LIVERPOOL VISION
INVITATION TO TENDER
for
Framework Agreement for
Liverpool City Region Integrated Business Support Project (LCRIBS) (Business Growth Programme)

January 2017 to 31st December 2018

European Union
European Regional Development Fund
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Liverpool Vision

The client is Liverpool Vision Limited (company registration number 06580889) working on behalf of the Mayor of Liverpool.

Who Are We?

Working closely with private sector businesses in the city, Liverpool Vision is the Mayor of Liverpool’s economic development company incorporating:

• Marketing Liverpool
• Invest Liverpool
• Special projects, such as the International Festival for Business 2016 (IFB2016).

What Is Our Purpose?

Liverpool Vision’s purpose is to enhance the brand of Liverpool, attracting investment and creating jobs to ensure a more prosperous future for the city.

How Do We Do This?

Through raising the profile of our offer we will generate interest from investors and visitors that will both help attract new investment and encourage existing businesses to grow. We will, together with private and public sector partners maximise opportunities by participating in major events such as MIPIM, International Festival for Business (in 2016, 2018 and 2020) and Visitor Economy exhibitions. By working in partnership with commercial partners in the private sector we will communicate positive messages about the city to local, national and international audiences.

What Are Our Values?

Liverpool Vision’s is committed to the highest standards of ethical conduct and integrity in its business activities and to providing a high-quality service to all its customers and partners. Liverpool Vision believes that all its workers should be treated with dignity and respect and everyone is encouraged and supported to be the best they can be. We believe in taking responsibility, being creative and innovative and working together as a team for the benefit of the city.
Introduction

Liverpool Vision is seeking consultancy suppliers to provide direct diagnostic services and specialist business advice for and on behalf of Liverpool Vision to the Liverpool City Region business community. This service is funded through the LCRIBS Business Growth Programme, which is an ERDF funded programme delivered by Liverpool Vision and other Local Authorities & Chambers.

It is intended to award a number of single supplier framework agreements (one for each Lot), which will not guarantee any particular level of business. Demand will be on an ad-hoc basis and subject to business needs.

The object of Liverpool Vision’s procurement is to achieve value for money in meeting its needs. Liverpool Vision is intending to set agreements in place with a number of suppliers, for a contract period of twenty-four (24) months.

Tenderers will need to respond to the requirements listed, considering the evaluation criteria and submitting via the process and timelines specified, indicating which Lot(s) they are responding to.

Requirement Overview

Liverpool Vision is looking to secure a number of consultant suppliers for the ERDF LCRIBS Programme (Business Growth Programme) for the period January 2017 to 31st December 2018. This falls into diagnostic services and specialist business advice.

We are looking for supplier consultants that offer expertise in the following areas:

- **Lot 1** Provision of diagnostic services
- **Lot 2a** Financial Management
- **Lot 2b** Procurement and tender readiness
- **Lot 2c** Marketing & Sales
- **Lot 2d** Exporting
- **Lot 2e** Strategic business planning

For more information on the requirements, please click this link or see section 2.2 (Services Specification)
Structure of the Invitation to Tender

This Invitation to Tender (‘ITT’) is divided into a number of specific sections:

1. **ITT Instructions.**

These instructions should be followed to ensure that your response covers all areas and is in the correct format and structure. By submitting a response to the ITT you are declaring that you comply with all the relevant sections and stipulations.

2. **Specification of Goods or Services**

This section provides the details of LV’s specific requirements and your Response should ensure these are referred to.

3. **Responses Required**

Sections 3 responses will be used as the basis of evaluation.

4. **General company information required**

This section requests certain general information about you or your organisation.

**Appendix 1 – Terms and Conditions**

**Appendix 2 – Legal Comments Table**
1. ITT Instructions

Please note that by submitting a response to this ITT that you agree and comply with all parts of the ITT Instructions section.

1.1 General Instructions

1.1.1 This document is made available on the condition that the information contained within it is used solely in connection with the competitive process for this ITT and for no other purposes.

1.1.2 Whilst reasonable care has been taken in preparing this document, the information within it does not purport to be comprehensive or to have been independently verified. LV accepts no liability or responsibility for the adequacy, accuracy or completeness of any information stated. No representation or warranty, express or implied, is given by LV or any of its representatives with respect to the information contained herein or upon which this ITT is based. Any liability for such matters is expressly disclaimed.

