



**Dorset Local Enterprise
Partnership (LEP)**

Tender Specification

**Dorset Gateway:
Back to Business Programme
August 2021**

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1. BACKGROUND

- 1.1. Dorset Local Enterprise Partnership (LEP) is funded by the Department for Business, Energy and Industrial Strategy (BEIS) to run a business support function for Dorset; this is known as Dorset Gateway.
- 1.2. Dorset Gateway is part of the Dorset Local Enterprise Partnership (LEP) and provides an informed and bespoke service, free to any Dorset-based businesses looking for help to source appropriate available solutions for growth and development. This includes a bespoke business support service and signposting to the most appropriate local or national commercial or public funded assistance available to help businesses innovate and grow.
- 1.3. One element of specialist business support that Dorset Gateway seeks to provide is helping businesses that have faced unimaginable challenges during the COVID-19 pandemic. The scope of the project is to seek specialist service provider(s) – “supplier(s)” – to assist owners, directors and senior leaders from small and medium sized enterprises (SMEs) to develop their skills and/or improve their business.
- 1.4. The programme includes 3 elements –
 1. Digital Diagnostic – [Growth Mapper](#) (facilitated by Dorset Gateway)
 2. Training Workshops for Business Leaders
 3. Funded Consultancy Support
- 1.5. GROWTHmapper (Stage one) will be available for up to 150 businesses in the Bournemouth, Christchurch & Poole (BCP) Council area and will facilitate a plan for business improvement.
- 1.6. This tender relates to stages two and three where we will need to provide more tailored and targeted support to help address the challenges and opportunities identified by the first stage of the process.
- 1.7. For the third stage, we are looking to offer those businesses with the greatest capacity/opportunity to create jobs, increase turnover/sales or transform their business, specialist consultancy support up to the value of £2,000 (not including VAT). This element should be high impact and as such, a sense of exclusivity should be created.
- 1.8. We are seeking to work with a provider – or providers – with a proven track-record for working with businesses from between 2 and 250 employees across a range of sectors that can help those businesses to bounce back from the COVID-19 pandemic.

2. BUDGET AND DURATION

- 2.1 The contract is to run from 01 October 2021 until 31 March 2022.
- 2.2 However, Dorset LEP expects all work to have been completed and invoiced by 01 March 2022.
- 2.3 The budget allocated is up to **£36,500**, excluding VAT.

3. OBJECTIVE

- 3.1 Dorset Gateway is looking to contract with a supplier/suppliers who can support businesses to improve in any or all of the following areas (although this is not an exhaustive list):
 - Business Coaching & Strategy Development
 - Human Resources
 - Financial Management
 - Digital Innovation and Technology Adoption
 - Content Development (website, video, SEO, etc.)
 - Supply Chain Management and Logistics
 - Health & Safety
 - Leadership and Management Training
- 3.2 We expect a maximum of up to £2,000 per business will be allocated by Dorset LEP for any targeted one-to-one support. However, a business can choose to pay for additional support privately but that will be outside of the scope of this contract.
- 3.3 Dorset Gateway requires the contracted service provider(s) – “the supplier(s)” – to complete the following:
 - Provide Dorset Gateway with a detailed action plan of proposed work.
 - Complete the agreed work to the highest, professional standards.
 - Work with selected businesses to understand and assist with areas that address a challenge or unlock an opportunity for them.
 - Promote the Back to Business Programme through their marketing channels, highlighting your involvement.
- 3.4 The Supplier(s) will be required to record all activity with Dorset Gateway to ensure support for business through the programme is tracked and can be

monitored. As such, the Supplier(s) will be required to provide regular (most likely monthly) progress reports.

4. OUTPUTS

4.1 The following outcomes are required:

- Evidence of the completed work in the form of a summary report.
- 80% Satisfaction from businesses you work with.
- A minimum of three case studies highlighting the support provided.

5. CONTRACT MANAGEMENT AND MONITORING

5.1. The work will be overseen by the Dorset LEP Business Engagement and Dorset Gateway (BEDG) Manager and the Dorset LEP's Performance and Investment Committee (PIC).

5.2. The Supplier(s) will need to nominate a dedicated point of contact to act as Contract Manager to oversee the work and liaise with and report into the BEDG Manager.

