

Greater Manchester Business Survey

Tender Ref: T17005

Document A

Invitation to Tender and Requirements

V1.0

February 2017



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1. Letter of Invitation

Dear Sir/Madam,

**Invitation to Tender for Greater Manchester Business Survey 2017**

You are hereby invited by Business Growth Hub, New Economy, Manchester City Council and Oldham Council (referred to hereafter as Business Growth Hub\* and partners) to submit a tender for the above research.

This Invitation to Tender contains Instructions and Information for Tendering, Specification of Requirements, Supplier Questionnaire (including Form of Tender and Pricing Schedule), and Contract Conditions.

**Clarification Period:** A clarification period to address supplier queries will run **from 23rd February 2017 until 1st March 2017.**  Please direct any questions about this tender, or associated methodological issues in writing to: **info@businessgrowthhub.com.** Please clearly mark emails as follows: **“CLARIFICATION: Greater Manchester Business Survey”.** Clarification questions and responses will be forwarded to all suppliers except where the information is deemed commercially confidential.

If you wish to submit a tender, you are required to return a hardcopy proposal and one electronic version on CD or DVD of your proposal, clearly marked as such. Please note memory sticks are not accepted. Please do not email your tender response, as any submissions received by email will be rejected.

Please note that if it is found that there is discrepancy between the hardcopy version and the electronic version, the hard copy version will take precedence.

Tender submissions must clearly display the Tender Label included in the Tender Pack and be returned by 13:00pm on Tuesday 14th March 2017.

Envelopes should not identify your business in any way and failure to fix the label to the return envelope will result in your tender being returned to your Organisation without being considered for evaluation.

All submissions are time stamped and any submissions received after this time will not be accepted.

Yours faithfully

Chris Greenhalgh

Head of Innovation & Programme Development

*\*Please note that Business Growth Hub is a trading name of GM Business Support Ltd.*

1. Introduction

* 1. Document Pack

The purpose of this document is to set out the application procedure for organisations who wish to tender for the opportunity titled on Page 1 of this document.

On receipt of the Invitation to Tender (“ITT”), bidders should read all of the tender documents listed below. If you believe that any of these have not been provided to you then please contact:

[info@businessgrowthhub.com](file:///\\vmhome\HOME\MSL\MSLNBB\Nick%20Batty\New%20Master\info@businessgrowthhub.com)

The ITT document pack includes:-

Document A (this document) – Invitation to Tender and Requirements

Document B – Tender Response for Organisation

Document C – Pricing Matrices

Document D – GM Business Support Limited Standard Terms and Conditions

Document E – Form of Tender

Document F – Q&A Document (this is a live document posted on the website – please ensure that you check the website for updates)

Document G – Financial Assessment Form

Document H – Tender Label

All documents are available to download at:

[**http://www.businessgrowthhub.com/tenders**](http://www.businessgrowthhub.com/tenders)

[**http://www.neweconomymanchester.com/about-us/tenders**](http://www.neweconomymanchester.com/about-us/tenders)

Please note that Document F, the Q&A document is a live document that will be updated on the website on a regular basis. **It is your responsibility to ensure that you check this frequently as it may contain information of material significance which is critical to the submission of your tender.**

* 1. Procurement Timescales

The following table identifies the expected timeline for the remainder of the sourcing exercise:-

| **Activity** | **Timing** |
| --- | --- |
| Invitation to Tender Issued | Wednesday 22nd February 2017 |
| Tender Queries – Clarification Deadline | 1.00pm, Wednesday 8th March 2017 |
| Tender Deadline | Wednesday 15th March 2017 |
| Tender Scoring and Analysis | Thursday16th – Friday 17th March 2017 |
| Interviews for Shortlisted Bidders | Thursday 23rd – Friday 24th March 2017 |
| Award Notification | Monday 27th March2017 |
| Inception Meeting & Envisaged Contract Start Date | Week commencing Monday 27th March 2017 |

It is envisaged that no further amendments will be made to the timeline however all bidders will be notified if any amendments are made.

* 1. Introduction to GM Business Support Limited and The Business Growth Hub

The Business Growth Hub service helps ambitious business people to realise their growth potential by offering access to a range of practical services, from assessing growth options to unlocking finance or accessing experienced business mentors.

The Business Growth Hub service is offered by GM Business Support Limited, which is part of the Manchester Growth Company. The group employs over 1,000 staff and delivers more than £60m of business support services annually.

For more information about Business Growth Hub, which is a trading name of GM Business Support Limited, please visit us at: <http://www.businessgrowthhub.com>

Accountable to the Greater Manchester Local Enterprise Partnership and Greater Manchester Combined Authority (GMCA), the Business Growth Hub’s challenge is to ensure that companies across Greater Manchester, and beyond in some instances, reach their full potential and are able to access the right support and services to meet their needs. These include:

* Personal support to identify and address business growth opportunities and challenges;
* Business to business networking through growth lunches and specialist events;
* Expert growth advice and planning under Growth, Growth Start-up, Mentoring, Digital Growth, and Access to Finance and Green Growth;
* Delivery of Business Growth Service for manufacturers across the North West of England; and
* Access to a wealth of public and private sector business and professional partners with a range of specialist knowledge and skills including a network of committed private providers who share our vision for supporting growth.

