

United Kingdom-Liverpool: Custom broker services
OJ S 108/2016 07/06/2016
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: 12 Princes Parade

Town: Liverpool

Postal code: L3 1BG

Country: United Kingdom

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:

Official name: Liverpool City Regional Local Enterprise Partnership

Postal address: 12 Princes Parade

Town: Liverpool

Postal code: L3 1BG

Country: United Kingdom

For the attention of: Andy Devaney

E-mail: andy.devaney@liverpoollep.org

Telephone: +44 1512373522

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

Postal address: 12 Princes Parade

Town: Liverpool

Postal code: L3 1BG

Country: United Kingdom

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

Main site or place of performance: Delivery will take place across the Liverpool City Region.

NUTS code UKD5 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 Liverpool City Region Local Enterprise Partnership (LEP) has been awarded funds by the Department for Business, Innovation and Skills (BIS) to establish a Growth Hub for the Liverpool City Region, initially this funding will be matched by European Regional Development Funds (ERDF).

The purpose of the Growth Hub Liverpool City Region (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.

The Growth Hub seeks to do this through engaging Brokerage Partners covering each of the 6 Local Authority (LA) areas of Halton, Knowlsey, Liverpool, Sefton, St Helens and Wirral. In addition we are seeking a specialist broker to cover harder to reach groups including Women and BME Groups across the City Region. Therefore there will be a total of 7 lots that suppliers can bid for.

These contracts are for a 20 month period to run from 1.8.2016 to 31.3.2018.

The allocated budget per lot is 80 000 GBP for the 20 month period.

The contract will be awarded to the highest scoring bidder in each Lot.

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 Signposting;
- Provision/Facilitation of Business Networks;
- Promotion of Growth Hub Services;
- Collaboration with local delivery and brokerage partners;
- Maintaining records on common CRM platform;
- Evaluation of business support impact;
- Any other necessarily required ancillary services.

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 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.

The Supplier shall signpost 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.

The Supplier will be required to record all activity onto the Growth Hub CRM system to ensure support for business through the Growth Hub is coherent and that brokerage destinations and effectiveness can be monitored.

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 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 performing the Services. Activity and performance will be subject to monitoring and scrutiny by the LEP.

Suppliers will be required to comply with the 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 Growth Hub and ESIF branding on the Supplier's documents, websites and communications and information uploads to 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 31.3.2018.

Measure Local Growth Hub Target.

1. No of businesses engaging with Local Growth Hub with core information gathered on the business (phone/email/website) 833.
2. No of businesses receiving initial diagnostic/brokerage 167.
3. No of businesses referred to business growth services (in total and with breakdown by service) 167.
4. No of businesses taking up business growth services (in total and with breakdown by service) 83.
5. No of businesses reporting growth following support provided (in total and with breakdown by service) 67.

6. No of jobs created (in total and with breakdown by service) 33.
7. Satisfaction level with Local Growth Hub and service provided (by Growth Hub business survey) 80 %.
8. Additionality level (by Growth Hub business survey) 50 %.

II.1.6. CPV code(s)

79223000 Custom broker 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

Funding is via BIS Growth Hub and European Regional Development Fund (ERDF) and will fund Growth Hub Brokerage Partners for a total of 20 months.

The LEP reserves the right to allocate more than one supplier to cover each LA area and to terminate contracts early due to unsatisfactory performance.

The potential value of each Lot is 80 000 GBP for 20 months.

Services contracted for delivery of an effective brokerage service are expected to include, but are not limited to the following:

- Mapping of Business Support Services;
- Provision of Business Information;
- Business Pre-Start, Start-up and Growth Diagnostic;
- Business Pre-Start, Start-up and Growth Signposting;
- Provision/Facilitation of Business Networks;
- Promotion of Growth Hub Services;
- Collaboration with local delivery and brokerage partners;
- Maintaining records on common CRM platform;
- Evaluation of business support impact;
- Any other necessary ancillary service.

Estimated value excluding VAT:

Range: between 1 and 560 000 GBP

II.2.2. Information about options

Options: no

II.2.3. Information about renewals

This contract is subject to renewal: no

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

Start 1.8.2016. Completion 31.3.2018

Information about lots

Lot No: 1

Lot title: Halton

1)

Short description

Brokerage services for all aspects of Business Support In Halton Local Authority area.

2) CPV code(s)

79223000 Custom broker services

3) Quantity or scope

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The purpose of the Growth Hub Liverpool City Region (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.

