

United Kingdom-Liverpool: Business development consultancy services

OJ S 30/2018 13/02/2018

Contract notice

Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: Liverpool City Region Local Enterprise Partnership

Postal address: 1 Mann Island

Town: Liverpool

Postal code: L3 1BP

Country: United Kingdom

Contact person: Andy Devaney

For the attention of: Andy Devaney

E-mail: andy.devaney@liverpoollep.org

Telephone: +44 1512373522

Internet address(es):General address of the contracting authority: <http://www.liverpoollep.org>Address of the buyer profile: <http://www.liverpoollep.org>Electronic access to information: <https://www.liverpoollep.org/tenders/>**Additional information can be obtained from:**

the abovementioned address

Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:

the abovementioned address

Tenders or requests to participate must be submitted: Official name: Liverpool City Region

Local Enterprise Partnership

Postal address: 1 Mann Island

Town: Liverpool

Postal code: L3 1BP

Country: United Kingdom

Contact person: Lisa Duddridge

For the attention of: Lisa Duddridge

E-mail: lisa.duddridge@liverpoollep.org

Telephone: +44 1512373954

I.2. Type of the contracting authority

Other: Local Enterprise Partnership

I.3. Main activity

Economic and financial affairs

I.4. Contract award on behalf of other contracting authorities

The contracting authority is purchasing on behalf of other contracting authorities: no

Section II: Object of the contract

II.1. Description

II.1.1. Title attributed to the contract by the contracting authority

Local Growth Hub Liverpool City Region Brokerage Partners

II.1.2. Type of contract and place of performance or delivery

Services

Service category No 11: Management consulting services [6] and related services

NUTS code UKD7 Merseyside

II.1.3. Information about a framework agreement or a dynamic purchasing system

The notice involves a public contract

II.1.4. Information about framework agreement

II.1.5. Short description of the contract or purchase(s)

The LEP has been awarded funds by the BEIS to continue to manage and deliver a Local Growth Hub for the Liverpool City Region, this funding will initially be matched by ERDF. The Local Growth Hub intends to continue with its current approach and therefore, wishes to engage Brokerage Partners covering each of the 6 Local Authority (LA) areas of Halton, Knowsley, Liverpool, Sefton, St Helens and Wirral. In addition, the LEP are seeking a specialist broker to cover harder to reach groups including Women, BAME Groups, and Social Economy businesses across the City Region. Therefore, there will be a total of 7 lots that suppliers can bid for.

Local Growth Hub Brokerage Partners will need 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.

II.1.6. CPV code(s)

79411100 Business development consultancy services

II.1.7. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: yes

II.1.8. Lots

This contract is divided into lots: yes

Tenders may be submitted for one or more lots

II.1.9. Information about variants

Variants will be accepted: no

II.2. Scope of the procurement

II.2.1. Total quantity or scope

The LEP has been awarded funds by the BEIS to continue to manage and deliver a Local

Growth Hub for the Liverpool City Region, this funding will initially be matched by ERDF. The Local Growth Hub intends to continue with its current approach and therefore, wishes to engage Brokerage Partners covering each of the 6 Local Authority (LA) areas of Halton, Knowsley, Liverpool, Sefton, St Helens and Wirral. In addition, the LEP are seeking a specialist broker to cover harder to reach groups including Women, BAME Groups, and Social Economy businesses across the City Region. Therefore, there will be a total of 7 lots that suppliers can bid for.

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- Any other necessarily required ancillary services.

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 up,
- Account Management,
- 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 2018,
- Any other necessarily required ancillary services.

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.

Suppliers will 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.

The Supplier will be required to record all activity accurately and comprehensively onto the Local Growth Hub CRM system to LEP guidelines. The data should be recorded onto 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.

The Supplier shall 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.

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 delivering 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 regular monitoring and scrutiny by the LEP. 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 Supplier documentation, 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.

The following outputs, outcomes and service levels are required from each Lot by the LEP by 31.3.2019 and will be subject of reports to both BEIS and ERDF.

- 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.