Complementary support is also provided by UKTI Trade and Investment services and MIDAS, to attract inward investment and support re-investment by companies.

To further develop these activities, the Business Growth Hub recently submitted a range of proposals in response to competitive calls for European Regional Development Fund (ERDF) projects released by DCLG for the 2014-2020 ESIF Programme, with projects running until December 2018. These bids were recently approved and as such will strengthen our provision of business support services across Greater Manchester and beyond, where required.

The delivery of support under ERDF requires GM Business Support Limited to comply with ERDF and public procurement guidelines. As a result this tender/s is/are designed to enable GM Business Support Limited to demonstrate compliance with these guidelines, ensure value for money and offer the opportunity to deliver the proposed support services for this project in an open and competitive way.

**2.4 Responsible Procurement**

Business Growth Hub is committed to upholding the highest ethical conduct in its activities. The successful bidder shall ensure that goods and services are produced and delivered under the following minimum standards, where:

* Employment is freely chosen. We have a zero-tolerance approach to the exploitation of workers
* There is no exploitation of children
* Living wages are paid and must comply with all minimum national legal requirements
* Working conditions are safe and hygienic
* Working hours are not excessive
* No discrimination is practised
* Regular employment is provided
* The rights of staff to freedom of association and collective bargaining are respected
* No harsh or inhumane treatment of staff is allowed

**2.5 Bribery and Corruption**

The Business Growth Hub recognises that bribery is contrary to fundamental values of integrity, transparency and accountability and undermines organisational effectiveness.  BGH staff may not accept gratuity, advantage or personal favour from suppliers or other business partner organisations.

We require our suppliers (including their sub-contractors) and other business partner organisations to show commitment to the prevention, deterrence and detection of bribery and implement effective anti-bribery measures in their business and supply chain.

**2.6 Environmental Sustainability**

BGH is committed to principles of sustainability and seeks to minimise the impact of our activities on the environment; therefore the successful bidder will work with BGH to achieve its aims to work in a sustainable manner.

Environmental Sustainability is a key consideration in the selection of products and services.  The following principals should be considered in the products offered to BGH;

* Durable product that can be reused, refilled or recharged to extend its life
* Made of recycled materials, maximising post-consumer content
* Recyclable after the intended use and diverted from Landfill
* Non-toxic or minimally toxic, preferable biodegradable
* Sustainable Sources – recognised certification only

Packaging, Transport and Waste

* Packaging is minimised
* Packaging used contains high recycled content and is recyclable
* Schemes for end-of-life equipment and packaging recycling
* Consideration of transport distances and methods through the supply chain, from source, production through to final delivery point.

1. Contract Details

* 1. Scope of Tender

The Business Growth Hub supports growing and ambitious businesses by offering access to a wide range of business support services from our expert public and private sector partners. Accountable to the Local Enterprise Partnership, our challenge today is to ensure that companies across Greater Manchester reach their growth potential and are able to find the right support and services to meet their needs. For more information about Business Growth Hub, which is a trading name of GM Business Support Ltd, please visit: <http://www.businessgrowthhub.com>

**3.1.1 Overview**

Since 2012 the Business Growth Hub and partners have worked together to deliver a Greater Manchester-wide (GM) business survey to build up a picture of GM’s business base, to understand how it is changing, and how business support can help firms to grow. The Growth Hub and partners now wish to seek quotes for the provision of services to deliver the 2017 GM Business Survey, which in part will help support GM Business Growth Hub project objectives.

**3.1.2 Detail of Requirements**

The aim of this tender process is to select and appoint a provider to assist Business Growth Hub and partners in delivering a GM-wide survey that provides data on current and future economic performance and practices especially for growth businesses, across a range of themes, including:

* + Enterprise demographics and performance
  + Drivers and barriers to growth
  + Skills, training and recruitment
  + International trade
  + Business Support
  + Innovation Activity
  + Local trading environment
  + Costs and finance
  + Recruitment and skills

Alongside the themes outlined above, the 2017 survey will also include questions around **inclusive growth**. Inclusive growth is an area of key strategic importance for the Business Growth Hub and partners and is centred around how cities can achieve economic prosperity and reduce poverty and inequality. In Greater Manchester relative prosperity is growing compared to the other localities, but the benefits of this growth are not being felt by large parts of the population.  This lack of inclusion also has a geographic dimension with Northern districts and parts of Manchester no fairing less well than others. Against this context, the Business Growth Hub is seeking a more granular understanding of not only where the growth is created, but where the benefit is felt, and who is feeling it.

