

United Kingdom-Liverpool: Custom broker services
OJ S 155/2016 12/08/2016
Contract award 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/>

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

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 (DPS)

II.1.4. 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.1.5. CPV code(s)

79223000 Custom broker services

II.1.6. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: yes

II.2. Total value of the contract/lot

II.2.1. Total value of the contract/lot

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Open

IV.2. Award criteria

IV.2.1. Award criteria

The most economically advantageous tender in terms of

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 has been 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

Contract notice

Notice number in the OJ S: [2016/S 108-193523](#) of 7.6.2016

Section V: Award of contract

Contract No: Local Growth Hub Liverpool City Region Brokerage Partners

Lot No: 1

- Lot title: Halton

V.1. Date of conclusion of the contract

14.7.2016

V.2. Information about tenders

Number of tenders received: 1

Number of tenders received by electronic means: 1

V.3. Name and address of the contractor

Official name: Halton Borough Council

Postal address: Municipal Buildings, Kingsway

Town: Widnes

Postal code: WA8 7NF

Country: United Kingdom

E-mail: tim.leather@halton.gov.uk

Telephone: +44 1515118337

V.4. Information on value of the contract/lot

Total value of the procurement:

Value: 78 704,16 GBP

excluding VAT

V.5. Information about subcontracting

The contract is likely to be subcontracted: no

Contract No: Local Growth Hub Liverpool City Region Brokerage Partners

Lot No: 2

- Lot title: Knowsley

V.1. Date of conclusion of the contract

14.7.2016

V.2. Information about tenders

Number of tenders received: 1

Number of tenders received by electronic means: 1

V.3. Name and address of the contractor

Official name: Knowsley Chamber of Industry and Commerce

Postal address: First Floor, Yorkon Building, Archway Road

Town: Huyton

Postal code: L36 9FB

Country: United Kingdom

E-mail: lmw@knowsleychamber.org.uk

Telephone: +44 1514771356

V.4. Information on value of the contract/lot

Total value of the procurement:

Value: 80 000 GBP

excluding VAT

V.5. Information about subcontracting

The contract is likely to be subcontracted: no

Contract No: Local Growth Hub Liverpool City Region Brokerage Partners

Lot No: 3

- Lot title: Liverpool

V.1. Date of conclusion of the contract

14.7.2016

V.2. Information about tenders

Number of tenders received: 1

Number of tenders received by electronic means: 1

V.3. Name and address of the contractor

Official name: Liverpool Vision

Postal address: 10th Floor, The Capital, 39 Old Hall Street

Town: Liverpool

Postal code: L3 9PP

Country: United Kingdom

E-mail: hflaming@liverpoolvision.co.uk

Telephone: +44 1516002901

V.4. Information on value of the contract/lot

Total value of the procurement:

Value: 80 000 GBP

excluding VAT

V.5. Information about subcontracting

The contract is likely to be subcontracted: no

Contract No: Local Growth Hub Liverpool City Region Brokerage Partners

Lot No: 4

- Lot title: Sefton

V.1. Date of conclusion of the contract

14.7.2016

V.2. Information about tenders

Number of tenders received: 1

Number of tenders received by electronic means: 1

V.3. Name and address of the contractor

Official name: Sefton Council

Postal address: Invest Sefton, First Floor, Magdalen House, Trinity Road

Town: Bootle

Postal code: L20 3NJ

Country: United Kingdom

E-mail: mike.mullin@sefton.gov.uk

Telephone: +44 1519343442

V.4. Information on value of the contract/lot

Total value of the procurement:

Value: 79 999 GBP

excluding VAT

V.5. Information about subcontracting

The contract is likely to be subcontracted: no

Contract No: Local Growth Hub Liverpool City Region Brokerage Partners

Lot No: 5

- Lot title: St Helens

V.1. Date of conclusion of the contract

14.7.2016

V.2. Information about tenders

Number of tenders received: 1

Number of tenders received by electronic means: 1

V.3. Name and address of the contractor

Official name: St Helens Chamber

Postal address: Salisbury Street, Off Chalon Way

Town: St Helens

Postal code: WA10 1FY

Country: United Kingdom

E-mail: tracy.mawson@sthelenschamber.com

Telephone: +44 1744742020

V.4. Information on value of the contract/lot

Total value of the procurement:

Value: 79 900 GBP

excluding VAT

V.5. Information about subcontracting

The contract is likely to be subcontracted: no

Contract No: Local Growth Hub Liverpool City Region Brokerage Partners

Lot No: 6

- Lot title: Wirral

V.1. Date of conclusion of the contract

14.7.2016

V.2. Information about tenders

Number of tenders received: 1

Number of tenders received by electronic means: 1

V.3. Name and address of the contractor

Official name: Wirral Chamber of Commerce

Postal address: Egerton House, 2 Tower Road

Town: Birkenhead

Postal code: CH41 1FN

Country: United Kingdom

E-mail: patsycrocker@wirralchamber.co.uk

Telephone: +44 1516506940

V.4. Information on value of the contract/lot

Total value of the procurement:

Value: 79 995 GBP

excluding VAT

V.5. Information about subcontracting

The contract is likely to be subcontracted: no

Contract No: Local Growth Hub Liverpool City Region Brokerage Partners

Lot No: 7

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

V.1. Date of conclusion of the contract

14.7.2016

V.2. Information about tenders

Number of tenders received: 1

Number of tenders received by electronic means: 1

V.3. Name and address of the contractor

Official name: The Women's Organisation

Postal address: 54 St James Street

Town: Liverpool

Postal code: L1 0AB

Country: United Kingdom

E-mail: helenmillne@thewo.org.uk

Telephone: +44 1517068111

V.4. Information on value of the contract/lot

Total value of the procurement:

Value: 78 000 GBP

excluding VAT

V.5. Information about subcontracting

The contract is likely to be subcontracted: no

Section VI: Complementary information

VI.1. 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.2. Additional information

VI.3. Procedures for review

VI.3.1. 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.3.2. Review procedure

VI.3.3. 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.4. Date of dispatch of this notice

9.8.2016