



Start-up Support to Stimulate Demand  
and Create Sustainable Businesses in  
Greater Manchester

Tender Ref: T17037

Document A  
Invitation to Tender and Requirements  
V1.0  
27th October 2017



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## 1.0 Letter of Invitation

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Dear Sir/Madam

**Invitation to Tender for Start-up Support to Stimulate Demand and Create Sustainable Businesses in the Greater Manchester Area**

You are hereby invited to submit a tender for the above services.

The Invitation to Tender contains Instructions and Information for Tendering, Specification of Requirements, Organisation Questionnaire (including Form of Tender and Pricing Schedule), and GM Business Support Limited Contract Conditions.

If you wish to submit a tender, you are required to return two hardcopy proposals and one electronic version on CD or DVD of your proposal, clearly marked as such. Please note memory sticks are not accepted. Please do not email your tender response, as any submissions received by email will be rejected.

Please note that if it is found that there is discrepancy between the hardcopy version and the electronic version, the hard copy version will take precedence.

**Tender submissions must clearly display the Tender Label included in the Tender Pack and be returned by 17:00pm on Friday 1st December 2017.**

Envelopes should not identify your business in any way and failure to fix the label to the return envelope will result in your tender being returned to your Organisation without being considered for evaluation.

All submissions are time stamped and any submissions received after this time will not be accepted.

If you have any questions about this tender or its process, please email them to: [info@businessgrowthhub.com](mailto:info@businessgrowthhub.com).

We look forward to receiving your tender response.

**Yours faithfully**



Nick Batty  
Procurement Manager

## 2.0 Introduction

### 2.1 Document Pack

The purpose of this document is to set out the application procedure for organisations who wish to tender for the opportunity titled on Page 1 of this document.

On receipt of the Invitation to Tender (“ITT”), bidders should read all of the tender documents listed below. If you believe that any of these have not been provided to you then please contact:

[info@businessgrowthhub.com](mailto:info@businessgrowthhub.com)

The ITT document pack includes:-

**Document A** (this document) – Invitation to Tender and Requirements

**Document B** – Tender Response for Organisation

**Document C** – Not required for this tender

**Document D** – GM Business Support Limited Standard Terms and Conditions

**Document E** – Form of Tender

**Document F** – Q&A Document (this is a live document posted on the website – please ensure that you check regularly for updates)

**Document G** – Tender label

All documents are available to download at: <http://www.businessgrowthhub.com/tenders>

Please note that Document F, the Q&A document is a live document that will be updated on the website on a regular basis. **It is your responsibility to ensure that you check this frequently as it may contain information of material significance which is critical to the submission of your tender.**

### 2.2 Procurement Timescales

The following table identifies the expected timeline for the remainder of the sourcing exercise:-

Activity	Timing
Invitation to Tender Issued	Friday 27 <sup>TH</sup> Oct 17.
Tender Queries Deadline	17:00 Friday 24 <sup>th</sup> Nov 17
Tender Deadline	17:00 Friday 1 <sup>st</sup> Dec 17
Tender Scoring and Analysis	4 <sup>th</sup> – 5 <sup>th</sup> Dec 17
Interviews (if required)	Thursday 7 <sup>th</sup> Dec 17
Award Notification	Friday 8 <sup>th</sup> Dec 17
10 day standstill ends	Friday 22 <sup>nd</sup> Dec 17
Envisaged Contract Start Date	w/c Tuesday 2 <sup>nd</sup> Jan 18

It is envisaged that no further amendments will be made to the timeline however all bidders will be notified if any amendments are made.

### 2.3 Introduction to The Growth Company (TGC)

The Growth Company is a group of companies whose purpose is to drive forward Greater Manchester's economic development. The group employs over 1,000 staff and delivers more than £60m of business support services annually. TGC delivers a wide range of business and people-facing services; these include:

- Business start-up, business growth, inward investment, business finance, and international trade services
- Skills training for individuals and businesses
- Organisational development services
- Non-for-profit, ethical recruitment agency
- Employment services
- Careers advice and guidance
- Official Tourist Board for Greater Manchester.
- Promotion of Greater Manchester nationally and internationally
- Inward investment agency for Greater Manchester

For more information about The Growth Company, please visit: <http://www.growthco.uk>

### 2.4 Introduction to GM Business Support Limited and The Business Growth Hub

The Business Growth Hub (BGH) is the trading name of GM Business Support Limited (GMBS), a wholly owned subsidiary of The Growth Company Limited. The Business Growth Hub helps ambitious business people to realise their growth potential by offering access to a range of practical services, from assessing growth options to unlocking finance or accessing experienced business mentors.