**3.1.3 Methodology, Sampling & Analysis**

***Survey tools:*** A draft questionnaire has been produced, based on previous editions of the survey. It is expected that the consultants will work with partners to operationalise this survey so it offers an efficient and effective way of delivering the outputs required. The questionnaire will be shared with successful consultants but the expectation is that this will be a 15 to 20-minute telephone survey. Keeping the survey at a reasonable length (of 20 minutes max) has proved a key challenge in past years and has impacted upon survey response rates. **We therefore ask that tenders provide input on how this target time can be achieved.**

**The survey must be programmed and undertaken using CATI software.**

***Sampling frame:*** The consultant will devise an appropriate sampling frame that will provide statistically robust data at the Greater Manchester level – the expectation is that this would require between 1,500 and 2,000 valid responses stratified by size and sector. It is expected that the successful bidder will make a minimum number of calls to each firm to secure an interview. (We envisage seven to 10 calls per firm, but would appreciate bidders’ thoughts on this).

There are just over 90,000 businesses in GM. Project partners have access to the FAME and MINT databases for use in the study and the Inter-Departmental Business Register for the purposes of setting the correct survey sample. As previously mentioned, an enhanced approach incorporating these and other sampling sources are needed to support the required analysis. If bidders are aware of additional sources, they are asked to provide details on these in their response, along with the associated cost of accessing them.

Sampling and analysis should draw out a representative snapshot of businesses across all ten Greater Manchester Boroughs. In addition, boosted representative samples of firms based in the Manchester City Council and Oldham Council areas are required**: Manchester City Council require a boosted sample of 500 responses, whilst Oldham Council require a boosted sample of 27**0. A **minimum** sample size of 100 for each of the other eight districts in GM is required in order to provide robust results across all survey variables, with potential to breakdown responses.

Bidders should set out their recommended sample approach and why this delivers the level of statistical robustness and representativeness required at a GM level and for the key business groups outlined above (explaining the reasons for any variance from the sample sizes outlined above). The remainder of the survey sample will be agreed with the successful bidder.

**3.1.4 Critical Issues**

The partners involved in this project have specific requirements they wish the study to deliver:

* A draft survey has been designed and the Business Growth Hub and partners. Whilst this will form the basis of this study, the Business Growth Hub and partners require tenderers to review and further refine the survey structure and routing.
* Data from this project must be directly comparable with data from the 2012, 2013, 2014 and 2016 surveys. The reporting for this project should include time series analysis, and the Business Growth Hub and partners will share past data with the successful tenderer in order to enable this. Where data is not directly comparable this should be qualified. Results from the most recent survey can be found at:<http://neweconomymanchester.com/publications/greater-manchester-business-survey-2016>
* Due to the volume of data produced each year through this research, we are also keen for tenderers to present **alternative approaches for reporting the survey results and are particularly interested in the use of dashboards, data visualisation etc as a complement or alternative to a standard written final report**.
* Project partners are aware that surveys with business respondents, and questionnaires administered by telephone are more likely to achieve low response rates. Response rates have been a proven challenge to this research and we are therefore are particularly keen for bidders to outline in their proposals the strategies they would implement to increase respondent participation, maximise survey responses and reduce drop-out.
* For 2016 the survey included analysis which for the first time drew out a profile of the key factors attributable to high performing businesses as well as profiling businesses across four key growth themes, these being skills active, exporting, propensity to access business support and innovation activity. This is required once again in 2017, and analysis should provide a comparison against 2016 data as well as firms falling into these categories against the 2017 sample as a whole.
* In previous surveys, the final sample has been achieved by setting quotas against local authority area, business size (employee number) and sector (2007 SIC) and based on data from the Inter Departmental Business Register (IDBR). Whilst the use of SIC codes and IDBR data should remain central within the sampling approach, the Business Growth Hub and partners recognise limitations in these. A more refined sector analysis is required drawing out more detailed industrial classifications, including emerging growth sub-sectors such as the financial technology sector (Fintech), the legal technology sector (Legaltech) and Low Carbon and Environmental Goods and Services (LCGES). Tenderers should outline their approach to this.
* In addition to the boosted samples Manchester and Oldham, standalone questions for businesses in these boroughs have been designed to analyse factors perceptions of place.

**3.1.5 Other issues:**

Partners wish to give respondents the opportunity to request to be re-contacted to take part in future research or with information about business support services. The survey company must:

* + Verify and update respondent contact data as appropriate;
* Seek permission for re-contact with respondents;
* Provide this data to project partners in a format to be agreed within two weeks of completion of fieldwork
* NB. The consultant must adhere to data protection and best practice for data security, e.g. MRS Code of Conduct.
  1. Duration and Budget

The contract period will be for approximately six months, from March to early-September2017. The table below provides indicative dates for design, fieldwork and analysis: **This is designed to be used as a guide, and returned tenders must include a full project timetables for the key milestones outlined below.**

| **Milestone** | **Date** |
| --- | --- |
| Inception Meeting & Envisaged Contract Start Date | Week commencing Monday 27th March 2017 |
| Research Design & Testing (to include survey pilot) | Late March 2017 |
| Fieldwork | April - May 2017 |
| Outline of Final Report circulated | May 2017 |
| Data Processing, Analysis | May/June 2017 |
| Top line Findings | June 2017 |
| Analysis & Reporting | June/July 2017 |
| First Draft of Report circulated for comments | July 2017 |
| Final draft of report | Mid- August 2017 |
| Final presentation | September 2017 |

The intended value of activity under this framework will be between **£50,000** and a maximum of **£60,000 excluding VAT**.

