business growth hub

Executive Development Programme
Framework 2

Tender Ref: T17002

Document A
Invitation to Tender and Requirements
V1.0
July 2017

European Union
European Regional
Development Fund

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1.0 Letter of Invitation

Dear Sir/Madam

Invitation to Tender for Executive Development Programme Framework

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 only one copy of financial information is required)

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 13:00pm on Friday 21st July 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.

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

The ITT document pack includes:-

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

Document B – Tender Response for Organisation

Document C – Tender Label

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 the website for updates)

Document G – Financial Assessment Form

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 7th July 2017
Tender Queries Deadline	5.00pm, Tuesday 18th July 2017
Tender Deadline	13.00 pm, Friday 21st July 2017
Tender Scoring and Analysis	21st – 24th July 2017
Interviews (if required)	27th July 2017
Award Notification	31st July 2017
Provider Induction Session	2.00pm – 5.00pm 9th August 2017
Envisaged Contract Start Date	10th August 2017

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 GM Business Support Limited and The Business Growth Hub

The Business Growth Hub service is offered by GM Business Support Limited and owned by Manchester Growth Company. The Business Growth Hub service 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, which is a trading name of 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 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 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;
- Delivery of Business Growth Service for manufacturers across the North West of England; and
- 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 UKTI Trade and Investment services and MIDAS, to attract inward investment and support re-investment by companies.

To further develop these activities, the Business Growth Hub recently submitted a range of proposals in response to competitive calls for European Regional Development Fund (ERDF) projects released by DCLG for the 2014-2020 ESIF Programme, with projects running until December 2018. These bids were recently approved and as such will strengthen our provision of business support services across Greater Manchester and beyond, where required.

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.

2.4 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

2.5 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.

3.0 Contract Details

3.1 Scope of Tender

3.1.1 The Business Growth Hub (BGH) wishes to appoint service providers to enter into a Framework Contract for the delivery of leadership development to owners, directors and senior leaders that will develop their skills, knowledge and expertise to enable growth within their business. The programme will target businesses that employ five or more staff and have the capacity to create jobs and increase turnover/sales.

Programme delivery (12 hours of support element) is from August 2017 through to June 2018 with an overall target to engage and support a minimum of 100 businesses.

The successful suppliers will be expected to deliver high quality training/development across Greater Manchester. These suppliers will form part of a framework of providers and will be called off by the BGH to work with named executives from eligible businesses.

Providers will be expected to identify and refer eligible business to BGH. Businesses will also be referred to the programme from alternative sources. All businesses regardless of referral source will be required to complete the application process and meet ERDF and growth criteria. Programme specific growth criteria include the creation of at least 1 full time equivalent (36 hours per week or more) job within 6 months of completing the programme. A supplier is not guaranteed to be called off to work with a business, regardless of the referral source.

It is intended for the Executive Development Programme (EDP) to be perceived as a high impact programme of support and as such a sense of exclusivity is intended to be created. This will be achieved through the calibre of providers and competitive application for businesses with focus being targeted on high growth businesses.

The programme is based on the needs of the individual executive/executive team and must be structured as required by the business to meet their growth objectives. The support can be delivered one to one and one to many both internal and external to the business. All businesses must be eligible for the programme under ERDF criteria which includes:

- Less than 250 employees full time equivalent (FTE)
- Business must be based in Greater Manchester
- Turnover less than €50m or Balance sheet less than €43m
- Eligible sector
- Less than €200,000 State Aid received in a rolling 3 year period
- Business less than 25% externally owned
- Business to Business (B2B) activities

3.1.2 Detail of Requirements

To design and deliver 12 hours of intensive support on specific leadership areas. All 12 hours of delivery must be face to face regardless of delivery style chosen. The support must be able to be delivered either entirely on a one to one basis, a blend of one to one and internal group of executives or a blend of one to one and external group of mixed business executives, and be flexible and tailored to meet the specific needs of an individual business.