For more information about Business Growth Hub and GM Business Support Limited, please visit us at: <http://www.businessgrowthhub.com>

Accountable to the Greater Manchester Local Enterprise Partnership and Greater Manchester Combined Authority (GMCA), the Business Growth Hub's challenge is to ensure that individuals and businesses across Greater Manchester, and beyond in some instances, reach their full potential and are able to access the right support and services to meet their needs. These include:

- Personal support to identify and address start up and business growth opportunities and challenges;
- Business to business networking through growth lunches and specialist events;
- Expert growth advice and planning under Growth, Growth Start-up, Mentoring, Digital Growth, and Access to Finance and Green Growth;
- Access to a wealth of public and private sector business and professional partners with a range of specialist knowledge and skills including a network of committed private providers who share our vision for supporting growth.

Complementary support is also provided by our International Trade and Investment services and MIDAS, to attract inward investment and support re-investment by companies.

The Business Growth Hub – part funded by the European Regional Development Fund (ERDF) and other UK funding sources – provides support to businesses of all sizes, from innovative young enterprises to established corporates, to be part our growing network and overcome barriers to growth.

The delivery of support under ERDF requires GM Business Support Limited to comply with ERDF and public procurement guidelines. As a result this tender/s is/are designed to enable GM Business Support Limited to demonstrate compliance with these guidelines, ensure value for money and offer the opportunity to deliver the proposed support services for this project in an open and competitive way.

## 2.5 Responsible Procurement

Business Growth Hub is committed to upholding the highest ethical conduct in its activities. The successful bidder shall ensure that goods and services are produced and delivered under the following minimum standards, where:

- Employment is freely chosen. We have a zero-tolerance approach to the exploitation of workers
- There is no exploitation of children
- Living wages are paid and must comply with all minimum national legal requirements
- Working conditions are safe and hygienic
- Working hours are not excessive
- No discrimination is practised
- Regular employment is provided
- The rights of staff to freedom of association and collective bargaining are respected
- No harsh or inhumane treatment of staff is allowed

## 2.6 Bribery and Corruption

The Business Growth Hub recognises that bribery is contrary to fundamental values of integrity, transparency and accountability and undermines organisational effectiveness. BGH staff may not accept gratuity, advantage or personal favour from suppliers or other business partner organisations.

We require our suppliers (including their sub-contractors) and other business partner organisations to show commitment to the prevention, deterrence and detection of bribery and implement effective anti-bribery measures in their business and supply chain.

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## 3.0 Contract Details

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### 3.1 Scope of Tender

#### 3.1.1 Overview

The Business Growth Hub (BGH) wishes to appoint a framework of providers to enter into contracts for the delivery of pre start and post start support to individuals wishing to start and sustain their own business in the Greater Manchester area. The service will engage with individuals, help develop their understanding, knowledge and capability to create successful and sustainable businesses, and support them to access follow-on growth support where appropriate.

This tender will be in the form of a Framework of suppliers from which individual Programmes of Work (Call-Off Contracts) will be commissioned during its life. It is envisaged that the Framework will remain live for an initial period of one year, to December 2018, and may be extended after that point for a period of up to five years subject to demand, market conditions and funding. The first phase of delivery will commence on 2 January 2018 and will initially run through to 31 December 2018 with an option to extend this on a rolling basis, subject to market needs.

Specific programmes of work will be procured through mini-competitions, consisting of an Invitation to Quote (ITQ) issued to suppliers within the framework of appointed providers. Specific information in relation to costs, targets and delivery requirements for each individual Call-Off Contract will be contained within the ITQ documents. As the nature of the Call-Off Contracts will vary, the pricing structure for each may also vary and may encompass for example:

- Payment by Results only
- Combined Payment by Results and Service Charge
- Day rate

This list is not exhaustive; it is illustrative of the pricing models which may be used. Each individual Call-Off Contract will have its own pricing structure aligned with the nature of the required service. The required pricing structure will be clearly set out in each Call-Off specification, and suppliers' pricing submissions will be assessed as part of the ITQ process.