* 1. Terms and Conditions

A copy of the proposed Contract Terms is provided in Document D. Please note that Organisations are required to provide confirmation in the Form of Tender that they accept the terms of the Contract and that this has been approved by Directors or Partners, insurers and legal advisors as required.

**If any bidder has any queries regarding the terms of the agreement then these should be clarified in writing prior to submission of tenders.**

* 1. Subcontracting

Where information is requested by GM Business Support Limited in respect of your organisation on an on-going or ad-hoc basis, in the case where sub-contractors are used by your organisation, you will be required either to provide this on their behalf or they (the nominated sub-contractors) shall be required to provide this directly to GM Business Support Limited.

* 1. Overview of the Process

GM Business Support Limited has elected to utilise a fully open tender process, and all bidders are invited to submit a tender for this opportunity. Only those meeting GM Business Support Limited’s Suitability Assessment requirements, however, will be eligible to have their tender assessed in full as set out below:-

1. **Minimum Suitability Assessment (Categories 1-5 in Document B –Tender Response and Documents C, E and G)**

This is to assess Organisations against minimum standards with respect to economic and financial standing and technical capacity.

1. Submission of a full proposal

Tenderers are required to submit a full proposal and will be assessed on the deliverability and competitiveness of their submitted responses. Proposal submissions allow for the following:

* + Enables GM Business Support Limited to assess the competitiveness of each bidder’s service provision;
  + Any clarifications on bidders’ responses can be assessed at the time of submission, and included within the evaluation. Bidders should note that the deadlines for responses to clarifications may be short, but must be met; and
  + Ensures GM Business Support Limited can assess the overall strategic fit of the bidder with their aims and objectives.

Proposals will be evaluated on Best Price-Quality Ratio (BPQR), as per the Public Contracts Regulations 2015 and based on the criteria listed in Section 4.5.

1. Tender Submission and Evaluation

* 1. Instructions for Submission

This section sets out the documents that you will need to complete in order to submit a tender. It is essential that you read this section carefully and also all of the tender documentation and that you ensure that, when submitting your tender, all of the required information requested is provided.

Any tender that has not been submitted in line with the instructions provided may be deemed to be non-compliant and will not be evaluated.

Bidders are required to initially submit:

1. A Tender Response (Document B) this includes the Suitability Assessment Questionnaire.
2. A Pricing Matrix (Document C)
3. Form of Tender (Document E) - hard copy with wet ink signature, to be completed by the organisation
4. Financial Assessment Form (Document G).

The Business Growth Hub does not acknowledge receipt of tender documents and accepts no responsibility for loss or non-receipt of applications.

* 1. Freedom of Information

GM Business Support Limited is committed to meeting its legal responsibilities under the Freedom of Information Act 2000 (the “Act”). Accordingly, all information submitted to a public authority may need to be disclosed by the public authority in response to a request under the Act. GM Business Support Limited may also decide to include certain information in the publication scheme which it maintains under the Act.

If a bidder considers that any of the information included in their tender is commercially sensitive, it should identify it and explain (in broad terms) what harm may result from disclosure if a request is received, and the time period applicable to that sensitivity.

Bidders should be aware that, even where they have indicated that information is commercially sensitive, GM Business Support Limited may be required to disclose it under the Act if a request is received. Bidders should also note that the receipt of any material marked ‘confidential’ or equivalent by GM Business Support Limited should not be taken to mean that GM Business Support Limited accepts any duty of confidence by virtue of that marking.

* 1. Queries and Support

If you have a query which has not been addressed by this document or the supporting documentation, please submit a question via [info@businessgrowthhub.com](file:///\\vmhome\HOME\MSL\MSLNBB\Nick%20Batty\New%20Master\info@businessgrowthhub.com).

Please ensure any question has the following in the Subject: **TENDER CLARIFICATION QUESTION: TENDER REF T17005.** Emailed questions that do not contain this information in the subject heading will not be answered.

In order to ensure that responses to all queries can be published in advance of the tender deadline, we ask all bidders to submit queries by the date stated for “Tender Queries Deadline” in 2.2 of this document. Any questions received after this date may not be answered**.**

To ensure equality of treatment amongst all participants any relevant clarification responses will be made available to all bidders at <http://www.businessgrowthhub.com/tenders> in a Q&A document (Document F) that will be updated and uploaded on a regular basis.

Publication of the questions is subject to the material significance of the question. Questions which relate to bidders’ commercially sensitive information, or are directly applicable to one bidder, shall be suitably censored prior to publication, to retain anonymity, but bidders must explain and justify why the information is regarded as commercially sensitive; the presumption which GM Business Support Limited will apply is that it is not.

Bidders should note that the clarification questions and answers form part of the ITT supporting documentation.

