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Invitation to Quote

Peer Networks Facilitator Support Webinars on Action Learning Set Best Practice

Ref Q2126

25 May 2021

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Registered in England number: 8132524 VAT
registration number: 727102071



Department for
Business, Energy
& Industrial Strategy

Introduction

The aim of this document is to help attract, select and appoint an experienced Action Learning practitioner who will support the Growth Company Ltd in delivering best practice webinars and associated content as part of delivery of year 2 of the Peer Networks programme, which is aiming to support 6000 businesses between April 2021 and March 2022.

The Growth Company, as the National Coordinator for the Peer Networks programme is pro-actively working with 38 Local Enterprise Partnership (LEP) across England and their respective Growth Hubs to deliver this programme which focuses on reducing the UK productivity gap by helping business leaders find practical solutions to strategic and operational challenges. It also forms part of the Government's response to the COVID-19 pandemic seeking to improve the resilience of SMEs, their capability to adapt their business models to the "new normal" and position themselves for future success, driving longer-term productivity gains. The programme is seeking to support SMEs through the creation of a series of Peer Networks (cohorts) delivered by the Growth Hub network, with each group consisting of up to 11 owners or managers from the SME business community participating in each network. Each cohort is led by a facilitator, these Peer Networks will typically meet fortnightly as part of delivering 18 hours of action learning through 2-3-hour sessions. Individual one-to-one support (coaching, mentoring, or advice) is also being provided either directly by the programme, or from other existing schemes to help to implement and manage change. Active involvement in the Peer Networks will enhance the leadership capabilities, knowledge and confidence of business owners and entrepreneurs within a local region. It will help build local connectivity and strength the SME business community.

This document presents the detailed purpose and requirements for providers wishing to submit a quote for the activities outlined.

About the Growth Company

The Growth Company drives forward business, economic, personal and professional development within communities by boosting employment, skills, investment and enterprise for the benefit of all.

We're at the heart of placemaking in the UK and seek to drive inward investment and international trade by playing a key role in developing business relationships and partnerships between British cities and regions in both developing and mature economies.

As a not-for-profit, we're driven by success - not shareholders - which means we reinvest any money we make and are dedicated to making a positive difference and leaving a legacy of growth.

The Growth Company includes delivering the GC Business Growth Hub (The 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, developing new innovative products and services or accessing experienced business mentors.

About the GC Business Growth Hub

GC Business Growth Hub service is offered by GM Business Support Limited, which is part of The Growth Company. The group employs over 1,000 staff and delivers more than £60m of business support services each year locally and nationally.

For more information about The Hub, please visit us at: <http://www.businessgrowthhub.com>

Accountable to the Greater Manchester Local Enterprise Partnership and Greater Manchester Combined Authority (GMCA), GC Business Growth Hub's challenge is to ensure that companies 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 business growth opportunities and challenges.
- Business to business networking through a range of events.
- Dedicated Account management support for suitable businesses
- Expert growth advice and planning under Growth and Scale up, Growth Start-up, Leadership and Workforce Development, Mentoring, Digital Growth, and Access to Finance, Innovation, Sector Support 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 DIT Trade and Investment services and MIDAS, to attract inward investment and support re-investment by companies.

As part of delivering business support services, since September 2019, the GC Business Growth Hub as part of the Growth Hub Network of 38 Hubs in England, has been working in partnership with BEIS to assist in co-ordinating activities across the network, including as part of the Governments response to the effects on business of the Coronavirus epidemic and more recently the UKs departure from the EU working with 10 Growth Hub Clusters and their lead Growth Hubs.

Overview

The Growth Company requires a highly experienced Action Learning Set practitioner to support the roll out of year 2 of the Peer Network programme by:

1) Delivering two live webinars

The webinars are designed to help programme facilitators achieve:

- 1) An understanding of the ethos and objectives of the programme
 - 2) A common understanding of principles
 - 3) An increased understanding of Action Learning Set best practice.
 - 4) Acquire hints, tips and successful techniques to enable high quality facilitator delivery.
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2) Developing a FAQ (Frequently asked questions) guide/handbook

The guide/handbook will be designed to accompany the webinars and will provide a source of reference for programme facilitators.