Indicative areas of specialism we are looking to appoint within the framework include:

- Client engagement including community based outreach
- Delivery of bespoke, intense one to one support
- Delivery of specialised workshops
- Sector specialisms to include but not exclusively: Digital and Creative Tech, Professional Services, Low Carbon, Construction, Life Sciences, Food and Drink, Leisure & Tourism, Retail
- Delivery of Lean Start Up methodologies
- Expertise with priority client groups but not exclusively: economically inactive, benefit recipients, 50 plus, women, black and ethnic minority groups, people with disabilities, people from disadvantaged wards, those without basic skills and lone parents
- Key note speakers for conferences and events

### 3.1.3 Organisation Responsibilities

The successful provider:-

- must be able to commence active delivery of the programme of support from January 2018;
- will be expected to source eligible referrals to the programme and therefore will be asked to outline their client recruitment and engagement strategy;
- must complete a specific diagnostic identifying client eligibility and needs prior to the support commencing;
- will have to comply with contractual agreements in relation to turnaround of referrals, quality of documentation, outcome evidence, invoicing, claim submissions and observations of delivery. This includes completing and submitting evidence of support on a monthly basis using official BGH/European Regional Development Fund (ERDF) paperwork, alongside additional evidence such as proof the business is trading, letters from the individual / business receiving support, and delivery materials etc. Within the evidence trail will also be an outline of planned / ongoing support;
- must attend an induction/training session regarding the completion of ERDF paperwork, business eligibility, delivery process and service level agreements as well as monthly contract review meetings where delivery will be reviewed to ensure performance is at the required level and targets/milestones are being achieved;
- must at all times adhere to the marketing and branding guidelines of BGH/ERDF and ensure the supported business is fully aware of how the support is being funded and of BGH;
- must inform the BGH appointed contract manager of any staffing changes including associates;

### 3.2 Duration and Budget

The Framework will be live for an initial period of 12 months, from 1 January 2018, but may then remain open for up to a maximum period of five years, to 31 December 2022, subject to market conditions, funding provision and structure and service demand.

As a Framework there is no guarantee of work; Programmes of Work will be called off as required.

The initial Call-Off Contract for the first phase of delivery is expected to commence on **1 January 2018 and will initially run until 31 December 2018**. There will be an option to extend this initial Call-Off Contract on a rolling basis, with one month's notice to 31 March 2019,

The maximum value of this Framework over the five year period is **£5 million (including VAT)** but this could vary significantly, subject to funding being secured and market conditions. The value of the initial Call-Off Contract i.e. for the first phase of delivery is expected to be in the region of £500,000 to £900,000.

As additional funding may become available at any point in the duration of the contract, the successful provider must be able to scale their delivery based on funds available.

### 3.3 Terms and Conditions

A copy of the proposed Contract Terms is provided in Document D. Please note that Organisations are required to provide confirmation in the Form of Tender that they accept the terms of the Contract and that this has been approved by Directors or Partners, insurers and legal advisors as required.

**If any bidder has any queries regarding the terms of the agreement then these should be clarified in writing prior to submission of tenders.**

### 3.4 Subcontracting

Where information is requested by GM Business Support Limited in respect of your organisation on an on-going or ad-hoc basis, in the case where sub-contractors are used by your organisation, you will be required either to provide this on their behalf or they (the nominated sub-contractors) shall be required to provide this directly to GM Business Support Limited in a reasonable timescale

### 3.5 Overview of the Process



GM Business Support Limited has elected to utilise a fully open single stage tender process, and all bidders are invited to submit a tender for this opportunity. Only those meeting GM Business Support Limited's Suitability Assessment requirements, however, will be eligible to have their tender assessed in full as set out below:-

**1. Minimum Suitability Assessment (Categories 1-5 in Document B –Tender Response and Documents C, E and G)**

This is to assess Organisations against minimum standards with respect to economic and financial standing and technical capacity.

**2. The full Tender Response (Category 6 in Document B –Tender Response)**

The full Tender Response is only assessed for those Organisations who have passed the minimum standards questions and who will then be assessed on the deliverability and competitiveness of their submitted responses. The Tender Response allows for the following:

- Enables GM Business Support Limited to assess the competitiveness of each bidder's service provision;
- Any clarifications on bidders' responses can be assessed at the time of submission, and included within the evaluation. Bidders should note that the deadlines for responses to clarifications may be short, but must be met; and
- Ensures GM Business Support Limited can assess the overall strategic fit of the bidder with their aims and objectives.

The Tender Response for entry onto the Framework will be evaluated on the basis of Quality.

Once the Framework is established, individual Call-Off Contracts will be issued.

The individual Call-Off Contracts, setting out the Specification for a particular Programme of Work, will be in the form of mini-competition, with each supplier on the Framework being invited to bid and have their submission evaluated against the criteria for that Call-Off.

Each individual mini-competition will be evaluated on the basis of Best Price-Quality Ratio (BPQR), as per the Public Contracts Regulations 2015 and based on the criteria listed in Section 4.5

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## 4.0 Tender Submission and Evaluation

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### 4.1 Instructions for Submission

This section sets out the documents that you will need to complete in order to submit a tender. It is essential that you read this section carefully and also all of the tender documentation and that you ensure that, when submitting your tender, all of the required information requested is provided.