* 1. Proposal Submission

**Alongside the Tender Response document (Document B), bidders are also required to submit a full proposal.** Proposals should be no longer than 20 sides of A4and must include a detailed outline of the following:

* A clear **understanding of our business needs and the requirements of the survey;**
* Proposed **methodology;**
* Ability to **identify and access representative samples** of the target groups for the research **and question them appropriately;**
* Analysis and reporting, including suggested innovative approaches to reporting and presenting the survey data;
* **Project management/client liaison arrangements**; to include a **delivery timetable** and **risk matrix;**
* Information on **quality assurance procedures;**
* **A full outline of project costs;**
* Team **pen portraits and CVs;**
* Examples of **previous relevant experience** (outlining a **minimum of 3 relevant past projects**).

Bidders are asked to give consideration within their answers where their bid adds value in any of the above areas:

* Maximising response rates/minimising respondent drop out
* Survey analysis
* Providing a creative/innovative approach to reporting

**4.4.1 Referees**

Submitted tenders **must** also include **referee contact details**: Please provide details of 2 businesses you have worked with in the last 2 years for the provision of services similar to those required by Business Growth Hub including full **contact details, contract award date, contract duration and a brief description of project**.

At final award stage, GM Business Support Limited may elect to contact any of the above-given organisations for a reference and any references received (or declined) will be taken into account during the final evaluation. Your permission for GM Business Support Limited to seek a reference from the contacts provided above at any stage during the tender process is assumed.

* 1. Evaluation of Tenders

Following the submission deadline, tenders will be evaluated by a scoring team comprising representatives of GM Business Support Limited.

Bidders may be required to clarify aspects of their submission in order to ensure that they have understood the specification requirements. Bidders will be contacted individually regarding any such clarifications. Please note that the deadlines for clarification responses may be short, but must be met in order that submissions can be included within the evaluation process.

Tenders will be subject to a four-stage evaluation process as follows:

* Stage 1: Initial Screening Assessment
* Stage 2: Suitability Assessment (Minimum Criteria)
* Stage 3: Quality and Price Evaluation
* Stage 4: Final Interviews
  + 1. Stage 1: Initial Screening Assessment

Each submitted tender will be subject to an initial screening assessment to confirm that:

* A proposal has been submitted on time, the tender response survey (Document B) is completed correctly, is materially complete and meets the Suitability Assessment (Minimum Standards) requirements of this Invitation to Tender to enable it to be evaluated in accordance with the evaluation criteria; and
* The bidder has not contravened any of the terms and conditions of the tender process either provided in the Public Contracts Regulations 2015 and/or this Invitation to Tender.

Tenders that are not substantially complete or which are non-compliant with the requirements of the Invitation to Tender will be rejected at this stage.

**Stage 2: Suitability Assessment (Minimum Criteria)**

There are a number of criteria which must be satisfied in order for an Organisation to be eligible to proceed to the capability / quality evaluation stage. The completed Suitability Assessment questions (Document B Tender Response) will be evaluated first and scored on a pass or fail basis. Guidance is provided below in Appendix 1.

| **Category** | **Suitability Assessment Criteria** | **Category Weighting** |
| --- | --- | --- |
| Suitability Assessment | 1. Organisation Background | Information Only |
| 1. Mandatory Requirements | Pass/Fail |
| 1. Discretionary exclusions | Pass/Fail |
| 1. Insurance | Pass/Fail |
| 1. Economic and Financial Standing | Pass/Fail |

* + 1. Stage 3: Quality and Price Evaluation

Tenders which are successful following the initial screening assessment will be subject to a detailed proposal evaluation in accordance with the evaluation criteria and weightings set out below:-

| **Proposal Evaluation Criteria** | **Individual weighting** | **Total weighting** |
| --- | --- | --- |
| **Quality**  Evidence of your understanding of our business needs and requirements of the survey   * *Please outline your proposed methodology for delivering the Requirements and Deliverables of this Tender* | 15% | **60%** |
| Ability to identify and access representative samples of the target groups for the research and question them appropriately | 15% |
| Quality of the tender submission, as well as outlined final report and data analysis of | 10% |
| CVs and suitability of skills and knowledge in relation to the requirements of the project   * *Please give 3 detailed examples/case studies of previous work that is relevant to this tender (500 words each max)* * *Please provide CVs/pen profiles of all personnel proposed to work on this contract (2 sides A4 each max). CVs can be included in the appendices*. | 10% |
| Project management and client liaison arrangements including procedures for providing progress reports, mitigating risk and dealing with problems | 10% |
| **Price** | **40%** | |
| **Total** | **100%** | |

1. *Quality Evaluation*

Proposals will be scored by the evaluation panel out of a maximum of five marks, using a standard method of scoring as set out in the table below:

| **Classification** | **Score** | **Scoring Guidance** |
| --- | --- | --- |
| Exceptional | 5 | Addresses the majority of the requirements at a very high level. |
| Above Average | 4 | Addresses most of the requirements at a high level. |
| Average | 3 | Addresses some of the requirements at a high level. |
| Below Average | 2 | Addresses some of the requirements at a basic level. |
| Poor | 1 | Does not address / barely addresses the requirements. |
| Unacceptable | 0 | Does not meet requirements / no response. |

**Any Bidder scoring either a 0 or 1 for any quality questions will be excluded from the process.**

During the evaluation of quality submissions, GM Business Support Limited reserves the right to call for further information or clarification from bidders, as appropriate to assist in its consideration of their tender. In addition, GM Business Support Limited reserves the right to exclude from the tendering process any organisation that is found to have provided false information or has misrepresented themselves during the tender process.