1.1.3 LV reserves the right, without prior notice, to change, modify, or withdraw the basis of its request and/or to reject all proposals and terminate negotiations at any time. In no circumstance will LV incur any liability in respect of time, effort or costs incurred in regard to either discussions, meetings or time spent in respect of reviewing and/or responding to this document or any subsequent material.

1.1.4 This document is not intended to provide the basis for any investment decision. The recipients of this document must make their own independent assessment of the requirements after making such investigations and taking such professional advice as it deems necessary.

1.1.5 The information in this document shall be kept confidential by the Tenderer and may not be copied, reproduced, distributed or passed to any other persons, at any time, without the prior written authorisation of LV. Ownership in any response to this ITT shall be vested in LV upon delivery of the same and such response shall only be returned at the sole discretion of LV and at the recipient's cost.

1.1.6 This ITT is not a purchase order and does not constitute an offer capable of acceptance. This ITT does not commit LV or any official of it to any specific course of action. The issue of this ITT does not bind LV or any official of it to accept any proposal, in whole, or in part, whether it includes the lowest priced proposal, nor does it bind any officials of LV to provide any explanation or reason for its' decision to accept or reject any proposal. Moreover, while it is the intention of LV to enter contract negotiations with the selected Tenderer, the fact that LV has given acceptance to a specific Tenderer does not bind it or any official of it in any manner to the Tenderer.

1.1.7 Without prejudice to any prior obligations of confidentiality you may have, no publicity relating to this ITT or to the acceptance by LV of any ITT response or to the letting of any future contract shall be released by you without the prior written approval of LV.
1.1.8 You shall be deemed to have examined before the submission of your tender response, all the provisions in this ITT as well as regulations and other information relevant to your tender response, and to have fully considered the risks, contingencies, and other circumstances, which could affect the tender response. You shall be responsible for obtaining all information by the making of reasonable and prudent inquiries and, by prior arrangement.

1.1.9 By submitting a Tender Response the Tenderer represents that it has read and understood the ITT. The Tenderer will consider the contents of any submitted tender response as an offer to contract.

1.1.10 Any attempt by Tenderers or their advisors to influence the contract award process in any way may result in the Tenderer being disqualified. Specifically, Tenderers shall not directly or indirectly, at any time:

(a) Revise or amend the content of their Tender in accordance with any agreement or arrangement with any other person, other than in good faith with a person who is a proposed partner or supplier;
(b) Enter into any agreement or arrangement with any other person as to the form or content of any other Tender, or offer to pay any sum of money or valuable consideration to any person to effect changes to the form or content of any other Tender;
(c) Enter into any agreement or arrangement with any other person that has the effect of prohibiting or excluding that person from submitting a Tender;
(d) Canvass LV or any employees or agents of LV in relation to this procurement; or
(e) Attempt to obtain information from any of the employees or agents of LV or its advisors concerning another Tenderer or Tender; or
(f) Offer, pay, promise to pay, or authorize the giving of any financial or other benefit to any person for the purpose of obtaining an improper advantage, or otherwise conduct themselves in a manner contrary to any anti-bribery or anti-money laundering legislation and/or regulations in the broadest sense (whether issued by the EU, the US, the UN or any other body) or any other such rule or legislation that may apply from time to time.

1.1.11 Tenderers are responsible for ensuring that no conflicts of interest exist between the Tenderer and its advisors, and LV and its advisors and Partners. LV reserves the right to disqualify any Tenderer that is guilty of any misrepresentation in relation to its Tender or the tender process. Any Tenderer who fails to comply with the requirements of this clause may be disqualified from the procurement process at the discretion of LV.

1.1.12 Only information provided as a direct response to this ITT will be evaluated. Information and detail which forms part of general company literature or promotional brochures etc. will not form part of the evaluation process. Marketing material should not be included with your tender response. Supplementary documentation may be attached where you have been directed to do so. Such material must be clearly marked with the name of the organisation and the section to which it relates. All sections must be answered unless advised otherwise.

1.1.13 Please note that LV may require clarification of the answers provided or ask for additional information.
1.1.14 The response should be submitted by an individual of the organisation, company or partnership who has authority to answer on behalf of that organisation, company or partnership.

1.1.15 Should there be any obvious typographical errors or misunderstandings in the ITT documentation then clarification should be sought. However, if the response is found to misrepresent facts, the documents will be deemed void. In the case where the error or misrepresentation is not discovered until after the contract is awarded, we reserve the right to determine the contract and costs incurred by us as a result of the determination shall be recoverable from the Tenderer under the contract.