**Any tender that has not been submitted in line with the instructions provided may be deemed to be non-compliant and will not be evaluated.**

Bidders are required to initially submit:

1. A Tender Response (Document B) this includes the Suitability Assessment Questionnaire.
2. Form of Tender (Document E) - hard copy with wet ink signature, to be completed by the organisation
3. Financial Assessment Form (Document G).

The Business Growth Hub does not acknowledge receipt of tender documents and accepts no responsibility for loss or non-receipt of applications.

### 4.2 Freedom of Information

GM Business Support Limited is committed to meeting its responsibilities under the Freedom of Information Act 2000 (the “Act”). Accordingly, all information submitted to a public authority may need to be disclosed by the public authority in response to a request under the Act. GM Business Support Limited may also decide to include certain information in the publication scheme which it maintains under the Act.

If a bidder considers that any of the information included in their tender is commercially sensitive, it should identify it and explain (in broad terms) what harm may result from disclosure if a request is received, and the time period applicable to that sensitivity.

Bidders should be aware that, even where they have indicated that information is commercially sensitive, GM Business Support Limited may be required to disclose it under the Act if a request is received.

Bidders should also note that the receipt of any material marked ‘confidential’ or equivalent by GM Business Support Limited should not be taken to mean that GM Business Support Limited accepts any duty of confidence by virtue of that marking.

### 4.3 Queries and Support

If you have a query which has not been addressed by this document or the supporting documentation, please submit a question via [info@businessgrowthhub.com](mailto:info@businessgrowthhub.com).

Please ensure any question has the following in the Subject:

**TENDER CLARIFICATION QUESTION: TENDER REF T17037.**

Emailed questions that do not contain this information in the subject heading will not be answered.

In order to ensure that responses to all queries can be published in advance of the tender deadline, we ask all bidders to submit queries by the date stated for “Tender Queries Deadline” in 2.2 of this document. Any questions received after this date may not be answered.

To ensure equality of treatment amongst all participants any relevant clarification responses will be made available to all bidders at <http://www.businessgrowthhub.com/tenders> in a Q&A document (Document F) that will be updated and uploaded on a regular basis.

Publication of the questions is subject to the material significance of the question. Questions which relate to bidders’ commercially sensitive information, or are directly applicable to one bidder, shall be suitably censored prior to publication, to retain anonymity, but bidders must explain and justify why the information is regarded as commercially sensitive; the presumption which GM Business Support Limited will apply is that it is not.

Bidders should note that the clarification questions and answers form part of the ITT supporting documentation.

#### 4.4 Word Limits

Within the Document B - Tender Response, a number of questions state a maximum word count and the answer to these questions must be limited to the maximum number of words indicated. Please note that any content which exceeds this word limit in respect of each question will not be scored and will be disregarded when evaluating the Tender Response.

Appendices, charts, diagrams or screenshots may be included but will count towards the total word limit.

The evaluation team will only consider any references to external sources/hyperlinks referenced in your bid if expressly requested within the question.

#### 4.5 Evaluation of Tenders

Following the submission deadline, tenders will be evaluated by a scoring team comprising representatives of GM Business Support Limited.

Bidders may be required to clarify aspects of their submission in order to ensure that they have understood the specification requirements. Bidders will be contacted individually regarding any such clarifications. Please note that the deadlines for clarification responses may be short, but must be met in order that submissions can be included within the evaluation process.

Tenders will be subject to a staged evaluation process as follows:

##### 4.5.1 Stage 1: Initial Screening Assessment

Each submitted tender will be subject to an initial screening assessment to confirm that:

- The tender has been submitted on time, is completed correctly, is materially complete and meets the Suitability Assessment (Minimum Standards) requirements of this Invitation to Tender to enable it to be evaluated in accordance with the evaluation criteria; and
- The bidder has not contravened any of the terms and conditions of the tender process either provided in the Public Contracts Regulations 2015 and/or this Invitation to Tender.

Tenders that are not substantially complete or which are non-compliant with the requirements of the Invitation to Tender will be rejected at this stage.

##### 4.5.2 Stage 2: Suitability Assessment (Minimum Criteria)

There are a number of criteria which must be satisfied in order for an Organisation to be eligible to proceed to the capability / quality evaluation stage. The completed Suitability Assessment questions (Document B Tender Response) will be evaluated first and scored on a pass or fail basis. Guidance is provided below in Appendix 1.

