separately by the Chamber)). If you wish to bid also for this please show this element separately.
- Areas of the county you wish to be considered for (if in-person delivery)
- Two relevant references

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:

Criteria	Which elements of your proposal we will look at	Weighting
Capability/capacity/experience	Relevant experience, CVs and references; staffing levels showing delivery capacity and contingency planning	25
Approach to training	Delivery methods; topics covered; handouts/workshop notes; staff CVs; references	25
Demonstration of understanding	Clear demonstration of delivery topics; need for course materials to be produced; training aimed at suitable level for audience and ability to tailor delivery	25
Pricing	Cost per course; what is covered per unit price; rationale for unit price; value for money	25
		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.

The Chamber's rights

The Chamber reserves the right to:

- Waive or change the requirements of this tender 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 tender instructions
- Disqualify any tender that is guilty of serious misrepresentation in relation to its tender or the tender process
- Withdraw this tender 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.

Instructions for submission

Submissions should be sent by email to Lesley Robinson lesleyr@cumbiachamber.co.uk marked 'Confidential – Tender Enclosed – Start-Up course delivery' to reach us by no later than 12noon on Friday 15th September 2023 with the intention for successful/unsuccessful responses being sent week commencing 25th September 2023.