



European Union
European Regional
Development Fund



TENDER BRIEF

WORKSHOPS TO SUPPORT BUSINESS GROWTH, COMPETITIVENESS & PROFITABILITY

Background and aims

We have a need to procure a pool of providers to deliver tactical workshops to Cumbrian SMEs as part of intensive business support programmes aimed at enhancing their growth, competitiveness and profitability.

We are looking, within the pool, for specific topics and for providers to facilitate and present half and full day workshops across Cumbria in line with client needs and interests.

Proposals are welcome from individuals and from organisations.

Specific requirements

Subject specific workshops, tailored to suit the needs of Cumbrian SMEs, to be offered as part of intensive support to:

- ERDF eligible businesses (in essence most B2B SMEs) through the ERDF Growth Hub project
- Non ERDF eligible businesses through the Growth Hub provision funded by local authorities (primarily retail, consumer services, agriculture, visitor economy and nuclear)

Topics

- Data protection
- Food photography and/or styling
- Speech/presentation writing
- Budget management
- Negotiation skills
- Coaching/Mentoring
- Creative problem solving
- Analytical/strategic thinking
- Broadcast media training
- Document control (specifically for Supply Chain)

- Exploring whether international trade is right for the business
- Networking
- Online reputation
- Optimising websites for lead generation
- Social media content
- Cyber security essentials
- Appraisals/performance management
- Contract management
- Influencing/motivating
- Introduction to company accounts
- First line management
- Preparing quality plans
- Evaluation and developing quality assurance systems
- Risk/resilience management
- Change management
- Business analytics
- Business writing
- Delegation skills
- Employee engagement
- Writing SOPs
- Senior management skills
- Women in leadership

Note: there are also opportunities to work with the Chamber on its commercial offer, Chamber Business Solutions, which we may approach you separately about.

You will be required to:

- Design and deliver your workshop(s) and any supporting materials, branded in line with Chamber/Growth Hub, ERDF and other funder requirements, to be delivered in suitable venues anywhere in the county
- Ensure clients participating in the workshops fully and correctly complete all relevant project paperwork
- Work with the Growth Hub to generate interest in attending the workshops and engage businesses in signing up to support
- Ensure a highly professional service which meets the needs of participants and partners and contributes to the projects' overall targets.

Topics, locations and timings will be in line with identified client needs and interests.

Venue and refreshment costs will normally be arranged and paid for by the Growth Hub. If your proposal includes venue and refreshments please make this clear and explain your reasoning.

Content of submission

Your submission should cover as a minimum:

- Title, brief description, outline of content and any target audience of the workshop(s) being offered, rationale, proposed outcomes
- Description of your delivery methodology
- Demonstration of sufficient, suitably experienced/qualified staff resources, including CVs for all staff involved in the management and delivery of the workshops
- Track record and relevant experience including examples of similar work and at least two relevant referees
- Pricing, what it includes and the number of participants which could be accommodated per workshop
- An outline of any other contracts you have which may impact on your ability to deliver these workshops, and how this will be managed

Topics and locations in line with identified client needs and interests.

Criteria

Tenders will be marked as follows:

Criteria	Which elements of your proposal we will look at	Weighting
Relevant track record, experience and expertise, including appropriate staffing	Track record; references; response on staffing; any previous experience we have of working with you, proven ability to complete relevant paperwork/evidence	40
Pricing	Cost, what is included in the cost, cost per head, overall value for money	20
Proposed content	Proposed content, target audiences, rationale, proposed outcomes	40
		100

Where we believe there is a conflict of interest we reserve the right not to mark your tender and not to award the contract to you.

Marks will be awarded against each as set out in the following table, with the score multiplied by the weighting.

Assessment	Score	Interpretation
Compliance with significant added value	5	Exceeds the requirement. Exceptional demonstration by the applicant of the relevant ability, understanding, skills, resource and quality measures required to provide the services. Response identifies factors that will offer potential added value, with evidence to support the response.
Compliance with partial added value	4	Satisfies the requirement with minor additional benefits. Above average demonstration by the applicant of the relevant ability, understanding, skills, resource and quality measures required to

		provide the services. Response identifies factors that will offer potential added value, with evidence to support the response.
Compliance	3	Satisfies the requirement. Demonstration by the applicant of the relevant ability, understanding, skills, and resource and quality measures required to provide the services, with evidence to support the response.
Partial compliance but conflict in detail	2	Satisfies the requirement with major reservations. Considerable reservations of the applicant's relevant ability, understanding, skills, and resource and quality measures required to provide the services, with little or no evidence to support the response.
Non-compliance	0	Does not meet the requirement. Does not comply and/or insufficient information provided to demonstrate that the applicant has the ability, understanding, skills, resource and quality measures required to provide the services, with little or no evidence to support the response.

Instructions for submission

Submissions should be sent by email to Catherynn Dunstan catherynn@cumbriachamber.co.uk marked 'Confidential – Tender Enclosed' to reach us by no later than 9am on Friday 13th July 2018. For proof of delivery please ensure you obtain and retain both a delivery and read receipt for your email.

All queries in relation to this invitation to tender should be addressed to Catherynn Dunstan, catherynn@cumbriachamber.co.uk, 0845 226 0040.

The Chamber's rights

The Chamber reserves the right to:

- Waive or change the requirements of this brief from time to time without prior, or any notice, being given
- Seek clarification or documentation in respect of a tenderer's submission
- Disqualify any tenderer that does not submit a compliant tender in accordance with the instructions in this brief
- Disqualify any tender that is guilty of serious misrepresentation in relation to its tender or the tender process
- Withdraw this brief at any time or re-invite tenders on the same or any alternative basis
- Choose not to award any contracts or accept the lowest or any tenders as a result of the current procurement process
- Choose not to award a contract to any organisation it views as a competitor or to have another conflict of interest
- Make whatever changes we see fit to the timetable, structure of content of the procurement process

Bid cost

The Chamber will not be liable for any bid costs, expenditure, work or effort incurred by a tenderer in proceeding with or participating in this procurement, including if the procurement process is terminated or amended by the Chamber.

Project Funding

These projects are funded from a mix of sources including the European Regional Development Fund, Cumbria Chamber of Commerce, Allerdale Borough Council (Sellafield Ltd through the SIIF), Carlisle City Council, Eden District Council (under the Invest in Eden banner), and South Lakeland District Council.

The Growth Hub is receiving up to £2,528,267 of funding from the England European Regional Development Fund (ERDF) as part of the European Structural and Investment Funds Growth Programme 2014-2020. The Department for Communities and Local Government is the Managing Authority for ERDF. Established by the European Union ERDF funds help local areas stimulate their economic development by investing in projects which will support innovation, businesses, create jobs and local community regenerations. For more information visit <https://www.gov.uk/european-growth-funding>.