1. *Price Evaluation*

Details of the pricing framework are presented in **Document C**.

Evaluation of the submitted pricing will be as follows:

The average price for the six pricing option will be calculated and this total will be the value used for the Total of Tender Offer.

1. For Total of Tender Offer, a score shall be calculated by reference to the lowest price submitted. This lowest price will be given a points score of 100 and all other scores will be awarded scores relative to that cost using the following formula:

**Elemental score = (Lowest Submitted Cost ÷Tender Cost) x 100**

Please see a worked example below:

*Bidder 1 - £110*

*Bidder 2 - £175*

*Bidder 3 - £200*

*Bidder 1 would receive 100 marks as they submitted the lowest price.   
Bidder 2 would receive 62.9 marks as follows: 110/175 \* 100 = 62.9  
Bidder 3 would receive 55 marks as follows: 110/200 \* 100 = 55*

1. The score will then be weighted to give a resultant score out of the weighting % detailed in 4.5.3 for the pricing submission.
2. In scoring the tenders and at the discretion of GM Business Support Limited, where it is considered that a tendered price is unrealistically low and/or unsustainable, the lowest tender judged to be realistic and sustainable will be taken as the benchmark for the purposes of price evaluation. The new benchmark and all of those lower than it will receive maximum marks and the others scored relative to that as set out above.

4.5.4 Stage 4: Final Interviews

The Business Growth Hub and partners will invite the three highest scoring bidders for interview. Bidders will be informed in writing (via email). Bidders will be asked a standardised set of questions to clarify information provided in their bid and to determine their suitability to manage and undertake this project. Interview questions will be scored and used inform the final decision on the award of contract. The following scoring criteria will be used against interview questions:

| **Classification** | **Score** |
| --- | --- |
| Demonstrated very well | 5 |
| Demonstrated well | 4 |
| Average | 3 |
| Not demonstrated well | 2 |
| No Evidence | 1 |

* 1. Contract Award

Following completion of the evaluation process above, scores will be collated and ranked. The Contract will then be awarded to the highest ranking bidder. If 2 or more bidders finish equal first the bidder with the lowest price will win the tie. All bidders will be informed of the award decisions in writing (via email).

1. Social Value

5.1 GMCA Social Value Policy

Business Growth Hub has adopted the principals set out in the [GMCA Social Value Policy](https://www.greatermanchester-ca.gov.uk/downloads/download/27/gmca_social_value_policy_-_november_2014) and aims to deliver social value through our commissioning and procurement activities.

Social Value is defined in the above policy as follows:

*‘A process whereby organisations meet their needs for good, services, works and utilities in a way that achieves value for money on a whole life basis in terms of generating benefits not only to the organisation, but also to society and economy, whilst minimising damage to the environment.’*

5.2 Objectives

The objectives of this policy are as follows:

* promote employment and economic sustainability – tackle unemployment and facilitate the development of skills;
* raise the living standards of local residents – working towards living wage, maximise employee access to entitlements such as childcare and encourage suppliers to source labour from within Greater Manchester;
* promote participation and citizen engagement - encourage resident participation and promote active citizenship;
* build the capacity and sustainability of the voluntary and community sector– practical support for local voluntary and community groups;
* promote equity and fairness – target effort towards those in the greatest need or facing the greatest disadvantage and tackle deprivation across the borough; and
* promote environmental sustainability – reduce wastage, limit energy consumption and procure materials from sustainable sources.

1. Additional Tender Conditions
2. All responses to this Invitation to Tender must be in English;
3. Bidders are responsible for obtaining all information necessary for the preparation of their tender submission. Whilst GM Business Support Limited will use its best endeavours to see that all information provided is truthful and accurate, bidders must satisfy themselves as to the accuracy of any information provided by GM Business Support Limited, and GM Business Support Limited do not accept any liability whatsoever for any loss or damage caused or arising from or in consequence of the use of such information;
4. All costs and expenses associated with applying for this opportunity shall be the responsibility of the bidder, without recourse to GM Business Support Limited, and neither GM Business Support Limited nor any of its representatives will be liable in any way to any bidder or other person for any costs, expenses or losses incurred by any bidder or other person in connection with this bidding process;
5. GM Business Support Limited has the right to discontinue with this sourcing exercise at any time and not award any contract, and shall notify bidders accordingly;
6. GM Business Support Limited shall not be legally bound to any organisation until the resulting contract has been agreed and signed by all stakeholders;
7. GM Business Support Limited has the right to exclude any bidders from this tenders exercise based on their previous poor performance with GM Business Support Limited.
8. The bidder must not inform anyone else of their tendered price. The only exception is where the bidder is required to obtain an insurance quotation to calculate the tender price; then the bidder may give details of their bid to the insurance company or brokers, if requested;
9. The bidder must not try to obtain any information about any other party’s tender or proposed tender before the contract is awarded;
10. All elements of tender submission, including responses to clarifications, will form the basis of the contractual arrangement with GM Business Support Limited;
11. Where invoices will be rendered by, or payments made to, an entity whose title differs in any respect from the title in which the tender is submitted, full details must be provided in a letter accompanying the tender. Successful bidders who fail to provide this will experience non-payment of their invoices;
12. Bidders should note that GM Business Support Limited is not bound to accept any tender submission under this tender and reserves the right at its absolute discretion to accept or not accept any tender submission or part of any tender submitted under this Invitation to Tender;
13. Bidders should note that during this tender process they should not contact any of GM Business Support Limited respective Board Members, Senior Managers, employees or advisers or any part of the Economic Solutions Limited Group, or third parties connected to GM Business Support or any advisers to this procurement, outside of the process outlined within this document; and
14. Bids shall remain open for acceptance for a minimum of 90 days.

