



DORSET

Local Enterprise Partnership

**Dorset Local Enterprise
Partnership**

Tender Specification

**Dorset Gateway:
Custom Broker Services**

April 2018

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1. BACKGROUND

- 1.1. The Dorset Local Enterprise Partnership (LEP) has been awarded funds by the Department for Business, Energy and Industrial Strategy (BEIS) to establish a Business support function for Dorset, to be known as the "Dorset Gateway".
- 1.2. The purpose of the Dorset Gateway is to be the central repository of information, advice and support for businesses within the county, providing them with a business support service and signposting to the most appropriate commercial or public funded assistance available to help them grow.
- 1.3. The Dorset Gateway seeks to do this in part through engaging a brokerage partner covering the whole of the county area.

2. BUDGET AND DURATION

- 2.1 The contract is to run from 1st June 2018 until 31st March 2020.
- 2.2 The budget allocated is £44,000.

3. OBJECTIVE

- 3.1 Dorset Gateway Brokerage Partner(s) will need to undertake the following actions:
 - Mapping of Business Support Services
 - Provision of Business Information
 - Business Pre-Start, Start-up and Growth Signposting
 - Provision/Facilitation of Business Networks
 - Promotion of Dorset Gateway Services
 - Collaboration with local delivery and brokerage partners
 - Providing information for a CRM platform
 - Evaluation of business support impact
 - Any other necessarily required ancillary services
- 3.2 Dorset Gateway Brokerage Partner will be an access point for brokerage to a wide range of business support services in the Dorset county area, which will include the provision of the following Services:

- Pre-start support
- Events
- Training
- Business Start
- Business Growth, including Scale Ups
- 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 Networks
- Other

- 3.3 The Supplier shall signpost businesses 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.
- 3.4 The Supplier will be required to record all activity onto the Dorset Gateway CRM system to ensure support for business through the Gateway is coherent and that brokerage destinations and effectiveness can be monitored.
- 3.5 The Supplier shall utilise www.dorsetgateway.co.uk 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 Dorset Gateway with current information on services for businesses in a readily searchable format.
- 3.6 If Suppliers directly deliver services to businesses, they must ensure and demonstrate to Dorset 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.
- 3.7 Suppliers will be required to use the Dorset Gateway Brand.

4. OUTPUTS

The following outputs, outcomes and service levels are required by the LEP by 31 March 2020 and will be subject of reports to Department for Business, Energy and Industrial Strategy (BEIS).

- 1,500 businesses recorded and engaged with initial (light touch) diagnostic and brokerage
- 300 businesses brokered into external business growth services and provision (in total and with breakdown of service)
- 150 businesses taking up external business growth services and provision (in total and with breakdown of service)
- Liaising with the LEP around potential high growth businesses.
- 100 businesses reporting growth as a result of the support provided (in total and with breakdown by service)
- 80% satisfaction level with businesses engaged with

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 Gateway Steering Group.
- 5.2. The supplier should nominate a dedicated point of contact to act as Contract Manager to oversee the work and liaise with and report into the BEDG Manager. This will include regular attendance at Dorset Gateway Steering Group meetings (monthly, dates of meetings will be provided) and updates in writing, including advising of any delays to the proposed timetable.
- 5.3. The Dorset LEP requires a high level of accuracy in this piece of work, particularly in relation to the data and management information provided. The Contract Manager is responsible for ensuring the quality of the work and the accuracy of the information provided.

6. TIMETABLE

Invitation To Tender	11 th April 2018
Deadline for the submission of Tenders	30 th April 2018 – 18:00 (pm)
Interviews	Week Commencing 7 th May 2018
Appointment	Week Commencing 14 th May 2018
Inception meeting	Week Commencing 21 st May 2018
Contract start date	1 st June 2018

7. TENDER ASSESSMENT AND COMMISSIONING PROCEDURE

7.1. Tenders must include:

Process - Explain the process for engaging businesses and moving them through the brokerage process.

- A detailed account of the delivery proposal from engagement through the brokerage process, with supporting rationale
- A clear indication of any innovation you propose to use in the delivery model

Engagement - How will you ensure you engage with the necessary amount of businesses?

- Details of how you will engage with businesses and any innovative approaches you may have

Systems - What systems will be in place to ensure businesses move from engagement on to diagnostic/brokerage?

- An outline description of the systems your organisation will use to administer the service effectively and how they will be used to gather, analyse and act upon business needs
- NB: it will be a contractual requirement for the supplier(s) to use the Dorset Gateway CRM system in addition to existing systems

Resources - How will you ensure that you are able to offer all of the services listed in section 2 of the document?

- The name of any individual/individuals who will work on the contract, their role, the amount of time to be spent on the work and a summary of their qualifications and relevant subject knowledge and experience. Full CVs are not required

Price

- A breakdown of costs under headings of staff, travel and subsistence, (and any other relevant costs where appropriate)

Due Diligence

- Evidence of completing similar work.
- 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.

7.2 Evaluation Criteria

Supplier selection will be made at the discretion of Dorset LEP.

Scoring weightings are broken down as follows:

- Process – 20%
- Engagement – 20%
- Systems – 20%
- Resources – 20%
- Price – 10%
- Due Diligence – 10%

7.3 Scoring Methodology

4 Excellent	Proposal meets and in some places exceeds the required standard
3 Good	Proposal meets required standard
2 Acceptable	Proposal meets the required standard in most respects, but is lacking or inconsistent in others
1 Poor	Proposal falls short of expected standard
0 Unacceptable	Completely or significantly fails to meet required standard or does not provide the relevant answer

The LEP reserves the right not to make any appointment.

8. TENDER GUIDANCE

8.1 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; Rob Dunford, via email in the first instance to rdunford@bournemouth.ac.uk
- Your response should be submitted via email to Kathryn Hill khill@bournemouth.ac.uk by **18:00, 30th April 2018**.
- Responses may be submitted at any time before the deadline. Late responses will not be accepted.

8.2 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 the LEP, detailing the conflict in the Supplier response to Dorset Gateway Custom Broker Services Tender.