

# Cornwall Development Company

## Invitation to Tender (ITT)

### Evaluation of ESF Cornwall & Isles of Scilly Skills Hub

**TEN 469**

**December 2019**



**European Union**

European  
Social Fund



## Overview

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.

CDC has been successful in its bid to the European Growth Programme 2014 – 2020 to establish and operate the Cornwall & Isles of Scilly (CIoS) Skills Hub service. This project is funded by the European Social Fund (ESF), with match funding from Cornwall Council and Cornwall & Isles of Scilly Local Enterprise Partnership (LEP).

The Skills Hub encourages and supports businesses to grow, innovate and invest in training and skills development through a one-stop service for information and guidance on and access to skills development provision. They do this through a content-rich online portal and social media activity backed by a telephone and face-to-face service delivered by office-based Business Navigators and a team of experienced Business Connectors covering Cornwall & Isles of Scilly.

## Background

The Skills Hub addresses the most common concern from the business community; that the business and skills support landscape is confused and difficult to navigate, leading to unwillingness to engage or uncertainty around whom to contact.

A key issue identified by the CIoS LEP Employment and Skills Strategy is the high proportion of self-employed business owners who tend to most need help but are often least able to engage, as any time away from the business has a cost implication which could include lost sales, additional temp staff etc.

The strategy also highlights that CIoS lacks a co-ordinated framework for bringing together skills demand with supply, with many businesses sitting outside of networking/sector groups that could undertake this remit.

The central task of the Skills Hub is to simplify access to skills development opportunities. This is achieved via a detailed diagnostic or Training Needs Analysis, action planning and referral service for eligible businesses.

The Skills Hub works closely with the CIoS Growth Hub and with other providers in co-ordinating promotional activity and events to maximise the best use of public money through efficiency and joined up working.

For more information on the Skills & Growth Hubs, please visit:

[www.ciosskillshub.com](http://www.ciosskillshub.com)

[www.ciosgrowthhub.com](http://www.ciosgrowthhub.com)

<https://twitter.com/growthskillshub>

<http://www.facebook.com/growthskillshub>

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## Commission

On behalf of the CIOs Skills Hub, CDC wish to procure an independent external evaluation of the project in its final quarter.

The evaluation should cover the overall customer journey and experience, relationship with other support professionals, governance, cross-cutting themes, achievement of outputs, additionality, geographic and sectoral coverage and legacy issues.

The comprehensive analysis and evaluation of the project will enable CDC to assess the added value this activity has brought to Cornwall and the Isles of Scilly.

### Available Information:

A significant amount of performance management information related to the achievements of the Project exists and the successful contractor is expected to utilise this, assess its usefulness and how it has been applied. This includes the following examples:

- Performance management CRM held by CDC detailing a range of data including statistics and soft information.
- Data related to the "pipeline" of enquiries and the actions taken to assist each in their pursuit of advice and support.
- Flowcharts and guidance notes that introduce the different processes from initial enquiry to referral to third party organisations.
- Client satisfaction survey data and Compliments Register
- Agendas and minutes for Management Boards as well as the Terms of Reference.
- Reports to funders

## Specification of work to be undertaken by the Contractor

### Scope of Assessment:

The supplier will be expected to undertake the evaluation and provide an Evaluation Report together with a Summary Report and further requirements noted within the tender document.

The evaluation will need to identify and attribute the change the programme has achieved and will need to cover the following key areas:

1. Performance Against Targets
  - 1.1. Although some of this is self-evident in that either the Project is achieving and will achieve its targets based on those contracted with DWP or not, there are several areas that will require expansion:
    - 1.1.1. Targets - how well the project performed against annual targets.
    - 1.1.2. Under-performance - explanations for under-performance, where this occurred, and the effectiveness of actions taken to address shortfalls.

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- 1.1.3. Communicating progress - how well CDC utilised and reported progress and performance to DWP, the Management Board and its own Corporate Executive Team and Board.
- 1.1.4. External factors – identifying those that existed and the extent to which these played a part in affecting performance.

## 2. User Perception and involvement

- 2.1. This relates to the client (the recipient of referrals to training provision following training action plans) and their perception not only of the service and what they felt it was trying to achieve but also identifying the quality of the signposting advice. The latter seeks to understand whether the process was perceived as difficult or user friendly based on the way the Project was designed and operated:
  - 2.1.1. Registration process – was it perceived as user friendly or a hindrance to access?
  - 2.1.2. Referral process – were referrals made in a timely fashion?
  - 2.1.3. Management Board composition - how effective was the Group given its remit and was it reflective of businesses and stakeholders?
  - 2.1.4. Response to suggestions - did the project evolve and develop as a result of suggestions for improvement from stakeholders and clients? Was there a culture of continuous improvement?
  - 2.1.5. “Reach” of the signposting – how effective was the project in linking with businesses that might not have engaged in EU support before. Did the project act to ensure that its “reach” went beyond those that have sought and secured support previously?