The provider must complete a business specific diagnostic prior to the 12 hours of support commencing. This diagnostic must inform the design of the bespoke programme of support for the business. The results of this must be supplied as part of the application process to BGH and will be compared against the growth assessment that BGH EDP Advisors will complete as part of the eligibility process.

There **must** be **one named** senior executive from each business that attends **all** 12 hours of the support. This executive is to be identified at the start of the application process and will be responsible for the completion and signing of all evaluative and evidence requirements on behalf of the business.

Delivery to take place over a minimum of a three month period (exceptions may be approved on review of circumstances) but no longer than a six months period.

All delivery will be bespoke to each business and must specifically address the areas of development needed to facilitate the targeted growth which has been identified through the provider's diagnostic process and the growth assessment completed by BGH. Delivery methods may include but are not limited to, coaching, action learning, master classes, and interactive sessions.

A provider may apply to deliver a suite of leadership topics in order to cover the diverse range of leadership needs a business may present. The details of these topics must be included in the submission and include content, delivery methods and locations for delivery.

Eligible businesses will need to demonstrate growth through the creation of new jobs and increased turnover/sales as a result of the support received through this programme. Clear causal links must be demonstrated as a direct effect of the providers delivery / support and any outcomes / outputs.

ERDF documentation and compliance with the requirements for this funding must be adhered to at all times

Any mixed group (multiple businesses accessing the same support at the same time) delivery will be required to be approved, prior to commencement by the EDP Manager following assessment of impact / relevance against the businesses growth strategy.

Contact with each business will be maintained by a BGH Advisor throughout the delivery with a minimum of one face to face visit and/or a detailed telephone call per month. The focus of these contacts will be to check progress against growth aspirations/development needs and the relevance of the support being delivered by the provider.

All programmes must commence before March 2018.

Process

Following a referral, the programme will commence with a **business** completing and submitting an application form that will be reviewed against ERDF eligibility and growth criteria. Those businesses meeting the minimum growth criteria will be contacted for an eligibility assessment meeting with a BGH Advisor during which a growth assessment diagnostic including business and individual diagnostics, and business registration will be completed including wet signatures. The EDP Advisor will use MINT to check the businesses eligibility for support under ERDF guidelines as part of this process.

Discussion will also take place at this point to identify support that can be provided to other levels within the business and advisors from other BGH services would then be introduced to the business as and when appropriate.

As part of the eligibility process the most appropriate provider/solution will be identified according to those that best meet the growth needs of the business – this may mean that businesses referred by a provider may be matched to a different provider.

Any business not approved at this stage will be deferred and re-evaluated at subsequent application. Any appeals / complaints will be processed under the EDP Complaints / Appeals Process.

Evaluation

Once provider delivery has been completed, each business will move into a six month evaluation phase. EDP Advisors will maintain contact with the business until the business confirms and provides evidence that they have created a minimum of one job and /or increased turnover/sales. EDP Advisors will support the business to complete all outcome evidence requirements.

During this phase providers must also maintain contact with the business and support the BGH Advisor in collecting the job and / or increase in sales / turnover data and causal link between the support they have provided and the outcomes.

3.1.3 Providers Responsibilities

Providers will:-

- be expected to source eligible businesses and therefore will be asked to outline their recruitment and engagement strategy.
- must attend monthly contract review meetings where delivery will be reviewed business by business to ensure the growth aspirations are being addressed.
- be expected to complete and submit evidence of support on a monthly basis using official BGH/ERDF paperwork with additional evidence to include photographs, video, delivery materials etc. Within the evidence trail will also be an outline of planned / ongoing support.
- complete a business specific diagnostic prior to the 12 hours of support commencing.
- to comply with service level agreements in relation to turnaround of referrals, quality of documentation, outcome evidence, invoicing, claim submissions and observations of delivery.