Estimated value excluding VAT:

Range: between 1,00 and 350 000,00 GBP

II.2.2. Information about options

Options: no

II.2.3. Information about renewals

This contract is subject to renewal: yes

Number of possible renewals: 1

In the case of renewable supplies or service contracts, estimated timeframe for subsequent contracts:

in months: 12 (from the award of the contract)

II.3. Duration of the contract or time limit for completion

Duration in months: 12 (from the award of the contract)

Information about lots

Lot No: 1

Lot title: Halton

1) Short description

Brokerage Services for all aspects of Business Support in the Halton Local Authority Area

2) CPV code(s)

79411100 Business development consultancy services

3) Quantity or scope

The LEP has been awarded funds by the BEIS to continue to manage and deliver a Local Growth Hub for the Liverpool City Region, this funding will initially be matched by ERDF. The Local Growth Hub intends to continue with its current approach and therefore, wishes to engage Brokerage Partners covering each of the 6 Local Authority (LA) areas of Halton, Knowsley, Liverpool, Sefton, St Helens and Wirral. In addition, the LEP are seeking a specialist broker to cover harder to reach groups including Women, BAME Groups, and Social Economy businesses across the City Region. Therefore, there will be a total of 7 lots that suppliers can bid for.

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- Provision of Business Information,
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- 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.

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 up,
- Account Management,
- 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 2018,
- Any other necessarily required ancillary services.

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.

Suppliers will 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.

The Supplier will be required to record all activity accurately and comprehensively onto the Local Growth Hub CRM system to LEP guidelines. The data should be recorded onto 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.

The Supplier shall 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.

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 delivering 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 regular monitoring and scrutiny by the LEP. 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 Supplier documentation, 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.

The following outputs, outcomes and service levels are required from each Lot by the LEP by 31st March 2019 and will be subject of reports to both BEIS and ERDF.

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- 2) No. of businesses brokered into external* business growth services and provision (in total and with breakdown of service) 100;
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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.

Estimated value excluding VAT:

Range: between 1,00 and 50 000,00 GBP

4) Indication about different time frame or duration

Duration in months: 12 (from the award of the contract)

5) Additional information about lots

Further information and associated documents can be found at <https://www.liverpoollep.org/tenders/>

Lot No: 2

Lot title: Knowsley

1) Short description

Brokerage Services for all aspects of Business Support in the Knowsley Local Authority Area

2) CPV code(s)

79411100 Business development consultancy services

3) Quantity or scope

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- Evaluation of business support impact,
- Any other necessarily required ancillary services.

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 up,
- Account Management,
- 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 2018,
- Any other necessarily required ancillary services.

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

Estimated value excluding VAT:

Range: between 1,00 and 50 000,00 GBP

4) Indication about different time frame or duration

Duration in months: 12 (from the award of the contract)

5) Additional information about lots

Further information and associated documents can be found at <https://www.liverpoollep.org/tenders/>

Lot No: 3

Lot title: Liverpool

1) Short description

Brokerage Services for all aspects of Business Support in the Liverpool Local Authority Area

2) CPV code(s)

79411100 Business development consultancy services

3) Quantity or scope

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- Provision/Facilitation of Business Networks,
- Promotion of Local Growth Hub Services, in particular, City Region European Programmes

of support,

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- 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 2018,
- Any other necessarily required ancillary services.

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

Estimated value excluding VAT:

Range: between 1,00 and 50 000,00 GBP

4) Indication about different time frame or duration

Duration in months: 12 (from the award of the contract)

5) Additional information about lots

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Lot No: 4

Lot title: Sefton

1) Short description

Brokerage Services for all aspects of Business Support in the Sefton Local Authority Area

2) CPV code(s)

79411100 Business development consultancy services

3) Quantity or scope

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- Innovation, Research and Development,
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- Export and Import,
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Estimated value excluding VAT:

Range: between 1,00 and 50 000,00 GBP

4) Indication about different time frame or duration

Duration in months: 12 (from the award of the contract)

5) Additional information about lots

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Lot No: 5

Lot title: St Helens

1) Short description

Brokerage Services for all aspects of Business Support in the St Helens Local Authority Area

2) CPV code(s)

79411100 Business development consultancy services

3) Quantity or scope

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- Mapping of Business Support Services,
- Provision of Business Information,
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- 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.

