Cornwall Development Company

Invitation to Tender (ITT)

Business Fact Sheets for

Cornwall & Isles of Scilly

Growth Hub

(TEN443)

December 2018

# Overview

**About the Cornwall Development Company**

Cornwall Development Company (CDC) is the arms-length economic development arm of Cornwall Council (CC) and is part of the Corserv Ltd group of companies.

On behalf of CC, Cornwall & the Isles of Scilly Local Enterprise Partnership (LEP) and a range of stakeholders, CDC provides a bespoke, business facing service which helps deliver the economic vision and strategy for Cornwall.

**Background**

The Cornwall and Isles of Scilly Growth Hub (CIOSGH) is part funded by European Regional Development Fund and part of Government’s National Growth Hub network and provides a ‘one stop shop’ service for pre-start, start up and established SMEs to seek bespoke support to foster growth and enhance productivity across Cornwall and the Isles of Scilly (CIOS). It does this by providing a comprehensive support service consisting of;

* Business Navigators- Phone based service; limited advice, appointment management (for Connectors), eligibility checks, Growth assessment, CRM Management etc
* Business Connectors- Information, Diagnostic and Brokerage (IDB) service, client account management, support knowledge experts, networking and marketing
* Website- Comprehensive website to provide the ‘Hub’ and focus for businesses seeking to grow in CIOS, communication of ‘Growth Ecosystem’ advice on service, provide case studies/PR for client businesses, news, listings, events etc
* Data Management- Reporting, CRM Management, intelligence
* Communications- Comprehensive communications and PR function including marketing, website management and social media delivery to market and showcase service.

This project represents a second phase to the current activity delivered by the CIOSGH. Phase 2 (2018-2021) will continue to offer a ‘Hub’ diagnostic service (to enable SMEs in CIOS to swiftly access the most appropriate business support to foster growth and develop productivity. It reflects the experience of the current CIOSGH project, client feedback and intelligence from other Growth Hubs nationally. The project works closely with other ERDF funded business support in Cornwall, the private sector support and national support to ensure pre-starts and SME businesses get the support and advice they need to grow.

# CIoS Growth Hub Objectives

* To reach out to and generate interest from growth businesses, with a particular focus on those that have not previously engaged with European-funded business support
* To generate targeted business support enquiries from eligible businesses, leading to engagement with other business support providers
* To ensure activity achieves full geographic coverage of Cornwall and the Isles of Scilly
* To develop effective communications and reference materials to engage with target audiences

# Commission

On behalf of the CIOSGH, CDC wishes to appoint an organisation that can supply a full range of business information fact sheets to enhance and add value to our offer to our clients for the period to from 1 Jan 2019 to 30th Sept 2021.

These business information sheets should be able to be supplied as PDFs with the potential to be emailed to clients and should also be capable of being printed to be used in meetings with clients by our business Navigators and Connectors. They should be able to be accessed through an online portal so staff can access them anywhere and be able to give to clients in meetings when out visiting business. The sheets should be able to be branded with our own branding (‘white goods’) which we will supply.

Specifically, we require;

* Factsheets that cover topics including business regulations, and trading information that businesses may be required to consider in their operation to help them start up, scale up or grow. Also, information around licensing and registration that businesses may need to consider in their sector.
* Detailed guides and information on a full range of business sectors and types to enable those running or starting a business to be able to be aware of the issues in their sector or with their business type
* ‘How to guides’ covering a range of business topics- such as business planning, marketing etc, as an aid to businesses who need to seek out further information on a variety of topics
* An online interface to be able to easily find the factsheet and send or print for client use, and be able to use in client meeting or email to clients.

# Budget

A maximum budget has been set for this commission of £24,000 (excluding VAT) covering the period until 30 Sept 2021.

**Tenders that exceed the total maximum budget will not be considered**

# Corporate Requirements

CDC wishes to ensure that its contractors, suppliers and advisers comply with its corporate requirements when facilitating the delivery of its services. It is therefore necessary to ensure that the supplier can evidence its ability to meet these requirements when providing the services under this commission.

**All quotations must include evidence of the following**. This is a pre-requisite if the quotation is to be considered.

Equality and Diversity

CDC is committed to providing services in a way that promotes equality of opportunity. It is expected that the successful supplier will be equally committed to equality and diversity in its service provision and will ensure compliance with all anti-discrimination legislation. **If successful you will be required to provide a copy of your Equality and Diversity Policies/Practices**

Environmental Policy

CDC is committed to sustainable development and the promotion of good environmental management. It is expected that the successful supplier will be committed to a process of improvement with regard to environmental issues. **If successful you will be required to provide a copy of your Environmental Policy Policies/Practices**

Insurances

The consultant/supplier must effect and maintain with reputable insurers such policy or policies of insurance as may be necessary to cover the supplier’s obligations and liabilities under this contract, including but not limited to:

* Professional indemnity insurance with a limit of liability of not less than   
  £2 million;
* Public liability insurance with a limit of liability of not less than £5 million;
* Employers liability insurance with a limit if liability of not less than   
  £5 million

The supplier should also note that the following corporate requirements will also apply:

Freedom of Information Legislation

CDC may be obliged to disclose information provided by bidders in response to this tender under the Freedom of Information Act 2000 and all subordinate legislation made under this Act and the Environmental Information Regulations 2004 (“the Freedom of Information Legislation”).