The new webinars and guide/handbook will build on the current programme assets such as the Playbook and two previous webinars, which made a positive contribution to the programme successfully delivering its service to over 4,500 small and medium enterprise business in year one.

Detailed requirement

1) Webinars

The webinars will be delivered through Livestorm by the Growth Hubs Marketing and Events team. The supplier will not be required to provide any technical input, or recruit delegates. Each webinar will typically be around 1hr 30mins in length, but this can be flexed to suite the supplier recommendations. This session will be split into:

- Ethos of the programme (ensuring the basic principles and objectives are reiterated)
- Common principles for Action Learning
- Best practice tips and advice for getting the best out of Action Learning sets and participants, particularly for delivery virtually, building on the content of the programme Playbook.
- Open question and answer session this should involve a host/facilitator and the key speaker.

In year one the programme delivered similar facilitator support webinars. The webinars were attended by facilitators with different levels of experience in Action Learning and resulted in an array of follow up queries. With this in mind the successful associate will be expected to review the queries and incorporate pre-emptive material for the webinar delivery.

Each session will be recorded and made available as a legacy resource for new cohort facilitators joining the programme, or those that were not able to attend on the dates proposed. The second session content will be partly informed by the questions raised during the first webinar, which may indicate likely hot topics to focus on. All participants will be made aware that the sessions are being recorded in compliance with GDPR requirements.

The audience will be made up of Action Learning facilitators drawn from either the in-house team within each Growth Hub or brought in from procured Delivery partners. In either case facilitators will have Action Learning facilitator experience, but this may range from relatively new starters, to those with deeper experience

Delegates joining the webinars are expected to leave with a deeper understanding of how to get the best out of sessions and will have acquired a range of practical knowledge and techniques (including delivering successfully online) that will improve their personal performance, whether a new starter, or more experienced facilitator

2) Accompanying asset

Based on the frequently asked questions from the initial two webinars and the two new webinars. We will require the supplier to draft a FAQ guide for facilitators, which can be branded in accordance with the programme branding guidelines by the Growth Company and will complement the latest version of the Programme Playbook .

Period of delivery and Budget

The contract will be to prepare and delivery the above service between Jun 21 and Jul 21. This should be broken down if possible, as follows:

- Delivery of two Action Learning best practice webinars, including content development and preparation.
- Development and drafting of FAQ guide

Quotations should be exclusive of VAT. Ideally; we would like your quotation no later than 12thJun 2021.

The maximum budget for this work is £10,800 inclusive of VAT.

Application

Please complete the attached Quotation Form including any appendices and supply a report setting out how you would approach the work.

Evaluation

Only Quotation Forms completed in full will be considered.

Quotations will be assessed on the following criteria:

- Overall value for money (20%).
- Skills and ability of the proposed personnel to carry out the requirements set out in the objectives and brief above (50%).
- Evidence of your availability to deliver the requirements set out in the objectives and brief above and, to provide the organisational status information listed in the attached Quotation Form (30%).

Scoring of Quality Questions

Responses to each of the quotation questions will be scored 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.

Classification	Score	Scoring Guidance
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.

In order to ensure consistency of scoring, each quotation submission will be scored out of five by the project team and then weighted accordingly to give a final score.

Quotation Returns by Email

Please return a copy of your completed quotation form and additional information by 04 Jun 2021 **via email to:**

Nick Batty, Procurement Manager. email: nick.batty@growthco.uk

Please submit any questions to the same email address as above.

Timescales

Invitation to quote advertised	25 th May 2021
Closing date for submissions	12 th Jun 2021
Contract awarded	15 th Jun 2021

Contract Conditions

The Contract Agreement and all tasks carried out under the agreement will be governed by GM Business Support Limited Contract Conditions.

Your Information and Data

At the Growth Company we recognise the importance of the privacy and the security of your personal information. Please see the below link to our Group Privacy Notice which explains how we process and look after your personal information and data.

<http://www.growthco.uk/privacy-policy/>

Please note that by submitting a response to one of GC Business Growth Hub's procurement opportunities, your bid (whether successful or unsuccessful in obtaining the contract) will be held and processed in accordance with our Privacy Policy. In order to demonstrate our competitive procurement procedures for future audit and contractual compliance (such as those required by our funders) your response to GC Business Growth Hub's procurement will be held and archived for a period of 25 years following the end of the contracted period.