Appendix 1: Organisation Details and Suitability Assessment – Guidance for Completion

Only those who pass the Suitability Assessment questionnaire element and therefore are able to meet GM Business Support Limited’s minimum standards shall be eligible to have their tender evaluated in full and in line with the Overall Contract Award Criteria specified. Responses should be captured in Document C by each bidder organisation.

The Questionnaire is a self-declaration, made by you (the potential supplier), that you do not meet any of the grounds for exclusion. If there are grounds for exclusion, there is an opportunity to explain the background and any measures you have taken to rectify the situation (we call this self-cleaning).

Consequently we require all the organisations that you will rely on to meet the selection criteria and may be asked to complete Categories 1-3. For example these could be parent companies, affiliates, associates, or essential sub-contractors, if they are relied upon to meet the selection criteria.

**Organisation Details and Suitability Assessment**

| **Category Number** | **Question Number** | **Question** | **Possible Answers** | **Answer** |
| --- | --- | --- | --- | --- |
| Category 1  Organisation Background | 1.1 | Please provide the Registered Company Name and Address of your organisation. (This should be the full company name as it would appear within the contractual documentation if successful) | Name Address | Information Only |
| 1.2 | Please provide postal address if different from above | Address | Information Only |
| 1.3 | Please confirm the key contact for this project on-going including name, email address and direct telephone number. | Name Email Address Telephone Number | Information Only |
| 1.4 | Please confirm the email address to be used for any communications with regard to this tender offer. | Email Address | Information Only |
| 1.5 | Are you a Small, Medium or Micro Enterprise (SME)? | Yes/No | Information Only |
| 1.6 | Is your organisation a: | PLC Limited Company Sole Trader Partnership Other | Information Only |
| 1.7 | If other, please specify. | Free Text | Information Only |
| 1.8 | If operating as a Partnership please state the number of Partners. | Free Text | Information Only |
| 1.9 | If your organisation is a member of a group of companies, please provide further details on the holding company, and details of the organisations which make up your group. (maximum response 250 words) | Free Text | Information Only |
| 1.10 | Please provide the date your organisation commenced trading. | Free Text | Information Only |
| 1.11 | Please provide your Company Registration Number. | Free Text | Information Only |
| 1.12 | Please provide your VAT Registration number. | Free Text | Information Only |
| 1.13 | Please select either a or b and answer as applicable; a) Your organisation is bidding to provide all the services required b) Your organisation is bidding in the role of Prime Contractor and intends to subcontract some of the services to third parties to deliver the services. | a or b |  |
| 1.14 | If your answer to above is (b), please give details of legal arrangements between partners and supply the following information for each sub-contractor to be used.  Name;  Registered address  Trading status  Company registration number  Registered VAT number  Type of organisation  SME (Yes/No)  The role each sub-contractor will take in providing the works and /or supplies e.g. key deliverables  The approximate % of contractual obligations assigned to each sub-contractor | Free Text  (Use separate sheet if required) | Information Only |
| Category 2  Grounds for mandatory exclusion | 2.1 | Please indicate if, within the past five years you, your organisation or any other person who has powers of representation, decision or control in the organisation been convicted anywhere in the world of any of the offences below? | Yes or No | The detailed grounds for mandatory/ discretionary exclusion of an organisation are set out on this [webpage](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf), which should be referred to before completing these questions  If an Organisation answers Yes to any of the statements, GM Business Support Limited shall disqualify that Organisation from the process at this point in the evaluation, pending consideration of the self-cleaning statement  This information will be used to determine whether suitable measures have been implemented to rectify the situation and prevent future reoccurrence. If your organisation was at fault and suitable action not taken - automatic exclusion.  The Information provided will be reviewed by Business Growth Hub Project Team (Project Team). |
| 1. Participation in a criminal organisation | Yes or No |
| 1. Corruption. | Yes or No |
| 1. Fraud. | Yes or No |
| 1. Terrorist offences or offences linked to terrorist activities | Yes or No |
| 1. Child labour and other forms of trafficking in human beings | Yes or No |
| 1. Money laundering or terrorist financing | Yes or No |
| 2.2 | If you have answered yes to the question 2.1, please provide further details. | Free Text |
| 2.3 | Has it been established, for your organisation by a judicial or administrative decision having final and binding effect in accordance with the legal provisions of any part of the United Kingdom or the legal provisions of the country in which the organisation is established (if outside the UK), that the organisation is in breach of obligations related to the payment of tax or social security contributions? | Yes or No |
| 2.4 | If you have answered yes to question 2.3, please provide further details. Please also confirm you have paid, or have entered into a binding arrangement with a view to paying, the outstanding sum including where applicable any accrued interest and/or fines. | Yes or No |