Category	Criteria	Category Weighting
Suitability Assessment	1. Organisation Background	Information Only
	2. Mandatory Requirements	Pass/Fail
	3. Discretionary exclusions	Pass/Fail
	4. Insurance	Pass/Fail
	5. Economic and Financial Standing	Pass/Fail

#### 4.5.3 Stage 3: Quality and Price Evaluation

Tenders which are successful following the initial screening assessment will be subject to a detailed evaluation in accordance with the evaluation criteria and weightings set out below:-

Criteria	Weighting
Technical Capability and Experience	30%
People Capacity and Expertise	10 %
Start Up Support	25%
Partnership Arrangements	10%
Market Intelligence and Local Knowledge	5%
Quality & Continuous Improvement	5%
Marketing & Promotion	5%
Provider Contract Management	5%
Social Value	5%
References	Information Only
<b>Total</b>	<b>100%</b>

##### i) Quality Evaluation

Responses to each of the tender questions (**see Document B, Question 6**) will be scored by the evaluation panel out of a maximum of five marks, using a standard method of scoring as set out in the table below:

Classification	Score	Scoring Guidance
Exceptional	5	Addresses the majority of the requirements at a very high level.
Above Average	4	Addresses most of the requirements at a high level.
Average	3	Addresses some of the requirements at a high level.
Below Average	2	Addresses some of the requirements at a basic level.
Poor	1	Does not address / barely addresses the requirements.
Unacceptable	0	Does not meet requirements / no response.

**Any Bidder scoring either a 0 or 1 for any quality questions will be excluded from the process.**

Please do not make references to other questions within your submission or other documentation/external sources of information.

Guidance for completing this section can be found in Appendix 2.

During the evaluation of quality submissions, GM Business Support Limited reserves the right to call for further information or clarification from bidders, as appropriate to assist in its consideration of their tender. In addition, GM Business Support Limited reserves the right to exclude from the tendering process any organisation that is found to have provided false information or has misrepresented themselves during the tender process.

#### **4.6 Interviews**

GM Business Support Limited reserves the right to hold clarification interviews if required. Please note that Thursday 7<sup>th</sup> December has been allocated for interviews for the shortlisted bidders if required.

The interview will not be scored but used to moderate your scores by clarifying information provided in your Organisation's bid.

#### **4.7 Contract Award**

- 4.7.1 Following completion of the evaluation process above, scores will be collated and ranked. A place on the Framework will then be awarded to all bidders achieving a total score of 70% or more.
- 4.7.2 All bidders will be informed of the award decisions in writing (via email).

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## 5.0 Social Value

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### 5.1 The Growth Company Ethos

Social value is at the core of The Growth Company's ethos, and we have adopted the principals set out in the [GMCA Social Value Policy](#). Social Value is defined in the policy as follows:

*'A process whereby organisations meet their needs for goods, services, works and utilities in a way that achieves value for money on a whole life basis in terms of generating benefits not only to the organisation, but also to society and economy, whilst minimising damage to the environment.'*

TGC seek to drive positive outcomes by focussing on the following;

- **promote employment and economic sustainability** – tackle unemployment and facilitate the development of skills
- **raise the living standards of local residents** – working towards living wage, maximise employee access to entitlements such as childcare and encourage suppliers to source labour from within Greater Manchester
- **promote participation and citizen engagement** - encourage resident participation and promote active citizenship
- **build the capacity and sustainability of the voluntary and community sector**– practical support for local voluntary and community groups
- **promote equity and fairness** – target effort towards those in the greatest need or facing the greatest disadvantage and tackle deprivation across the borough
- **promote environmental sustainability** – reduce wastage, limit energy consumption and procure materials from sustainable sources.

At TGC, we want to work with suppliers who can support our aim to incorporate Social Value in what we do, and understand that the way we conduct our business can make a positive impact in our society. We are proud to make a positive difference to businesses, communities and individuals we work with and continue to build our approach.

During this process we want to understand **your business values**, and see how you deliver Social Value through your ways of working and business ethics. We want to understand how your work makes a wider impact on the places and people in your community.

### 5.2 Bidders Response

The following is provided to help suppliers understand TGC's values in regards to Social Value, and how we as a company deliver social value. This is intended to provide a reference point for suppliers who are bidding on this opportunity, so that you can understand what is important to us, and also provide a starting point for suppliers to understand how your existing values and business ethics can integrate with TGC.

At TGC we want to make sure that that through this contract, and our relationship with our chosen supplier/s we can work together to make a significant impact in this area.