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- Business Start up,
- Account Management,
- 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 2018,
- Any other necessarily required ancillary services.

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.

Suppliers will 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. The Supplier will be required to record all activity accurately and comprehensively onto the Local Growth Hub CRM system to LEP guidelines. The data should be recorded onto 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.

The Supplier shall 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.

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- 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.

Estimated value excluding VAT:

Range: between 1,00 and 50 000,00 GBP

4) Indication about different time frame or duration

Duration in months: 12 (from the award of the contract)

5) Additional information about lots

Lot No: 6

Lot title: Wirral

1) Short description

Brokerage Services for all aspects of Business Support in the Wirral Local Authority Area

2) CPV code(s)

79411100 Business development consultancy services

3) Quantity or scope

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- Export and Import,
- Business Premises,
- Business Networks,
- Mentoring,

- Sector Specialists,
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a part of or affiliated with.

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Estimated value excluding VAT:

Range: between 1,00 and 50 000,00 GBP

4) Indication about different time frame or duration

Duration in months: 12 (from the award of the contract)

5) Additional information about lots

Further information and associated documents can be found at <https://www.liverpoollep.org/tenders/>

Lot No: 7

Lot title: City Region wide Brokerage for Hard to Reach Groups

1) Short description

City Region wide Brokerage Services for Hard to Reach Groups

2) CPV code(s)

79411100 Business development consultancy services

3) Quantity or scope

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4) Indication about different time frame or duration

Duration in months: 12 (from the award of the contract)

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Section III: Legal, economic, financial and technical information

III.1. Conditions related to the contract

III.1.1. Deposits and guarantees required

III.1.2. Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them

III.1.3. Legal form to be taken by the group of economic operators to whom the contract is to be awarded

III.1.4. Contract performance conditions

III.2. Conditions for participation

III.2.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

III.2.2. Economic and financial ability

III.2.3. Technical and professional ability

III.2.4. Information about reserved contracts

III.3. Conditions specific to services contracts

III.3.1. Information about a particular profession

III.3.2. Information about staff responsible for the performance of the contract

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Open

IV.1.2. Information about the limits on the number of candidates to be invited

IV.1.3. Information about reduction of the number of solutions or tenders during negotiation or dialogue

IV.2. Award criteria

IV.2.1. Award criteria

The most economically advantageous tender in terms of Criteria below

1. Explain the process for engaging businesses and delivering the necessary services as described above. Weighting 20
2. How will you ensure you engage with the necessary amount of businesses?. Weighting 20
3. What systems will be in place to ensure businesses move from engagement on to diagnostic /brokerage?. Weighting 20
4. How will you ensure that you are able to offer all the services listed in section 8 of the document?. Weighting 20
5. Price. Weighting 20

IV.2.2. Information about electronic auction

An electronic auction will be used: no

IV.3. Administrative information

IV.3.1. File reference number attributed by the contracting authority

IV.3.2. Previous publication concerning this procedure

IV.3.3. Conditions for obtaining specifications and additional documents or descriptive document

IV.3.4. Time limit for receipt of tenders or requests to participate

11.3.2018 - 00:00

IV.3.5. Estimated date of dispatch of invitations to tender or to participate to selected candidates

IV.3.6. Languages in which tenders or requests to participate may be submitted

English.

IV.3.7. Minimum time frame during which the tenderer must maintain the tender

IV.3.8. Conditions for opening of tenders

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.2. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:
yes

Identification of the project: Business Growth Programme

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Liverpool City Region Local Enterprise Partnership

Postal address: 1 Mann Island

Town: Liverpool

Postal code: L3 1BP

Country: United Kingdom

E-mail: andy.devaney@liverpoollep.org

Telephone: +44 1512373522

Internet address: <https://www.liverpoollep.org/>

VI.4.2. Review procedure

VI.4.3. Service from which information about the review procedure may be obtained

Official name: Liverpool City Region Local Enterprise Partnership

Postal address: 1 Mann Island

Town: Liverpool

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Country: United Kingdom

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Telephone: +44 1512373522

Internet address: <https://www.liverpoollep.org/>

VI.5. Date of dispatch of this notice

9.2.2018