- to maintain contact and support BGH Advisors to collect successful outcome evidence.
- prior to commencing delivery attend an induction/training session regarding the completion of ERDF paperwork, business eligibility, delivery process and service level agreements.
- at all times adhere to the marketing and branding guidelines of the BGH.
- ensure the supported business is fully aware of how the support is being funded and of BGH.
- to inform the EDP Manager of any and all staffing changes including associates / sub contracted personnel. All personnel must be approved by the EDP Manager prior to activity occurring.
- refer to EDP a minimum of 10 eligible businesses that meet both ERDF and BGH growth criteria before Feb 2018. BGH reserves the right to terminate the contract with any provider not meeting this requirement.
- have commenced their programme of support to businesses by March 2018.

3.1.4 Performance monitoring.

Providers must be prepared to attend a monthly meeting with an identified member of BGH staff if required. These meetings are generally between 1-2 hours in duration. The agenda for these meetings will include a progress summary for each individual business including a review of what support has been delivered over the last month, what support is planned for forthcoming months and how this is aligned to the business growth plan and diagnostic completed. Paperwork that has been completed will also be reviewed in terms of quality and content and support provided. Additional evidence will be encouraged to be added to these monthly submissions.

Each provider will have their own file which will be held within the BGH office. This file will include all paperwork relating to their tender submission and evaluation, contract with BGH for the delivery of the programme, references, overview of the delivery topics and copies of observations carried out on their delivery. This file will be checked on an ongoing basis to ensure all documentation is present and compliant.

During these meetings “call off forms” will be completed which is a requirement of the contract for each individual business approved. These forms detail the payment and delivery terms for each business and the responsibilities of each party. Once completed, this form will sit within the businesses file.

Any issues with delivery and timescales will be discussed and dealt with during these meetings.

Providers will be observed a minimum of twice during the delivery of the contract by the EDP Manager or their nominated BGH representative to ensure quality and compliance.

As part of the Provider induction process all successful Providers must send a designated representative(s) to the Provider Induction Session on the 9th August 2017.

3.2 Duration and Budget

The contract period will be from the date of contract until the 31st December 2018, with an option to be exercised at GM Business Support Limited sole discretion for an additional 3 months.

The likely value of activity under this framework will be £100,000 and a maximum of £150,000 excluding VAT.

Each 12 hours of support per individual business is paid at a maximum of £1000 excluding VAT.

Providers on completion of the 12 hours and submission of all evidence will invoice GM Business Support Limited for £800 excluding VAT with the correct PO number they have been issued with.

On completion of the monitoring/evaluation process and the collection of the successful outcome evidence from the business the provider will invoice GM Business Support Limited for £200 excluding VAT with the 2nd correct PO number they have been issued with. Payment will be made in accordance with the agreed terms and conditions.

GM Business Support Limited reserves the right to alter the above payment arrangements.

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.

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, 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 will be evaluated on Best Price-Quality Ratio (BPQR), as per the Public Contracts Regulations 2015 and based on the criteria listed in Section 4.5.

4.0 Tender Submission and Evaluation

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 legal 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.

Please ensure any question has the following in the Subject:
TENDER CLARIFICATION QUESTION: TENDER REF T17002.
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.

Diagrams will not count as part of the word count and should be added as Appendices and clearly labelled. If the diagram contains explanatory wording i.e. wording before or after the diagram or chart, these will count towards the word count.

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.

<u>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.</u>

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 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 – Section 8	Weighting
Question 6.1 - Capability, knowledge and resource capacity	35%
Question 6.2 - Diagnostic Activity	10%
Question 6.3 – Marketing, Promotion and Recruitment	10%
Question 6.4 – Evaluation	15%
Question 6.5 - Personnel	10%
Question 6.6 - Contract Management	Pass / Fail
Question 6.7 - Risk Management	Pass/Fail
Question 6.8 – Case Studies	10%
Question 6.9 – Social value	10%
Question 6.10 – Performance/references	Pass/Fail
Total	**100%**

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	Proposal meets the required standard in all material respects to a high standard.
Above Average	4	Proposal meets the required standard in most material respects.
Average	3	Proposal meets the required standard in many material respects but is lacking or inconsistent in others.
Below Average	2	Proposal falls short of achieving expected standard in a number of identifiable respects.
Poor	1	Proposal significantly fails to meet the standards required, contains significant shortcomings and/or is inconsistent with other proposals.
Unacceptable	0	Completely fails to meet required standard or does not provide a proposal.