At TGC we recognise the contribution we can make to increasing social value through our own direct impact as a large employer. Our impact can be categorised in terms of four key areas;

- **Our supply chain and the goods and services we buy**

We use our purchasing power to support, influence and secure social value from our suppliers, and we ask our suppliers how they can support our six key Social Value objectives as identified above. This forms part of our evaluation process and our contract management processes.

- **Our environmental impact**

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We have identified the key aspects where we have a negative impact on the environment, namely: heating and cooling, travel to clients, IT and paper; and we have a policy and systems in place to measure, manage and reduce these impacts.

- **Our organisational development**

We use our apprenticeship and traineeship policy to ensure roles are designed such that the broadest possible range of residents can apply and are advertised in ways to ensure they are aware of the opportunities. On joining the company staff are able to access a structured learning and development programme to increase their knowledge and skills and benefit from our comprehensive Reward and Recognition programme.

- **Our support for our local communities**

In addition, we can make a positive difference through the services we provide by:

- ensuring we continue to develop services which meet the needs of those customers who are often less able to participate in mainstream support
- ensuring we continually review how we can make improvements to the Social Value we create in the communities we support.

This includes supporting:

- supporting people to enter or return to the labour market after periods of exclusion
- supporting people to realise their potential in higher paid roles by increasing their skills
- supporting business to grow and connect with their communities while reducing environmental impact
- supporting business to grow and develop creating good jobs in good companies
- supporting employers to develop and retain their staff in fulfilling roles
- supporting employers to recruit staff from local or excluded communities

Bidders should note that this is not an exhaustive list, and is an extract only of TGC's approach which sits alongside other organisational initiatives.

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## 6.0 Additional Tender Conditions

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- i. All responses to this Invitation to Tender must be in English;
- ii. Bidders are responsible for obtaining all information necessary for the preparation of their tender submission. Whilst GM Business Support Limited will use its best endeavours to see that all information provided is truthful and accurate, bidders must satisfy themselves as to the accuracy of any information provided by GM Business Support Limited, and GM Business Support Limited do not accept any liability whatsoever for any loss or damage caused or arising from or in consequence of the use of such information;
- iii. All costs and expenses associated with applying for this opportunity shall be the responsibility of the bidder, without recourse to GM Business Support Limited, and neither GM Business Support Limited nor any of its representatives will be liable in any way to any bidder or other person for any costs, expenses or losses incurred by any bidder or other person in connection with this bidding process;
- iv. GM Business Support Limited has the right to discontinue with this sourcing exercise at any time and not award any contract, and shall notify bidders accordingly;
- v. GM Business Support Limited shall not be legally bound to any organisation until the resulting contract has been agreed and signed by all stakeholders;
- vi. The bidder must not inform anyone else of their tendered price. The only exception is where the bidder is required to obtain an insurance quotation to calculate the tender price; then the bidder may give details of their bid to the insurance company or brokers, if requested;
- vii. The bidder must not try to obtain any information about any other party's tender or proposed tender before the contract is awarded;
- viii. All elements of tender submission, including responses to clarifications, will form the basis of the contractual arrangement with GM Business Support Limited;
- ix. Where invoices will be rendered by, or payments made to, an entity whose title differs in any respect from the title in which the tender is submitted, full details must be provided in a letter accompanying the tender. Successful bidders who fail to provide this will experience non-payment of their invoices;
- x. Bidders should note that GM Business Support Limited is not bound to accept any tender submission under this tender and reserves the right at its absolute discretion to accept or not accept any tender submission or part of any tender submitted under this Invitation to Tender;
- xi. Bidders should note that during this tender process they should not contact any of GM Business Support Limited respective Board Members, Senior Managers, employees or advisers or any part of the Economic Solutions Limited Group, or third parties connected to GM Business Support or any advisers to this procurement, outside of the process outlined within this document; and
- xii. Bids shall remain open for acceptance for a minimum of 90 days.



## Appendix 1: Organisation Details and Suitability Assessment – Guidance for Completion

Only those who pass the Suitability Assessment questionnaire element and therefore are able to meet GM Business Support Limited’s minimum standards shall be eligible to have their tender evaluated in full and in line with the Overall Contract Award Criteria specified. Responses should be captured in Document B by each bidder organisation.

The Questionnaire is a self-declaration, made by you (the potential supplier), that you do not meet any of the grounds for exclusion. If there are grounds for exclusion, there is an opportunity to explain the background and any measures you have taken to rectify the situation (we call this self-cleaning).

Consequently we require all the organisations that you will rely on to meet the selection criteria and may be asked to complete Categories 1-3. For example these could be parent companies, affiliates, associates, or essential sub-contractors, if they are relied upon to meet the selection criteria.