| Category 3  Grounds for discretionary exclusion | 3.1 | Please indicate if, within the past three years, anywhere in the world any of the following situations have applied to you, your organisation or any other person who has powers of representation, decision or control in the organisation |  |
| 1. Breach of environmental obligations? | Yes or No |
| 1. Breach of social obligations? | Yes or No |
| 1. Breach of labour law obligations? | Yes or No |
| 1. Bankrupt or is the subject of insolvency or winding-up proceedings, where the organisation’s assets are being administered by a liquidator or by the court, where it is in an arrangement with creditors, where its business activities are suspended or it is in any analogous situation arising from a similar procedure under the laws and regulations of any State? | Yes or No |
| 1. Guilty of grave professional misconduct? | Yes or No |
| 1. Entered into agreements with other economic operators aimed at distorting competition? | Yes or No |
| 1. Aware of any conflict of interest within the meaning of regulation 24 due to the participation in the procurement procedure? | Yes or No |
| 1. Been involved in the preparation of this procurement procedure? | Yes or No |
| 1. Shown significant or persistent deficiencies in the performance of a substantive requirement under a prior public contract, a prior contract with a contracting entity, or a prior concession contract, which led to early termination of that prior contract, damages or other comparable sanctions? | Yes or No |
| 3.2 | If you have answered Yes to any of the above (3.1), explain what measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion? | Free Text |
| Category 4  Insurance | 4.1 | Please confirm if you currently have, or are willing to commit to the £5 million pounds minimum required level of Employers Liability Insurance applicable for each and every occurrence. | Yes No N/A Willing to Commit to taking out insurance to the required level if awarded the contract | If no, automatic exclusion.  If you answer N/A, please state why |
| 4.2 | Please confirm if you currently have, or are willing to commit to the £1 million pounds minimum required level of Public Liability Insurance applicable for each and every occurrence. | Yes No Willing to Commit to taking out insurance to the required level if awarded the contract | If no, automatic exclusion. |
| 4.3 | Please confirm if you currently have, or are willing to commit to the £1 million pounds minimum required level of Professional Indemnity Insurance applicable for each and every occurrence. | Yes No  Willing to Commit to taking out insurance to the required level if awarded the contract | If no, automatic exclusion. |
| Category 5  Economic and Financial Standing | 5.1 | Please provide one of the following to demonstrate your economic/financial standing;  (a) A copy of the audited accounts for the most recent two years.  (b) A statement of the turnover, profit & loss account, current liabilities and assets, and cash flow for the most recent year of trading for this organisation.  (c) A statement of the cash flow forecast for the current year and a bank letter outlining the current cash and credit position.  (d) Alternative means of demonstrating financial status if any of the above are not available (e.g. Forecast of turnover for the current year and a statement of funding provided by the owners and/or the bank, charity accruals accounts or an alternative means of demonstrating financial status). | Please state which option provided  ………  **Enclosure Required  (Please note only one copy required)** | **Enclosure Required**. |
| 5.2 | Please enclose your completed Document G - Financial Assessment Form. | **Enclosure Required** | If no, automatic exclusion. |

Should you have any queries regarding the requirements of the Suitability Assessment questionnaire, then please raise these using the clarification process set out in   
Section 4.

Appendix 2: Pricing Guidance

Bidders are required to complete all sections of the **Pricing Matrix (Document C)** for the opportunity for which they have been invited to tender. All fields in red font should be completed on the pricing document and any fields which are not completed may affect the evaluation of your tender.

**Please ensure you read the instructions detailed within Document C, prior to completing your pricing matrix.**

When completing the pricing submission, bidders should consider the following:

1. Prices will be fixed for the duration of the contract;
2. The prices in the Pricing Schedule shall include for all goods and services shown or described in the contract as a whole and for all goods and services not described but apparent as being necessary for the complete and proper execution of the provision of the contract;
3. The day rates quoted should incorporate the necessary travel and subsistence costs;.
4. Each item in the Pricing Schedule must be fully priced, with insertions for each item. If any item is un-priced (whether by leaving the rate and/or amount space blank or by entering “included” or otherwise), that item shall be deemed to be free of charge;
5. Payment shall be made in accordance with the procedures described in GM Business Support Limited’s Terms and Conditions (*Document C*);
6. All prices quoted shall be exclusive of Value Added Tax (VAT); and
7. Figures inserted into the pricing schedule must be a single figure and not a range of figures. If a range of figures are submitted, GM Business Support Limited will evaluate this offer on the basis of the highest figure quoted within the range, thus attracting the lowest possible score.