Suppliers should therefore be aware that the information they provide could be disclosed in response to a request under the Freedom of Information Legislation. CDC will proceed on the basis of disclosure unless an appropriate exemption applies. Suppliers should be aware that despite the availability of some exemptions, information may still be disclosed if it is in the public interest.

Prevention of Bribery

Suppliers are hereby notified that CDC is subject to the regulations of the Bribery Act 2010 and therefore has a duty to ensure that all suppliers will comply with applicable laws, regulations, codes and sanctions relating to anti-bribery and anti-corruption including, but not limited to, this legislation.

# Tender Information & Requirements

This section provides instructions and defines the format you should use in responding to this Tender along with specific information that you should supply and information on how the quotes will be assessed.

Procurement Timetable;

The anticipated timetable for submission of the quote and commission milestones are set out below:

|  |  |
| --- | --- |
| Activity | Date |
| Dispatch of ITT | 5/12/2018 |
| Final date for receipt of clarifications | 12/12/2018 13.00 |
| Final date for response to clarifications | 12/12/2018 17.00 |
| **Deadline to return the Tender to CDC** | 19/12/2018 |
| Evaluation of tender by CDC | 20/12/2018 |
| Award of Contract | 21/12/2018 |
| Availability of Factsheets | 1/1/2019 |

CDC reserves the right to change the above timetable. Those proving quotes will be notified accordingly where there is a change in the timetable.

Discrepancies, Omissions, Clarification and Enquiries- Should the person providing the quote find discrepancies in, or omissions from, these Invitation to Tender Documents, they shall notify CDC immediately.

# Tender clarifications

Any clarification queries arising from this Invitation to Tender which may have a bearing on the offer should be raised by email to:

Stu Anderson, [stu@ciosgrowthhub.com](mailto:stu@ciosgrowthhub.com) strictly in accordance with the Tender & Commission Timetable above.

Responses to clarifications will be anonymised and uploaded by CDC to Contracts Finder and will be viewable to all tenderers. It is the bidders responsibility to refer to Contracts Finder for responses to clarifications.

No representation by way of explanation or otherwise to persons or corporations tendering or desirous of tendering as to the meaning of the tender, contract or other tender documents or as to any other matter or thing to be done under the proposed contract shall bind CDC unless such representation is in writing and duly signed by a Director/Partner of the tenderer. All such correspondence shall be returned with the Tender Documents and shall form part of the contract.

# Evaluation of Tenders

Each Tender will be checked for completeness and compliance with all requirements of the ITT.

Tenders will be evaluated to determine the most economically advantageous offer taking into consideration the following award criteria:

**Evaluation Criteria**

|  |  |
| --- | --- |
| Section I: Covering Letter |  |
| Covering letter (2 pages maximum) stating:   * A single point of contact for all contact between the tenderer and CDC during the tender selection process, and for further correspondence. * Confirmation that the tenderer has the resources available to meet the requirements outlined in this brief and its timelines. * Confirmation that the tenderer accepts all the Terms and Conditions of the Contract attached (enclosure 1) * Confirmation that the tenderer will be able to meet the Corporate Requirements (see relevant Section in this ITT) to include confirmation that Equality and Diversity and Environmental policies are in place and, if successful, supporting documentation will be provided as evidence * Confirmation that the tenderer holds current valid insurance policies as set out in this ITT and, if successful, supporting documentation will be provided as evidence * Conflict of interest statement | Pass/ Fail |
| Section II: Quality  Total 60% (as distributed below) |  |
| Examples of three previous clients who have used the service Please highlight;   * How they used the service * The value added to their operation * The context in which the service was used * The link with business support/Growth Hub operations | 60 |
| Section III: Service  Total 20% |  |
| An explanation of how the service works, how the fact sheets are accessed and analytics etc available. Please include details of how the factsheets are ‘white goods’ branded etc  Please also detail the range of topics/subjects/sectors/legislation covered with details of how often topics are updated etc | 20 |
| Section IV: Budget  Total 20% |  |
| A **fixed fee** for this work (exc VAT) including travel and other expenses  The lowest bid will be awarded the full 20 marks. Other bids will be awarded a mark that is proportionate to the level of their bid in comparison to the lowest bid i.e. Marks awarded = 20 x lowest bid / bid | 20 |