### Organisation Details and Suitability Assessment

Category Number	Question Number	Question	Possible Answers	Answer
Category 1 Organisation Background	1.1	Please provide the Registered Company Name and Address of your organisation. (This should be the full company name as it would appear within the contractual documentation if successful)	Name Address	Information Only
	1.2	Please provide postal address if different from above	Address	Information Only
	1.3	Please confirm the key contact for this project on-going including name, email address and direct telephone number.	Name Email Address Telephone Number	Information Only
	1.4	Please confirm the email address to be used for any communications with regard to this tender offer.	Email Address	Information Only
	1.5	Are you a Small, Medium or Micro Enterprise (SME)?	Yes/No	Information Only

	1.6	Is your organisation a:	PLC Limited Company Sole Trader Partnership Other	Information Only
	1.7	If other, please specify.	Free Text	Information Only
	1.8	If operating as a Partnership please state the number of Partners.	Free Text	Information Only
	1.9	If your organisation is a member of a group of companies, please provide further details on the holding company, and details of the organisations which make up your group. (maximum response 250 words)	Free Text	Information Only
	1.10	Please provide the date your organisation commenced trading.	Free Text	Information Only
	1.11	Please provide your Company Registration Number.	Free Text	Information Only
	1.12	Please provide your VAT Registration number.	Free Text	Information Only
	1.13	Please select either a or b and answer as applicable; a) Your organisation is bidding to provide all the services required b) Your organisation is bidding in the role of Prime Contractor and intends to subcontract some of the services to third parties to deliver the services.	a or b	

	1.14	<p>If your answer to above is (b), please give details of legal arrangements between partners and supply the following information for each sub-contractor to be used.</p> <p>Name;</p> <p>Registered address</p> <p>Trading status</p> <p>Company registration number</p> <p>Registered VAT number</p> <p>Type of organisation</p> <p>SME (Yes/No)</p> <p>The role each sub-contractor will take in providing the works and /or supplies e.g. key deliverables</p> <p>The approximate % of contractual obligations assigned to each sub-contractor</p>	Free Text (Use separate sheet if required)	Information Only
Category 2 Grounds for mandatory exclusion	2.1	Please indicate if, within the past five years you, your organisation or any other person who has powers of representation, decision or control in the organisation been convicted anywhere in the world of any of the offences below?	Yes or No	<p>The detailed grounds for mandatory/ discretionary exclusion of an organisation are set out on this <a href="#">webpage</a>, which should be referred to before completing these questions</p> <p>If an Organisation answers Yes to any of the statements, GM Business Support Limited shall disqualify that Organisation from the process at this point in the evaluation, pending consideration of the self-cleaning statement</p> <p>This information will be used to</p>
		i. Participation in a criminal organisation	Yes or No	
		ii. Corruption.	Yes or No	
		iii. Fraud.	Yes or No	
		iv. Terrorist offences or offences linked to terrorist activities	Yes or No	
		v. Child labour and other forms of trafficking in human beings	Yes or No	
		vi. Money laundering or terrorist financing	Yes or No	

	2.2	If you have answered yes to the question 2.1, please provide further details.	Free Text	<p>determine whether suitable measures have been implemented to rectify the situation and prevent future reoccurrence. If your organisation was at fault and suitable action not taken - automatic exclusion.</p> <p>The Information provided will be reviewed by Business Growth Hub Project Team (Project Team).</p>
	2.3	Has it been established, for your organisation by a judicial or administrative decision having final and binding effect in accordance with the legal provisions of any part of the United Kingdom or the legal provisions of the country in which the organisation is established (if outside the UK), that the organisation is in breach of obligations related to the payment of tax or social security contributions?	Yes or No	
	2.4	If you have answered yes to question 2.3, please provide further details. Please also confirm you have paid, or have entered into a binding arrangement with a view to paying, the outstanding sum including where applicable any accrued interest and/or fines.	Yes or No	
Category 3 Grounds for discretionary exclusion	3.1	Please indicate if, within the past three years, anywhere in the world any of the following situations have applied to you, your organisation or any other person who has powers of representation, decision or control in the organisation		
		i. Breach of environmental obligations?	Yes or No	
		ii. Breach of social obligations?	Yes or No	
		iii. Breach of labour law obligations?	Yes or No	
		iv. Bankrupt or is the subject of insolvency or winding-up proceedings, where the organisation's assets are being administered by a liquidator or by the court, where it is in an arrangement with creditors, where its business activities are suspended or it is in any analogous situation arising from a similar procedure under the laws and regulations of any State?	Yes or No	
		v. Guilty of grave professional misconduct?	Yes or No	
		vi. Entered into agreements with other economic operators aimed at distorting competition?	Yes or No	
		vii. Aware of any conflict of interest within the meaning of regulation 24 due to	Yes or No	