The Growth Hub seeks to do this through engaging Brokerage Partners covering each of the 6 Local Authority (LA) areas of Halton, Knowlsey, Liverpool, Sefton, St Helens and Wirral. In addition we are seeking a specialist broker to cover harder to reach groups including Women and BME Groups across the City Region. Therefore there will be a total of 7 lots that suppliers can bid for.

These contracts are for a 20 month period to run from 1.8.2016 to 31.3.2018.

The allocated budget per lot is 80 000 GBP for the 20 month period.

The contract will be awarded to the highest scoring bidder in each Lot.

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 Signposting;
- Provision/Facilitation of Business Networks;
- Promotion of Growth Hub Services;
- Collaboration with local delivery and brokerage partners;
- Maintaining records on common CRM platform;
- Evaluation of business support impact;
- Any other necessarily required ancillary services.

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 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.

The Supplier shall signpost 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.

The Supplier will be required to record all activity onto the Growth Hub CRM system to ensure support for business through the Growth Hub is coherent and that brokerage destinations and effectiveness can be monitored.

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 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 performing the Services. Activity and performance will be subject to monitoring and scrutiny by the LEP.

Suppliers will be required to comply with the 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 Growth Hub and ESIF branding on the Supplier's documents, websites and communications and information uploads to 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 31.3.2018.

Measure Local Growth Hub Target.

1. No of businesses engaging with Local Growth Hub with core information gathered on the business (phone/email/website) 833.
2. No of businesses receiving initial diagnostic/brokerage 167.
3. No of businesses referred to business growth services (in total and with breakdown by service) 167.
4. No of businesses taking up business growth services (in total and with breakdown by service) 83.
5. No of businesses reporting growth following support provided (in total and with breakdown by service) 67.
6. No of jobs created (in total and with breakdown by service) 33.
7. Satisfaction level with Local Growth Hub and service provided (by Growth Hub business survey) 80 %.
8. Additionality level (by Growth Hub business survey) 50 %.

Estimated value excluding VAT:

Range: between 1 and 80 000 GBP

4) Indication about different time frame or duration

Start 1.8.2016. Completion 31.3.2018

5) Additional information about lots

Lot No: 2

Lot title: Knowsley

1) Short description

Brokerage services for all aspects of Business Support in Knowsley Local Authority area.

2) CPV code(s)

79223000 Custom broker services

3) Quantity or scope

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These contracts are for a 20 month period to run from 1.8.2016 to 31.3.2018.

The allocated budget per lot is £80,000 for the 20 month period.

The contract will be awarded to the highest scoring bidder in each Lot.

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 Signposting;
- Provision/Facilitation of Business Networks;
- Promotion of Growth Hub Services;
- Collaboration with local delivery and brokerage partners;
- Maintaining records on common CRM platform;
- Evaluation of business support impact;
- Any other necessarily required ancillary services.

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 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.

The Supplier shall signpost 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.

The Supplier will be required to record all activity onto the Growth Hub CRM system to ensure support for business through the Growth Hub is coherent and that brokerage destinations and effectiveness can be monitored.

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Suppliers will be required to comply with the 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 Growth Hub and ESIF branding on the Supplier's documents, websites and communications and information uploads to 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 31.3.2018.

Measure Local Growth Hub Target.

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6. No of jobs created (in total and with breakdown by service) 33.
7. Satisfaction level with Local Growth Hub and service provided (by Growth Hub business survey) 80 %.
8. Additionality level (by Growth Hub business survey) 50 %.

Estimated value excluding VAT:

Range: between 1 and 80 000 GBP

4) Indication about different time frame or duration

Start 1.8.2016. Completion 31.3.2018

5) Additional information about lots

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)

79223000 Custom broker services

3) Quantity or scope

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These contracts are for a 20 month period to run from 1.8.2016 to 31.3.2018.

The allocated budget per lot is 80 000 GBP for the 20 month period.

The contract will be awarded to the highest scoring bidder in each Lot.

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 Signposting;
- Provision/Facilitation of Business Networks;
- Promotion of Growth Hub Services;
- Collaboration with local delivery and brokerage partners;
- Maintaining records on common CRM platform;
- Evaluation of business support impact;
- Any other necessarily required ancillary services.

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 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.

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7. Satisfaction level with Local Growth Hub and service provided (by Growth Hub business survey) 80 %.
8. Additionality level (by Growth Hub business survey) 50 %.