## 3. Quality of Features and Outcomes

- 3.1. We have quantitative information available, however the evaluation should also cover the more qualitative aspects of the Project including some of the indirect benefits to the wider business community:
  - 3.1.1. Website- To what extent did the website serve as a useful resource for businesses in Cornwall?
  - 3.1.2. Quality clients – To what extent did the client businesses meet the eligibility criteria and were capable and willing to grow?
  - 3.1.3. Relationships with Partners- How effectively did the CIOs Skills Hub work with and engage with partners for the benefit of the client?
  - 3.1.4. Quality outcomes – to include an assessment of the registration, action planning and referral processes.
  - 3.1.5. Geography – How effectively the Project covered all of Cornwall and the Isles of Scilly. How effective was the Project in its geographical coverage and were the benefits felt evenly across the county and Isles of Scilly?
  - 3.1.6. Indirect benefits – what happened after the referral was made and to what extent were relationships forged to encourage support over time?

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3.1.7. Adding Value- Did the project add value to the business through its support and therefore initiate investment in training and development?

#### 4. Innovation Challenge Fund

4.1.1. Comment on the effectiveness of the Innovation Fund process and projects.

4.1.2. The Innovation Fund was set up to encourage employers, sector groups and training providers to carry out research, collaboration and try new approaches to the development of skills within sectors with growth potential, aligned to the CIOs Employment & Skills Strategy.

4.1.3. Four Innovation Fund Projects were supported with value of £30-50k each.

#### 5. Effectiveness of Project Administration

5.1. Comment on CDC's work as well as that of the Management Board - recording any innovations that were introduced. For example, if any procedures were simplified to make it easier for clients:

5.1.1. Registration – How easy was it for clients to make initial engagement with the Skills Hub to get signposting help.

5.1.2. Customer Journey - How effective was this to get signposting and referrals to the client?

5.1.3. Management Board – composition of its membership, frequency of meetings and how effectively it “managed” the Project and gave advice to CDC.

5.1.4. Structure – was the way that the service was structured an effective delivery model for achieving its outcomes. Did it help or hinder progress?

5.1.5. Recording – including accuracy of figures and efficiency of procedures.

5.1.6. Reporting procedures – including effectiveness and user friendliness.

5.1.7. Publicity and marketing – assessing achievements, frequency, quality and level of co-ordination.

#### 6. Delivery Partner Effectiveness

6.1. Assess the effectiveness of the Delivery Partner, Cornwall Chamber of Commerce, in relation to the details in the Skills Hub application

#### 7. Sustainability and Cross Cutting Themes

7.1. Progress made in relation to Equality and Diversity and Sustainability as part of the application process and how this was reflected in the information gathered and reports submitted

#### 8. Conclusions and lessons learnt:

8.1. Overall conclusions and lessons learnt based on analysis of above areas

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Suppliers are encouraged to be innovative in their proposals and design of the evaluation to reflect the nature of the programme, suggesting any additional insights and added value they may be able to provide.

Methods must be in line with industry recommended best practice for this nature of assessment such as theory-based and/or counterfactual impact evaluation (CIE) or other industry-recognised or innovative methods. Suppliers are expected to include a degree of programme beneficiary interviews and case studies to ensure meaningful and relevant information and conclusions.

Within the proposal, suppliers will also need to demonstrate that they have taken into account:

- The scope and nature of the programme
- The characteristics and support of local economy

The Skills Hub is part funded by the European Social Fund and as such, all projects conducted **must** comply with EU Branding & Publicity Guidelines (Annexe A).

### **Timescales**

Draft report by 21 February 2020

Final report by 19 March 2020

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## Budget

The total maximum budget available for this commission is £30,000 (ex VAT) inclusive of all expenses.

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

## Tender Information & Requirements

This section provides instructions and defines the format Tenderers should use in responding to this ITT along with specific information Tenderers should supply and information on how the tenders will be assessed.

### Tender Timetable

This procurement will follow a clear, structured and transparent process at all times and all Tenderers will be treated equally.

The key dates for this procurement timetable are currently anticipated to be as follows:

Timetable	
Event	Date
Issue ITT	02/12/19
Deadline for receipt of clarifications	06/12/19
Target date for responses to clarifications	08/12/19
Deadline for return of Tenders (Return Date)	16/12/19 at 17:00 (5pm)
Evaluation of Tenders	20/12/19
Notification of contract award decision	23/12/20
Target contract Commencement Date	6/01/20

CDC reserves the right to change the above timetable and Tenderers will be notified accordingly where there is a change in the timetable.