5.3. Dorset LEP requires a high-level of accuracy in this piece of work, particularly in relation to the data and management information provided. The Supplier's Contract Manager is responsible for ensuring the quality of the work and the accuracy of the information provided.

6. GENERAL DATA PROTECTION REGULATION (GDPR)

6.1. Company data will be required to be collected by the Supplier and shared with Dorset Gateway for evaluation and data archiving purposes. In respect of the contract, Dorset Gateway acts as data controller and the contracted supplier acts as data processor.

6.2. All information and data collected for the purposes of evaluation will be anonymised and managed according to strict confidentiality requirements. All findings will be confidential, anonymised and aggregated up for the purpose of reporting to the Department of Business, Energy and Industrial Strategy (BEIS). All data will be presented in such a way that it does not allow any individual to be identified without their prior consent.

7. TIMETABLE

Invitation To Tender	9 th August 2021
Deadline for the submission of Tenders	30 th August 2021
Interviews	w/c 6 th September 2021
Appointment	w/c 12 th September 2021
Inception meeting	w/c 19 th September 2021
Contract start date	1 st October 2021

8. TENDER ASSESSMENT AND COMMISSIONING PROCEDURE

8.1. Tenders must include:

- A description of the service offered and how it meets the requirements set out within this brief;
- A fixed fee quotation for fulfilling the requirements contained within this brief, subdivided in respect of each of the items listed in section 3 (Objective);
- Evidence of completing similar work.
- The name of any individual/individuals who will work on the project, their role, their hourly rate and a summary of their qualifications and relevant subject knowledge and experience. Full CVs are not required;
- An indication of whether the bidding organisation will need to subcontract any of the work contained within the brief and, ideally, an outline list of known potential partners.
- A breakdown of costs under headings of staff, travel and subsistence, and other costs, identifying the daily rates of each team member plus an hourly rate for providing any additional requirements;
- Details of any conflicting or complementary work which you may be undertaking at the same time.
- Confirmation of professional indemnity insurance, including amount of cover held
- Contact details for two references.

8.2 Evaluation Criteria

Tenders will be assessed using the following weightings:

Evaluation area	Score Weighting
Understanding of requirement	20%
Experience of similar work and credibility with stakeholders	20%

Proposed approach to this work	20%
Proposed team	20%
Pricing	20%

Scoring methodology	Score
Failure to respond or irrelevant information provided which fails to meet the requirement	0
Response is unsatisfactory partially meets the requirement(s)	2
Response is acceptable and meets the minimum requirement(s)	3
Response is good - better than merely acceptable.	4
Response is excellent, exceeds the requirement and gives added value.	5

Each tender will be scored in accordance with the scoring criteria stated above. Clarifications maybe sought in writing from the suppliers and scores adjusted accordingly. Full or partial proposals that in the opinion of the LEP are unrealistically low or not reasonable sustainable (in terms of Quality or Price) may be rejected. The weighted scores within each sub-criteria will be added together to arrive at the total score for this piece of work.

Scores will be confidential and not shared with other applicants. Dorset LEP reserves the right not to make any appointment.

9. TENDER GUIDANCE

9.1 Developing and submitting your quote

- Take the time to read and understand this document.
- In particular develop a strong understanding of the Objective and Outputs sections.
- In structuring your response consider how it will be evaluated.
- If anything is unclear or you have any questions please direct these to our point of contact; Finn Morgan, via email in the first instance, at fmorgan@bournemouth.ac.uk
- Your final tender response should be submitted via email to David Mutton at gateway@bournemouth.ac.uk by no later than **18:00, 30th August 2021**.
- Responses may be submitted at any time before the deadline above. Late responses will not be accepted.

9.2 Conflicts of Interest

The Dorset LEP may exclude the Supplier if there is a conflict of interest which cannot be effectively remedied. The concept of a conflict of interest includes any situation where relevant staff members have, directly or indirectly, a financial, economic or

other personal interest which might be perceived to compromise their impartiality and independence in the context of the procurement procedure.

Where there is any indication that a conflict of interest exists or may arise then it is the responsibility of the Supplier to inform Dorset LEP, detailing the conflict in the Supplier response to Dorset Gateway Scale-Up Business Support Tender.