1.1.16 If applying on behalf of a consortium, please list the names and addresses of all other members of the consortium. Any contract will be entered into with the nominated lead organisation and all members of the consortium, who in these circumstances each be required to execute said contract together with all ancillary documentation, evidencing their joint and several liability in respect of the obligations and liabilities of the contract. It will be for members of the consortium to resolve their respective duties and liabilities amongst each other. For administrative purposes, any associated documentation will be sent to the nominated lead organisation.

1.1.17 If sub-contractors are proposed to assist in the delivery of the service, please list the business names, registered offices, addresses and specific areas of service which they will deliver.

1.1.18 It is the responsibility of tenderers to ensure that their tender is delivered not later than the appointed time. LV does not undertake to consider tenders received after that time unless clear evidence of posting is available (i.e. a clear post mark and/or certificate of posting). It should be noted that mail is not delivered directly to the recipient but through a central post room. This may delay receipt of post, and allowances should be made.

1.1.19 Whilst LV is committed to selecting a supplier or suppliers, it reserves the right not to accept any proposals or award the contract.

1.1.20 LV does not bind itself to accept the lowest or any tender, and reserves the right to accept a portion of any tender, unless the tenderer expressly stipulates otherwise on his tender. The right is also reserved to award more than one contract.

1.2 Freedom of Information

1.2.1 LV is subject to The Freedom of Information Act 2000 (“Act”) and The Environmental Information Regulations 2004 (“EIR”).

1.2.2 As part its duties under the Act or EIR, it may be required to disclose information concerning the procurement process or the contract to anyone who makes a request.

1.2.3 If the prospective Tenderer considers that any of the information provided in their response is commercially sensitive (meaning it could reasonably cause prejudice to the prospective Tenderer if disclosed to a third party) then it should be clearly marked as "Not for disclosure to third parties" together with valid reasons in support of the information as being exempt from disclosure under the Act and the EIR.
1.2.4 LV will endeavour to consult with the prospective Tenderer and have regard to comments and any objections before it releases any information to a third party under the Act or the EIR. However, LV shall be entitled to determine in its absolute discretion whether any information is exempt from the Act and/or the EIR, or is to be disclosed in response to a request of information. LV will make its decision on disclosure in accordance with the provisions of the Act or the EIR and will only withhold information if it is covered by an exemption from disclosure under the Act or the EIR.

1.3 Responding to the ITT

1.3.1 All responses should be submitted in an unmarked sealed envelope, stating “Response for LCRIBS Business Growth Programme Tender” and marked for the attention of: Connor Reilly, Procurement Intern, Liverpool Vision, 10th Floor, The Capital, 39 Old Hall Street, Liverpool, L3 9PP.

Please provide 2 printed Responses, together with an electronic copy contained on a USB.

LV appreciate the environmental impact and request therefore that where practical duplex printing on environmentally friendly paper is utilised and that additional materials not directly related are not included.

Certain documentary requirements that are indicated by a 🌿 symbol need only be submitted in electronic format.

If delivering by hand, please be advised that because of a barrier system in a shared building, you will need to ask reception in the Capital Building to phone Liverpool Vision (0151) 600 2900 that your submission has arrived for collection.

Envelopes must not indicate the identity of your organisation.

1.3.2 In responding to this ITT you specifically agree the following:

1.3.2.1 Having examined all parts of the ITT that the supply of the Goods and/or Services to LV will be at the rates/prices as provided. All prices must be quoted on the basis indicated in the accompanying documents, except where the tenderer proposes alternative priced procedures, and should exclude VAT. Discounts for prompt payment should be stated. The basis of the price shall be inclusive of all costs and delivery to LV.

1.3.2.2 That any other terms or conditions or any general reservations which may be printed on any correspondence emanating from the tenderer in connection with this tender or with any contract resulting from this tender, shall not be applicable to the on-going relationship between LV and the selected supplier(s).

1.3.2.3 That any contract whatsoever that may result from this tender shall be subject to the laws of England and Wales as interpreted in an English Court.

1.3.2.4 The prices quoted and all other information supplied in this tender are valid and open to acceptance by LV for a period three calendar months from the tender return date specified in the ITT.
1.3.2.5 The essence of competitive tendering is that LV shall receive bona fide competitive tenders from all companies tendering. In recognition of this principle, any response is declared to be a bona fide tender, intended to be competitive and that you have not fixed or adjusted the amount of the tender by or under or in accordance with any agreement or arrangement with any other person.

1.3.2.6 You declare that you have not done and undertake that you will not do any of the following acts:-

(a) communicate with a person, other than the person calling for this tender, the amount or approximate amount of the proposed tender.

