

Service Level Agreement

Between

Liverpool City Region Local Enterprise
Partnership (LEP)

&

The Supplier

For

Local Growth Hub Liverpool City Region
Brokerage Partners



1. Agreement

- 1.1. This agreement is made on [DATE] between Liverpool City Region Local Enterprise Partnership of 1 Mann Island, Liverpool, L3 1BP and [SUPPLIER of ADDRESS].
- 1.2. Whereby the following is agreed:
- 1.3. In consideration of the payment made by Liverpool City Region Local Enterprise Partnership as set out below the Supplier agrees to provide the following services:

2. Overall objectives

- 2.1. The Liverpool City Region Local Enterprise Partnership has been awarded funds by the Department for Business, Energy and Industrial Strategy (BEIS) to continue to manage and deliver a Local Growth Hub for the Liverpool City Region, initially this funding will be matched by European Regional Development Funds (ERDF).
- 2.2. The purpose of the Local Growth Hub Liverpool City Region (Local Growth Hub) is to be the central repository of information, advice and support for pre-start, new and existing businesses within the City Region. Providing them with a holistic business support service, by diagnosing their needs and signposting to the most appropriate commercial or public funded assistance available to help them grow.

3. Description of the services

- 3.1. Local Growth Hub Brokerage Partners are contracted to undertake the following actions:
 - Mapping of Business Support Services
 - Provision of Business Information
 - Business Pre-Start, Start-up and Growth Diagnostic
 - Business Pre-Start, Start-up and Growth Brokerage
 - Account Management for High Growth/potential High Growth Businesses
 - Provision/Facilitation of Business Networks
 - Promotion of Local Growth Hub Services, in particular, City Region European Programmes of support
 - Collaboration with local delivery and brokerage partners
 - Maintaining accurate and comprehensive records on common CRM platform
 - Evaluation of business support impact
 - Any other necessarily required ancillary services
- 3.2. Local Growth Hub Brokerage Partners will be a primary access point for brokerage to a wide range of business support services in the Local Authority area covered by the Local Growth Hub, which will include the provision of the following Services:
 - Pre-start support
 - Business Start
 - Business Growth
 - Business Planning
 - Business Finance
 - Skills and Training
 - Sales and Marketing
 - Supply Chains/Procurement
 - Innovation, Research and Development
 - Product, Service and Process Development
 - Export and Import
 - Business Premises
 - Business Networks
 - Mentoring
 - Sector Specialists
 - Accessing and taking advantage of the International Festival for Business in 2016
 - Any other necessarily required ancillary services

- 3.3. The Supplier shall broker business into the most appropriate support available from a wide range of local, national and commercial providers. It is then for the business to determine, from the information provided, which provider they select to provide services, using appropriate procurement and evaluation where applicable. It is the responsibility of the supplier to have sufficient and demonstrable knowledge of all support available in the LCR.
- 3.4. Suppliers have a duty to contribute to the success of the other support programmes available in the City Region. Suppliers will be accountable for ensuring that all the components of the Local Growth Hub are considered equally and there is a requirement to ensure, in particular, that they are referring businesses to European Programmes of support.
- 3.5. The Supplier is required to record all activity accurately and comprehensively onto the Local Growth Hub CRM system to LEP guidelines. The data should be recorded on the system in 'real time' as the data will be used to regularly report to BEIS to demonstrate the performance of the Local Growth Hub and will allow the LEP to ensure the support delivered to businesses is appropriate and effective.
- 3.6. The Supplier will utilise www.localgrowthhub.com or any other system as specified by the LEP for the online search and identification of appropriate services for business. This will be maintained by the Local Growth Hub with current information on services for businesses in a readily searchable format.
- 3.7. If Suppliers directly deliver services to businesses, they must ensure and demonstrate to the LEP's satisfaction that these services are considered equally alongside those of other providers when performing the Services. Businesses must always be brokered into the most suitable service for them and their needs, this is essential to the delivery of the Local Growth Hub. Activity and performance will be subject to monitoring and scrutiny by the LEP.
- 3.8. Suppliers will be required to comply with the Local Growth Hub Handbook, which will be maintained by the LEP. The Handbook will specify standards required of the Supplier, operating protocols, use of diagnostics tools and marketing requirements, including the use of Local Growth Hub and ESIF branding on the Supplier's documents, websites and communications and information uploads to Local Growth Hub website. The Handbook will be revised and updated by the LEP periodically and any such revisions will be applicable to the Contract.

4. Performance standards

- 4.1. The following outputs, outcomes and service levels are required from each Lot by the LEP by 31st March 2019.

5.	Measure	Local Local Growth Hub Target
1	No. of businesses recorded and engaged with initial diagnostic and brokerage	500
2	No. of businesses brokered into external* business growth services and provision (in total and with breakdown of service)	100
3	No. of businesses taking up external* business growth services and provision (in total and with breakdown of service)	50
4	Of the initial 500 engagements – No. of growth/potential growth businesses receiving in depth diagnostic as agreed with the LEP	80
5	Of the 80 businesses receiving the in depth diagnostic - No. of high growth/potential high growth businesses* account managed from diagnostic through brokerage and delivery to monitor impact and satisfaction	40
6	No. of businesses reporting growth as a result of the support provided (in total and with breakdown by service)	40
7	Satisfaction level with Local Growth Hub and service provided (by Local Growth Hub business survey)	80%

***External business growth services and provision is any provision that your organisation is not a part of or affiliated with.**

***High growth/potential high growth businesses are those that you expect to have a greater positive affect on the economy.**

6. Contract Management

6.1. This contract will be managed by Andy Devaney, Local Growth Hub Manager.

Contact Details: Andy Devaney
Local Growth Hub Manager
Liverpool City Region Local Enterprise Partnership
12 Princes Parade
Liverpool
L3 1BG
Tel: 0151 237 3522
Email: andy.devaney@liverpoollep.org

6.2. The LEP has full unrestricted access to all Local Growth Hub information on the CRM and this will form the basis of the reporting mechanisms.

6.3. The LEP reserves the right to terminate contracts in the event of underperformance and/or noncompliance.

6.4. There will be regular face to face meetings to ensure the direction and progress of the Local Growth Hub is as designed. These will take the form of monitoring meetings & Broker Meetings. Partners will be given adequate notice of these meetings and must make the relevant person or persons available as required.

7. Payment

7.1. In consideration of the Services set out above and in compliance by the Supplier with the LEPs Terms and Conditions the LEP shall pay the Supplier the following:

£[AGREED COST]

8. Schedule of Payments

8.1. Payments will be made in retrospect in 4 equal instalments.

8.2. The Supplier should provide the following invoices to ensure scheduled timely payments:

June 2018	£
September 2018	£
December 2018	£
March 2018	£

9. Term of the Agreement

9.1. The term of this Agreement shall be for a period 12 months. From 3rd April 2018 to 31st March 2019.

10. Agreement

10.1. By signing this Agreement, the parties confirm that they have read, understand fully and accept the Terms and Conditions of Liverpool City Region Local Enterprise Partnership.

10.2. Signed on behalf of Liverpool City Region Local Enterprise Partnership

Signature	
Date	
Name	
Position	

10.3. Signed on behalf of

Signature	
Date	
Name	
Position	

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