**Assessment of the Tender**

The reviewer will award the marks depending upon their assessment of the applicant’s tender submission using the following scoring to assess the response:

|  |  |  |
| --- | --- | --- |
| **Scoring Matrix for Evaluation Criteria** | | |
| **Score %** | **Judgement** | **Interpretation** |
| 100 | Excellent | Exceptional demonstration of the relevant ability, understanding, experience, skills, resource, and/or quality measures required to provide the goods/works/services. Full evidence provided where required to support the response. |
| 80 | Good | Above average demonstration of the relevant ability, understanding, experience, skills, resource and/or quality measures required to provide the goods/works/services. Majority evidence provided to support the response. |
| 60 | Acceptable | Demonstration of the relevant ability, understanding, experience, skills, resource and/or quality measures required to provide the goods/works/services, with some evidence to support the response. |
| 40 | Minor Reservations | Some minor reservations of the relevant ability, understanding, experience, skills, resource and/or quality measures required to provide the goods/works/services, with little or no evidence to support the response. |
| 20 | Serious Reservations | Considerable reservations of the relevant ability, understanding, experience, skills, resource and/or quality measures required to provide the goods/works/services, with little or no evidence to support the response. |
| 0 | Unacceptable | Does not comply and/or insufficient information provided to demonstrate that there is the ability, understanding, experience, skills, resource and/or quality measures required to provide the goods/works/services, with little or no evidence to support the response. |

During the tender assessment period, CDC reserves the right to seek clarification in writing from the tenderers, to assist it in its consideration of the tender. Tenders will be evaluated to determine the most economically advantageous offer taking into consideration the award criteria weightings detailed in the criteria table above.

The Company is not bound to accept the lowest or any Tender. This Tender does not constitute an offer to enter into a contractual relationship. The Company will not reimburse any expense incurred by the Tenderers in preparing their responses to this Tender.

**Notification**

Following evaluation of the Tenders, CDC will make a decision on which, if any, Tender shall be accepted.

Any contract award will be conditional on the Contract being approved in accordance with the CDC’s internal procedures and CDC being generally able to proceed.

**Intellectual Property**

The client shall be entitled to share the outcome of the work in whole or part with others at its discretion. All outputs of the contract will remain the property of Cornwall Development Company.

**Tender Award**

Any contract awarded as a result of this tender process will be in accordance with the attached CDC standard terms and conditions (Enclosure 1).

# Tender Return

Tenders may be returned by email or post, or by delivery in person.

Latest date to be returned: **5pm** – 19 December 2018

If submitting by email, tenders should be sent electronically to [finance@cornwalldevelopmentcompany.co.uk](mailto:finance@cornwalldevelopmentcompany.co.uk) with the following message **clearly noted in the Subject box;**

‘Tender 443 - Strictly Confidential – CIOS Growth Hub Fact Sheets’

Tenderers are advised to request an acknowledgement of receipt when submitting by email.

If submitting by post or in person, the Tender must be enclosed in a sealed envelope, **only marked as follows:-**

‘Tender TEN443 - Strictly Confidential – CIOS Growth Hub Factsheets’

For the attention of Nicky Pooley, Head of Corporate Services

Cornwall Development Company

Bickford House

South Wheal Crofty

Station Road

Pool, Redruth

Cornwall

TR15 3QG

The envelope should not give any indication to the Tenderer’s identity. Marking by the carrier will not disqualify the tender.

Note that if you are delivering the Tender by hand or by courier, it should be delivered during normal working hours (0900 – 1700 Monday to Friday) and an official receipt obtained. Tenders delivered by hand to any other location will not qualify and will be rejected.

PLEASE DO NOT EMAIL YOUR TENDER SUBMISSION TO THE CORNWALL DEVELOPMENT COMPANY OR THE CONTACT OFFICER.

If delivery by hand please obtain an official Receipt at point of delivery

**Discrepancies, Omissions, Clarification and Enquiries**

Should the Tenderer find discrepancies in, or omissions from, the ITT Documents, the Tenderer shall notify CDC immediately.

Any clarification queries arising from these ITT Documents which may have a bearing on the offer should be raised with the CDC contact (Stu Anderson [stu@ciosgrowthhub.com](mailto:stu@ciosgrowthhub.com)) as soon as possible and in accordance with the Timetable above. Responses to all relevant queries will be posted on Contracts Finder.

There will be no negotiation on any of the substantive terms of these ITT Documents. All clarifications need to be submitted by email to the CDC contact.

No representation by way of explanation or otherwise to persons or corporations tendering or desirous of tendering as to the meaning of the tender, Contract or other ITT Documents or as to any other matter or thing to be done under the proposed Contract shall bind CDC unless such representation is in writing and duly signed by a Director/Partner of the provider. All such correspondence shall be returned with the ITT Documents and shall form part of the Contract.

Where the Company considers any question or request for clarification to be significant, the anonymised query and response will be communicated to all Tenderers via Contracts Finder.

**Enclosures**

1. CDC Terms & conditions