

Request for Quote

RFQ Ref	PR2098
RFQ Name	Growth Hub Gateway support services
Issue of Specification	3rd August 2022
Closing date	Fri 2 nd September at 5pm

1. About us

1.1. The South East Midlands Local Enterprise Partnership (SEMLEP) has a central role in determining local economic priorities and securing investment to support business innovation and growth. To do this we link together the public and private sectors with academia to coordinate housing, transport, commercial development, energy infrastructure and raise workforce skills, in line with employers' needs, for the benefit of the wider economic area. We prioritise driving up productivity, creating jobs and promoting long-term, sustainable growth.

1.2. SEMLEP has three main roles in delivering strategic economic growth.

- 1.2.1. Setting the strategic direction for the area's future economic opportunities, challenges and priorities.
- 1.2.2. Direct intervention to increase growth. We are responsible for securing and overseeing the spend of two main sources of growth funding as well as coordinating business support through our Growth Hub.
- 1.2.3. Facilitating growth by convening partners to assist cross-boundary collaboration on short and long-term economic issues.

2. Background

2.1. The SEMLEP Growth Hub provides business support to businesses across the South East Midlands through a range of services including:

- A phone, email and web enquiry helpline
- One to one business adviser support
- Workshops / events to support businesses
- Specific programmes to support businesses including growth masterclasses and decarbonisation / innovation support
- Grant funding for businesses
- An online resource hub of available support for businesses in the South East Midlands

3. Key requirements

3.1 SEMLEP would like to appoint an organisation to work closely with our business advisory service to provide email / web enquiry support for our inbound support service including:

- To be the first point of engagement for business enquiries to the Growth Hub via the Growth Hub email and web form enquiry form
- To monitor daily the Growth Hub Inbox and respond to enquiries – offering initial written or telephone responses and referring on to the team of business advisers for more detailed enquiries.
- To monitor daily web enquiries received through the Growth Hub website offering initial written or telephone responses and referring on to the team of business advisers for more detailed enquiries.
- To input all details of enquiries into Growth Hub CRM according with an agreed process.
- Signposting or referring clients to appropriate areas of support within the local, regional and national business support ecosystem
- To work closely with Business Advisors and other members of the Growth Hub team to ensure the client enquiries are appropriately dealt with.
- To provide the highest level of customer service to all businesses.

We anticipate the successful organisation will have:

- Knowledge of Growth Hubs, business support and what is available to support businesses in the South East Midlands and Nationally
- Excellent understanding of SME business and the challenges business faces
- Qualified business advisor or in-depth experience in supporting businesses
- Knowledge of the SEMLEP region and the business support ecosystem
- Understanding of public sector business support
- Ability to problem solve

4. Deliverable Timescales

RFQ issued	3 rd August 2022
Closing date for quotes	2 nd September 2022 at 5pm
Interviews or appointment of supplier	9 th September 2022
Contract start date	16 th September 2022
Contract end date	31 March 2023

5. Budget

Please supply an hourly rate for the work outlined in the Key Requirements section and an estimated monthly total cost. Total delivered service cost no more than £10,000 inclusive of VAT to run until 31st March 2022.

6. Selection and Award Criteria

This RfQ application has a two-stage process: Part A and Part B. The first stage will assess Part A in accordance with the Selection Criteria that assesses the ability of the tenderer to perform a contract based on qualitative information related to the economic and financial standing of the applicant, suitability, equalities and insurance. If the application passes stage one that is Part A, it will be assessed under the Award Criteria “Part B”, stage two.

Stage One - Selection Criteria

Section 3 to 5 of the application form is Part A. Questions 1, 3, 5, 6 and 7 are pass / reject. If you fail these questions, your application will be rejected.

Stage Two - Award Criteria

If your application passes on “Part A” it will progress to “Part B” that is the Award Criteria. The applications will be scored under the Award Criteria set out in Annex 1.

7. RFQ responses

Please note that your response must include:

- **SEMLEP’s RFQ Application Form fully completed**
- **Any additional information you wish to provide to support your response. Please keep additional information to no more than 3 A4 pages**
- All prices quoted shall be fixed and firm and shall apply for the full duration of the contract.
- All costs are deemed to include expenses and any other on-cost.
- All prices quoted shall be inclusive of Value Added Tax (VAT)
- The quotation response must be on SEMLEP’s Request for Quotation Application Form
- Any queries regarding completion of the response please email procurement@semlep.com or contact us on 01234 436100
- Please send your completed forms and any supporting information electronically to procurement@semlep.com with the name of the tender in the subject header. Please note we **do not** want hard copies to be sent in the post.

Annex 1: AWARD CRITERIA EVALUATION

Criteria	Score	Score	Score	Weighting (%)
Price: It is necessary to illustrate the value for money in the proposal and how your proposal will deliver the best value per £ of public funds.	Exceptional, covered thoroughly, prices are very good and better than other suppliers. Score 8-10	Average. Brief covered adequately; Prices are reasonable. Score 4-7	Bidder meets or does not meet requirements of brief. Score 0-3	35%
Ability to deliver the required service quality and within timescales: Outlines what is to be delivered and how will be delivered.	Exceptional, covered thoroughly, Score 8-10	Average. Brief covered adequately, Score 4-7	Bidder meets or does not meet requirements of brief. Score 0-3	30%
Quality of delivery: Provide details about the quality of delivery indicating key members of the team that will be working on the project and relevant experience	Exceptional, covered thoroughly, have provided a satisfactory information of the key members that will be involved on the project delivery and their relevant experience compared to the requirements of the brief. Has provided very good response, covering all the key deliverables 8-10	Average. Has provided adequate / fair information regarding the key members that will be involved on the project delivery and their relevant experience compared to the requirements of the brief 4 -7	Poor, have not provided satisfactory information 0-3	30%
Social Value: The proposal needs to show the social value of the contract and how your business contributes to the society and community in which you operate.	Exceptional, covered thoroughly, providing apprenticeship and placements, helping local charities and other community work. Score 8-10	Average. Brief covered adequately, Do community and charity work but do not provide apprenticeship / placements or vice versa. Score 4-7	Does not meet requirements of brief. Score 0-3	5%

Criteria	Score	Score	Score	Weighting (%)
			Total	100%