Estimated value excluding VAT:

Range: between 1 and 80 000 GBP

4) Indication about different time frame or duration

Start 1.8.2016. Completion 31.3.2018

5) Additional information about lots

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)

79223000 Custom broker services

3) Quantity or scope

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The allocated budget per lot is 80 000 GBP for the 20 month period.

The contract will be awarded to the highest scoring bidder in each Lot.

Growth Hub Brokerage Partners will need to undertake the following actions:

- Mapping of Business Support Services;
- Provision of Business Information;
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- Business Pre-Start, Start-up and Growth Signposting;
- Provision/Facilitation of Business Networks;
- Promotion of Growth Hub Services;
- Collaboration with local delivery and brokerage partners;
- Maintaining records on common CRM platform;
- Evaluation of business support impact;
- Any other necessarily required ancillary services.

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 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.

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7. Satisfaction level with Local Growth Hub and service provided (by Growth Hub business survey) 80 %.
8. Additionality level (by Growth Hub business survey) 50 %.

Estimated value excluding VAT:

Range: between 1 and 80 000 GBP

4) Indication about different time frame or duration

Start 1.8.2016. Completion 31.3.2018

5) Additional information about lots

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)

79223000 Custom broker services

3) Quantity or scope

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The contract will be awarded to the highest scoring bidder in each Lot.

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 Signposting;
- Provision/Facilitation of Business Networks;
- Promotion of Growth Hub Services;
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- Maintaining records on common CRM platform;
- Evaluation of business support impact;
- Any other necessarily required ancillary services.

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 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.

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Measure Local Growth Hub Target.

1. No of businesses engaging with Local Growth Hub with core information gathered on the business (phone/email/website) 833.
2. No of businesses receiving initial diagnostic/brokerage 167.
3. No of businesses referred to business growth services (in total and with breakdown by service) 167.
4. No of businesses taking up business growth services (in total and with breakdown by service) 83.
5. No of businesses reporting growth following support provided (in total and with breakdown by service) 67.
6. No of jobs created (in total and with breakdown by service) 33.
7. Satisfaction level with Local Growth Hub and service provided (by Growth Hub business survey) 80 %.
8. Additionality level (by Growth Hub business survey) 50 %.

Estimated value excluding VAT:

Range: between 1 and 80 000 GBP

4) Indication about different time frame or duration

Start 1.8.2016. Completion 31.3.2018

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)

79223000 Custom broker services

3) Quantity or scope

The Liverpool City Region Local Enterprise Partnership (LEP) has been awarded funds by the Department for Business, Innovation and Skills (BIS) to establish a Growth Hub for the Liverpool City Region, initially this funding will be matched by European Regional Development Funds (ERDF).

The purpose of the Growth Hub Liverpool City Region (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.

The Growth Hub seeks to do this through engaging Brokerage Partners covering each of the 6 Local Authority (LA) areas of Halton, Knowlsey, Liverpool, Sefton, St Helens and Wirral. In addition we are seeking a specialist broker to cover harder to reach groups including Women and BME Groups across the City Region. Therefore there will be a total of 7 lots that suppliers can bid for.

These contracts are for a 20 month period to run from 1.8.2016 to 31.3.2018.

The allocated budget per lot is £80,000 for the 20 month period.

The contract will be awarded to the highest scoring bidder in each Lot.

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 Signposting;
- Provision/Facilitation of Business Networks;
- Promotion of Growth Hub Services;
- Collaboration with local delivery and brokerage partners;
- Maintaining records on common CRM platform;
- Evaluation of business support impact;
- Any other necessarily required ancillary services.

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 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.

The Supplier shall signpost 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.

The Supplier will be required to record all activity onto the Growth Hub CRM system to ensure support for business through the Growth Hub is coherent and that brokerage destinations and effectiveness can be monitored.

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 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 performing the Services. Activity and performance will be subject to monitoring and scrutiny by the LEP.

Suppliers will be required to comply with the 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 Growth Hub and ESIF branding on the Supplier's documents, websites and communications and information uploads to 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 31.3.2018.

Measure Local Growth Hub Target.

1. No of businesses engaging with Local Growth Hub with core information gathered on the business (phone/email/website) 833.
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3. No of businesses referred to business growth services (in total and with breakdown by service) 167.
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6. No of jobs created (in total and with breakdown by service) 33.
7. Satisfaction level with Local Growth Hub and service provided (by Growth Hub business survey) 80 %.
8. Additionality level (by Growth Hub business survey) 50 %.