### Discrepancies, Omissions, Clarification and Enquiries

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

Any clarification queries arising from these Tender Documents which may have a bearing on the offer should be raised with the CDC contact (Josh Hoole,

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[josh@ciosskillshub.com](mailto:josh@ciosskillshub.com)) as soon as possible and in accordance with the Tender 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 Tender 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 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 provider. All such correspondence shall be returned with the Tender 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.

### **Tender Submission**

All tender returns must include a covering letter setting out the following;

1. That the provider has the resources available to meet the requirements outlined in the brief - and within the tender timetable.
2. That the provider will be able to meet the CDC Corporate Requirements (see below), to include confirmation that Equality and Diversity, Environmental and Data Protection policies are in place and if successful supporting documentation will be provided as evidence together with the appropriate conflicts of interest policy statement.
3. The provider shall provide confirmation that insurance policies are current and if they are due to expire during the course of the commission to provide renewal notices prior to their expiry date(s).
4. That the provider accepts all the Terms and Conditions of the Contract attached at Annexe B
5. The single point of contact within your organisation in relation to this tender.

The Tender submission should also include:

- Project Proposal demonstrating:
  - Understanding of the project and its objectives
  - Proposed Methodology
  - Clarity and credibility of the approach
- Project Experience:
  - Experience of working on similar projects including 2 examples of previous similar work
- The Team
  - Summary of the CV's of the people working on the project
    - 1 page per CV maximum
- Total Project Costs
  - Provide a fixed fee, to exclude VAT, for delivery of the project to include a breakdown of any anticipated out of pocket expenses / disbursements.

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## 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 Tenderer can evidence its ability to meet these requirements when providing the services under this commission.

**All tender returns must include evidence of the following.** This is a pre-requisite if the tender return 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 tenderer 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 tenderer 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**

### Indemnity and Insurance

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 commission, including but not limited to:

- Professional indemnity insurance with a limit of liability of not less than £1 million;
- Public liability insurance with a limit of liability of not less than £2 million;
- Employers liability insurance with a limit if liability of not less than £2 million

All insurances shall cover for any one occurrence or series of occurrences arising out of any one event during the performance of this contract.

### Data Protection

The contractor will comply with its obligations under Data Protection Legislation (DPL), being the UK Data Protection Legislation and the General Data Protection Regulation (GDPR) and any other directly applicable European Union legislation relating to privacy.

The tenderer will be required to provide a copy of their Data Protection policy and privacy statement if successful in securing this contract.

The Tenderer should note that the following Corporate Requirements will also apply;

## Freedom of Information Legislation

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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”).

Tenderers 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. Tenderers 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**

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

### **Health and Safety**

The Consultant must at all times comply with the requirements of the Health and Safety at Work Act 1974, the Management of Health and Safety at Work Regulations 1992 and all other statutory and regulatory requirements.

### **Conflicts of Interest**

Tenderers must provide a clear statement with regard to potential conflicts of interests.

Therefore, please confirm whether, to the best of your knowledge, there is any conflict of interest between your organisation and CDC or its project team that is likely to influence the outcome of this procurement either directly or indirectly through financial, economic or other personal interest which might be perceived to compromise the impartiality and independence of any party in the context of this procurement procedure.

Receipt of this statement will permit CDC to ensure that, in the event of a conflict of interest being notified/noticed, appropriate steps are taken to ensure that the evaluation of any submission will be undertaken by an independent and impartial panel.

### **Exclusion**

CDC shall exclude the tenderer from participation in this procurement procedure where they have established or are otherwise aware that the organisation, to include administrative, management or supervisory staff that have powers of representation, decision or control of the applicant’s company, has been the subject of a conviction by final judgment of one of the following reasons:

- Participation in a criminal organisation
- Corruption
- Fraud
- Terrorist offences or offences linked to terrorist activities
- Money laundering or terrorist financing
- Child labour and other forms of trafficking in human beings

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## Sub-Contracting

Tenderers should note that a consortia can submit a tender but the sub-contracting of aspects of this commission after appointment will only be allowed by prior agreement with CDC.

## Content ownership

By submitting a tender application, the tenderer acknowledges that the copyright to all material produced during the project will be the property of CDC.

## Document Retention

All documentation (electronic and hard copy) produced as part of this contract will need to be returned to CDC at the end of the contract so that we can retain them for future reference/audit. The Contractor will not be expected to store these documents for future reference.

All documents must be written in English.

## Tender Return

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

Latest date to be returned: **5pm – 16 December 2019**

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

'Tender TEN469 - Strictly Confidential – Tender for Evaluation of ESF Cornwall & Isles of Scilly Skills Hub'

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 TEN469 - Strictly Confidential – Tender for Evaluation of ESF Cornwall & Isles of Scilly Skills Hub'

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

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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.