		the participation in the procurement procedure?		
		viii. Been involved in the preparation of this procurement procedure?	Yes or No	
		ix. Shown significant or persistent deficiencies in the performance of a substantive requirement under a prior public contract, a prior contract with a contracting entity, or a prior concession contract, which led to early termination of that prior contract, damages, contract variation relating to performance / quality or other comparable sanctions?	Yes or No	
		x. Received a complaint that after investigation was upheld within the last 2 years?	Yes or No	
	3.2	If you have answered Yes to any of the above (3.1), explain what measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion?	Free Text	
Category 4 Insurance	4.1	Please confirm if you currently have, or are willing to commit to the £5 million pounds minimum required level of Employers Liability Insurance applicable for each and every occurrence.	Yes No N/A Willing to Commit to taking out insurance to the required level if awarded the contract	If no, automatic exclusion. If you answer N/A, please state why
	4.2	Please confirm if you currently have, or are willing to commit to the £1 million pounds minimum required level of Public Liability Insurance applicable for each and every occurrence.	Yes No Willing to Commit to taking out insurance to the required	If no, automatic exclusion.

			level if awarded the contract	
	4.3	Please confirm if you currently have, or are willing to commit to the £1 million pounds minimum required level of Professional Indemnity Insurance applicable for each and every occurrence.	Yes No Willing to Commit to taking out insurance to the required level if awarded the contract	If no, automatic exclusion.
Category 5 Economic and Financial Standing	5.1	<p>Please provide one of the following to demonstrate your economic/financial standing;</p> <p>(a) A copy of the audited accounts for the most recent two years.</p> <p>(b) A statement of the turnover, profit &amp; loss account, current liabilities and assets, and cash flow for the most recent year of trading for this organisation.</p> <p>(c) A statement of the cash flow forecast for the current year and a bank letter outlining the current cash and credit position.</p> <p>(d) Alternative means of demonstrating financial status if any of the above are not available (e.g. Forecast of turnover for the current year and a statement of funding provided by the owners and/or the bank, charity accruals accounts or an alternative means of demonstrating financial status).</p>	<p>Please state which option provided</p> <p>.....</p> <p><b>Enclosure Required</b></p> <p><b>(Please note only one copy required)</b></p>	<b>Enclosure Required.</b>
	5.2	Please enclose your completed Document G - Financial Assessment Form.	<b>Enclosure Required</b>	If no, automatic exclusion.

Should you have any queries regarding the requirements of the Suitability Assessment questionnaire, then please raise these using the clarification process set out in Section 4.

## Appendix 2: Tender Response Guidance

The weighting of individual tender questions are stated in Document B Tender Response (Category 6)

**Form of Answers** - Marks are awarded for clear and concise answers, with the relevant examples and detail where relevant. We do not wish to receive long and unstructured answers; the character limits are an indication of detail required but answers should still be concise.

The information you provide in your answers should be relevant to your organisation and the opportunity for which you are applying. Bidders should note that the weightings of the questions indicate the importance of that question and ensure that their answers are structured accordingly; ensuring that you provide sufficient and relevant detail in the question response is critical.

The character limits have been set and shall not be changed (see 4.4).

Bidders should also note that only information provided in the text boxes shall be considered in response to the question – the evaluation team shall not consider any attachments or references to external sources (other than those that may have been specifically requested) or the current knowledge of the bidder.

Should you have any queries regarding the requirements of the tender questionnaire, please raise these using the clarification process set out in 4.3.

You should retain duplicate copies of your completed Tender Response for your own records.



### Appendix 3: Pricing Guidance

Pricing requirements are not required within the Framework, as specific programmes / services are commissioned through ITQs, when pricing structures will be assessed. Bidders should consider the following:

1. Prices will be fixed for the duration of each Call-Off Contract;
2. Day rates quoted should incorporate the necessary travel and subsistence costs involved in travelling to and from either the recipient business or workshop location which will be located in one of the 10 local authorities within Greater Manchester;
3. Payment shall be made in accordance with the procedures described in GM Business Support Limited's Terms and Conditions (*Document D*);
4. All prices quoted shall be exclusive of Value Added Tax (VAT); and
5. Figures inserted into pricing schedules must be a single figure and not a range of figures. If a range of figures are submitted, GM Business Support Limited will evaluate this offer on the basis of the highest figure quoted within the range, thus attracting the lowest possible score.