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.

The interview will be 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.

The maximum number of organisations that will be put onto the framework is 10.

The highest scoring 10 companies will be allocated a place on the framework providing that the company achieves a score of 55% or more. These will be referred to as the Framework Panel

Successful bidders should be aware that that there is no obligation for GM Business Support Limited to purchase any Services from the organisation during the Term.

4.8 Call-off procedure

Successful bidders will be awarded a place on the Framework Contract (The Framework Panel). Following signing of the contract the members of the Framework Panel will be asked to complete a Provider Summary of Provision Form (See Appendix 3). This information will be verified against the tender return.

Following a referral of a business to the programme from a Framework Panel Member the business will be accessed for eligibility and areas for development established. Using the information received on Provider Summary of Provision Form, BGH will match the needs of the business with the skills of the panel members and availability. Along with the referring Panel Member at least two other Panel members will be put forward for consideration.

All decisions will be recorded along with the rationale for the award.

5.0 Social Value

5.1 Manchester Growth Company Ethos

Social value is at the core of Manchester 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.'

MGC 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 MGC, 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 MGC'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 MGC.

At MGC 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 MGC 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**

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 MGC's approach which sits alongside other organisational initiatives.

6.0 Additional Tender Conditions

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	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. Name; Registered address Trading status Company registration number Registered VAT number Type of organisation SME (Yes/No) The role each sub-contractor will take in providing the works and /or supplies e.g. key deliverables The approximate % of contractual obligations assigned to each sub-contractor	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	The detailed grounds for mandatory/ discretionary exclusion of an organisation are set out on this webpage, which should be referred to before completing these questions 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 This information will be used to
		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	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. The Information provided will be reviewed by Business Growth Hub Project Team (Project Team).
	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 the participation in the procurement procedure?	Yes or No	

		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?		
	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 level	If no, automatic exclusion.

	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 no, automatic exclusion.
Category 5 Economic and Financial Standing	5.1	Please provide **one** of the following to demonstrate your economic/financial standing; (a) A copy of the audited accounts for the most recent two years. (b) A statement of the turnover, profit & loss account, current liabilities and assets, and cash flow for the most recent year of trading for this organisation. (c) A statement of the cash flow forecast for the current year and a bank letter outlining the current cash and credit position. (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).	Please state which option provided …… **Enclosure Required** **(Please note only one copy required)**	**Enclosure Required**.
	5.2	Please enclose your completed Document G - Financial Assessment Form.	**Enclosure Required**	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 which 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: Provider Summary of Provision

EXECUTIVE DEVELOPMENT PROGRAMME

Provider Summary of Provision

Provider Name		**Contact Person**	
Address		**Job title**	
Main telephone		**Contact telephone**	
Main email		**Contact email**	
Website			

Company Overview *Please give a brief overview of your company / you.*			
Speciality Sectors / Target Market *Any specific areas of specialism or sector knowledge - please outline.*			
Topics / Courses / Areas of Support *Please give a brief outline of the scope of your service. If possible titles / topics in a list format*			
Delivery Style / Method of Delivery		Please inset Y	Additional Information
	1 to 1 (exclusive)		
	Group (exclusive)		
	Blended (always a mix of 1 to 1 and group)		
	Flexible – can customise		
Any restrictions / topics not covered			
Additional Information *Any other information pertinent to potential clients not outlined above*			

Date Completed		**Completed by**	