Estimated value excluding VAT:

Range: between 1 and 80 000 GBP

4) Indication about different time frame or duration

Start 1.8.2016. Completion 31.3.2018

5) Additional information about lots

Lot No: 7

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

1) Short description

Brokerage services for all aspects of Business Support for Hard to Reach Groups in the City Region.

2) CPV code(s)

79223000 Custom broker services

3) Quantity or scope

The Liverpool City Region Local Enterprise Partnership (LEP) has been awarded funds by the Department for Business, Innovation and Skills (BIS) to establish a Growth Hub for the Liverpool City Region, initially this funding will be matched by European Regional Development Funds (ERDF).

The purpose of the Growth Hub Liverpool City Region (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.

The Growth Hub seeks to do this through engaging Brokerage Partners covering each of the 6 Local Authority (LA) areas of Halton, Knowlsey, Liverpool, Sefton, St Helens and Wirral. In addition we are seeking a specialist broker to cover harder to reach groups including Women and BME Groups across the City Region. Therefore there will be a total of 7 lots that suppliers can bid for.

These contracts are for a 20 month period to run from 1.8.2016 to 31.3.2018.

The allocated budget per lot is 80 000 GBP for the 20 month period.

The contract will be awarded to the highest scoring bidder in each Lot.

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 Signposting;
- Provision/Facilitation of Business Networks;
- Promotion of Growth Hub Services;
- Collaboration with local delivery and brokerage partners;
- Maintaining records on common CRM platform;
- Evaluation of business support impact;
- Any other necessarily required ancillary services.

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 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;
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The following outputs, outcomes and service levels are required from each Lot by the LEP by 31.3.2018.

Measure Local Growth Hub Target

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Estimated value excluding VAT:

Range: between 1 and 80 000 GBP

4) Indication about different time frame or duration

5) Additional information about lots

Section III: Legal, economic, financial and technical information

III.1. Conditions related to the contract

III.1.1. Deposits and guarantees required

Not required.

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

Suppliers will be subject to LEP payment terms.

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

N/A.

III.1.4. Contract performance conditions

The performance of the contract is subject to particular conditions: yes

Description of particular conditions: Each Supplier will be assigned specific targets and contracts will be evaluated on an annual basis. The LEP reserves the right to terminate contracts in the event of under performance.

Adherence to Local Growth Hub Liverpool City Region Handbook and protocols and ERDF regulations. The LEP reserves the right to terminate contracts in the event of non compliance.

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

List and brief description of conditions: Suppliers will be required to self-certify whether they already have, or can commit to provide the following:

- Up to date financial information in the form of full audited (or unaudited) financial accounts. Where these are not available it is possible to provide details of most recent year trading or a current statement on financial position backed by a bank letter or alternative means including management accounts. This financial information should support the measures identified below;
- Relevant latest auditor's report identifies that the organisation is a going concern;
- Statement that the organisation is not subject of administration or liquidation arrangements;
- Statement that any outstanding CCJs can be met by existing cash reserves.

III.2.3. Technical and professional ability

List and brief description of conditions:

Suppliers are expected to demonstrate their methodology for engaging businesses in the process and how they will move them through the brokerage process.

Suppliers will need to indicate what systems will be in place to ensure businesses move from engagement on to diagnostic/brokerage.

Suppliers will need to demonstrate that they will be able to offer all the services set out in this contract notice.

III.2.4. Information about reserved contracts

III.3. Conditions specific to services contracts

III.3.1. Information about a particular profession

Execution of the service is reserved to a particular profession: no

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

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract: no

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 moving them through the brokerage process. Weighting 20
2. How will you ensure you engage with the necessary amount of businesses in the relevant Local Authority area. 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 of the services listed in section 2 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

LGHCB

IV.3.2. Previous publication concerning this procedure

no

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

Payable documents: no

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

8.7.2016 - 17:00

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

Date: 11.7.2016 - 9:00

Place:

12 Princes Parade.

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: Liverpool City Region Integrated Business Support Programme.
Project Number: 22R15P00042.

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Liverpool City Region Local Enterprise Partnership

Postal address: 12 Princes Parade

Town: Liverpool

Postal code: L3 1BG

Country: United Kingdom

Telephone: +44 1512372727

Internet address: www.liverpoolep.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: 12 Princes Parade

Town: Liverpool

Postal code: L3 1BG

Country: United Kingdom

Telephone: +44 1512372727

Internet address: www.liverpoollep.org

VI.5. Date of dispatch of this notice

3.6.2016