## Evaluation of Tenders

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

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 following award criteria:

### Tender Evaluation Criteria

<b>Section 1: Covering Letter</b>		
Covering letter (2 pages maximum) stating: <ol style="list-style-type: none"> <li>1. That the provider has the resources available to meet the requirements outlined in the brief - and within the tender timetable.</li> <li>2. That the provider will be able to meet the CDC Corporate Requirements (see below), to include confirmation that Equality and Diversity and Environmental policies are in place and if successful supporting documentation will be provided as evidence together with the appropriate conflicts of interest policy statement.</li> <li>3. The provider shall provide confirmation that insurance policies are current and if they are due to expire during the course of the commission to provide renewal notices prior to their expiry date(s).</li> <li>4. That the provider accepts all the Terms and Conditions of the Contract attached at Annexe B</li> <li>5. The point of contact within your organisation in relation to this tender.</li> </ol>		Pass/ Fail
<b>Section 2: Project Proposal</b>		
<ol style="list-style-type: none"> <li>1. Project Proposal demonstrating:             <ul style="list-style-type: none"> <li>• Understanding of the project and its objectives</li> <li>• Proposed Methodology</li> <li>• Clarity and credibility of the approach</li> </ul> </li> </ol>		50%
<b>Section 3: Project Experience</b>		
<ol style="list-style-type: none"> <li>1. Project Experience:             <ul style="list-style-type: none"> <li>• Experience of working on similar projects including 2 examples of previous similar work</li> </ul> </li> </ol>		30%
<b>Section 4: The Team</b>		
<ol style="list-style-type: none"> <li>1. The Team             <ul style="list-style-type: none"> <li>• Summary of the CV's of the people working on the project                 <ul style="list-style-type: none"> <li>• 1 page per CV</li> </ul> </li> </ul> </li> </ol>		10%
<b>Section 5: Total project costs</b>		
<ol style="list-style-type: none"> <li>1. Total Project Costs             <ul style="list-style-type: none"> <li>• Provide a fixed fee, to exclude VAT, for delivery of the project to include a breakdown of any anticipated out of pocket expenses / disbursements.</li> </ul> </li> </ol>		10%

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## Assessment of the Tender

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.

It is anticipated that the selection process will be carried out in one stage; assessment of the tender submission - reviewing ability to meet criteria listed above.

The reviewer will award a percentage of the marks depending upon their assessment of the applicant's tender submission and will use the following scoring to assess the response:

Scoring Matrix for Evaluation Criteria		
Score	Judgement	Interpretation
5	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.
4	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.
3	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.
2	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.
1	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.

### Worked Example:

Criteria	Tenderers Score, A	Maximum Score, B	Weighting C (100% total)	Contribution to tenderers score, $(A \div B) \times C$
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1. Covering Letter	Pass/Fail	Pass/Fail	-	Pass
2. Project Proposal	4	5	50%	40%
3. Project Experience	3	5	30%	18%
4. The Team	3	5	10%	6%
5. Budget	4	5	10%	8%
Tenderer's Score out of a possible 100%				72%

## 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 (Annexe B).

## Further Information

The CIoS Skills Hub project is in receipt of funding from the European Social Fund and as such it is necessary for documentation (including every accessible/viewable option) to properly accredit the key support from the European Union. Principally, this will include use of the ESF logo as appropriate. More details can be found in Annexe A.

## Disclaimer

The issue of this documentation does not commit CDC to award any contract pursuant to the bid process or enter into a contractual relationship with any provider of the service. Nothing in the documentation or in any other communications made between CDC or its agents and any other party, or any part thereof, shall be taken as constituting a contract, agreement or representation between CDC and any other party (save for a formal award of contract made in writing by or on behalf of CDC).

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Bidders must obtain for themselves, at their own responsibility and expense, all information necessary for the preparation of their tender responses. Information supplied to bidders by CDC or any information contained in CDC's publications is supplied only for general guidance in the preparation of the tender response. Bidders must satisfy themselves by their own investigations as to the accuracy of any such information and no responsibility is accepted by CDC for any loss or damage of whatever kind and howsoever caused arising from the use by bidders of such information.

Bidders shall be responsible for their own costs and expenses in connection with or arising out of their response.

CDC reserves the right to vary or change all or any part of the basis of the procedures for the procurement process at any time or not to proceed with the proposed procurement at all.

Cancellation of the procurement process (at any time) under any circumstances will not render CDC liable for any costs or expenses incurred by bidders during the procurement process.

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## **Annexe A – EU Branding & Publicity Guidelines**

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/634288/ESIF\\_Branding\\_and\\_Publicity\\_Requirements.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/634288/ESIF_Branding_and_Publicity_Requirements.pdf)

## **Annexe B: Terms and Conditions**

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