(b) enter into any agreement or arrangement with any other person that he shall refrain from tendering or as to the amount of any tender to be submitted.

(c) offer to pay or give, or agree to pay or give, any sum of money or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to any other tender or proposed tender for the requirement any act or thing of the sort described above.

In this declaration the word "persons" includes any person and anybody or association, corporate or incorporate. The words "agreement or arrangement" include any such transaction, formal or informal, whether legally binding or not.

1.4 Indicative Timetable
This timetable is indicative only and LV reserves the right to change it at its absolute discretion.

<table>
<thead>
<tr>
<th>Event</th>
<th>Date/Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Issue of ITT</td>
<td>12th December 2016</td>
</tr>
<tr>
<td>Opportunity to raise items for clarification ends</td>
<td>19th December 2016 (3:00pm)</td>
</tr>
<tr>
<td>LV response to clarification requests</td>
<td>20th December 2016</td>
</tr>
<tr>
<td>Return of completed response to ITT</td>
<td>16th January 2017 (by 3:00pm)</td>
</tr>
<tr>
<td>Indicative award</td>
<td>w/c 16th January 2017</td>
</tr>
<tr>
<td>Contract Commencement</td>
<td>Immediate upon contract signature / January 2017</td>
</tr>
</tbody>
</table>

There is an opportunity to ask LV for further information to assist you in the preparation of your responses during the Items for Clarification period. If you have an Item for Clarification, please e-mail Connor Reilly creillyphil@liverpoolvision.co.uk during the opportunity period. Please note that responses to these Items for Clarification from LV may be posted on the LV website rather than a response via e-mail. It is your responsibility to make regular checks of the LV website for updates on these.
1.5 Evaluation

Tenders will be evaluated using the following criteria and weightings:

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Weighting</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delivering Outputs</td>
<td>10%</td>
</tr>
<tr>
<td>Management and Administration</td>
<td>5%</td>
</tr>
<tr>
<td>Engaging LCR Businesses in the LCRIBS Programme (Business Growth Programme)</td>
<td>5%</td>
</tr>
<tr>
<td>Specialist Advice / Diagnostic Capability</td>
<td>40%</td>
</tr>
<tr>
<td>Resource Capability / Availability</td>
<td>10%</td>
</tr>
<tr>
<td>Price</td>
<td>30%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

Responses will be evaluated against the response requirements set out in Section 3, on the basis of the above award criteria.

Liverpool Vision reserves the right to contact certain tenderers if clarification of their tender is required.

Evaluation will be carried out by at least two responsible officers and will be moderated by a suitably qualified manager. None shall have any conflict of interest in the outcome.

Responses, other than Price, will be measured as follows:

<table>
<thead>
<tr>
<th>Score</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>No response or partial response and poor evidence provided in support of it. Does not give confidence in the ability of the Tenderer to deliver the services.</td>
</tr>
<tr>
<td>1</td>
<td>Response is supported by a weak standard of evidence in several areas giving rise to concern about the ability of the Tenderer to deliver the services.</td>
</tr>
<tr>
<td>2</td>
<td>Response is supported by a satisfactory standard of evidence in most areas but a few areas lacking detail/evidence giving rise to some concerns about the ability of the Tenderer to deliver the services.</td>
</tr>
<tr>
<td>3</td>
<td>Response is comprehensive and supported by good standard of evidence. Gives confidence in the ability of the Tenderer to deliver the services. Meets the requirements.</td>
</tr>
<tr>
<td>4</td>
<td>Response is comprehensive and supported by a high standard of evidence. Gives a high level of confidence in the ability of the Tenderer to deliver the services. May exceed the requirements in some respects.</td>
</tr>
<tr>
<td>5</td>
<td>Response is very comprehensive and supported by a very high standard of evidence. Gives a very high level of confidence the ability of the Tenderer to deliver the services. May exceed the requirements in most respects.</td>
</tr>
</tbody>
</table>

An example of scoring using the method above: a supplier is rated at 3.7 out of a possible 5. The weighting for that particular criteria is 40%.

To calculate their actual score: - \((3.7 / 5.0) \times 40 = 29.6\%\) (out of a possible 40%).
Price will be evaluated using the following method:
30% will be awarded to the lowest priced bid and the remaining Tenderers will be allocated scores based on their deviation from this figure.

For example, if the lowest price is £40 and the second lowest price is £42 then the lowest priced Tenderer gets 30% (full marks) for cost and the second placed Tenderer gets 28% and so on. £40/£42 x 30 = 28%.

All the actual scores will be added together give an overall assessment out of 100%.

Successful tenderers will be expected to have suitable financial stability to undertake these pieces of work and to have insurances and policies in place that are adequate to undertaking payment from public funds. If LV regards responses in section 4 to be unsatisfactory, then LV reserves the right at its absolute discretion not to award a contract irrespective of how the tenderer has scored using the evaluation criteria.
2. Specification of services required

2.1 Background

Liverpool Vision is seeking consultancy suppliers to provide direct diagnostic services and specialist business advice for and on behalf of Liverpool Vision to the Liverpool City Region business community. This service is funded through the LCRIBS Business Growth Programme, which is an ERDF funded programme delivered by Liverpool Vision and other Local Authorities & Chambers.

It is intended to award a number of single supplier framework agreements (one for each Lot), which will not guarantee any particular level of business. Demand will be on an ad-hoc basis and subject to business needs.

The object of Liverpool Vision’s procurement is to achieve value for money in meeting its needs. Liverpool Vision is intending to set agreements in place with a number of suppliers, for a contract period of twenty-four (24) months.

Tenderers will need to respond to the requirements listed, considering the evaluation criteria and submitting via the process and timelines specified, indicating which Lot(s) they are responding to.

2.2 Services Specification

Liverpool Vision has been delivering business advice, guidance and support to the Liverpool City Region business community in various shapes and forms for the past 14 years. This has involved advising businesses across a range of subjects and undertaking a diagnostic to establish the level of support needed.

The Liverpool City Region Local Authorities and Liverpool Vision have come together with the Liverpool City Region Local Enterprise Partnership and a number of Chambers of Commerce to form a consortium to bid for European funding under ‘Priority Axis 3: Enhancing the Competitiveness of SME’s’.

The resulting business support programme, ‘The Liverpool City Region Integrated Business Support Project’ (LCRIBS) (Business Growth Programme), will provide a range of fully funded business support services designed to build both the capacity and confidence within those SME’s reluctant to engage with existing business support providers for either lack of knowledge or understanding or simply because they are reluctant to pay for, or do not perceive the value of, existing commercial provision.

The Liverpool City Region Integrated Business Support Project (Business Growth Programme) will be positioned between ‘pre-start/start-up/post-start support’, delivered by a consortium led by the Women’s Organisation, and more specialist or bespoke support delivered by the private sector.

The Project will provide participating SME’s with the following demonstrable outputs:

- An intensive Business Diagnostic undertaken by Liverpool Vision / LCRIBS Advisors.
- An Action Plan for Growth focused upon the initial steps that a company must take, or the issues that the SME must address, to realise sustainability and growth.
- The provision of a dedicated contact person within / or on behalf of Liverpool Vision who will initially work with the company to begin the process of delivering the Action Plan for Growth but who will support the company with any other elements of their development. Critically, that person will, wherever practical, remain a constant in the life of the business.
- The provision of an informed and managed Brokerage Service, complementing the service provided by the Liverpool City Region Local Growth Hub, which will connect participating SME’s with additional, follow-on, commercial business support.
- The Project will provide additional, more intensive, business support where a participating SME lacks the capacity, expertise or resources to begin the initial roll-out of their individual Action Plan for Growth.
- Support will be tailored to meet the needs of each individual SME and will focus upon the fundamental elements which businesses must have in place in order to be firstly, sustainable and secondly, to grow. Intensive support will be delivered by suitably experienced, competitively procured, external specialist consultants.

In summary, the provision of a fully funded service by the Liverpool City Region Integrated Business Support Project (Business Growth Programme) will provide a valuable resource which will act as a pathway and catalyst for
businesses in order that they are able to establish the financial and strategic foundations for future investment in their own sustainability and development.

The Liverpool Vision element of LCRIBS (Business Growth Programme) is contracted to deliver the following outputs:

<table>
<thead>
<tr>
<th>Output</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>No. Of Enterprises receiving support (C1)</td>
<td>110</td>
</tr>
<tr>
<td>No. Enterprises receiving information, diagnostic &amp; brokerage support (P13)</td>
<td>110</td>
</tr>
<tr>
<td>Employment increase in support of enterprises (C8)</td>
<td>35</td>
</tr>
</tbody>
</table>

The indicative budget for the diagnostic services and specialist business advice covered under this ITT is £60,000, covering the 6 lots mentioned. Spend will be based solely on SME demand and LV offers no commitment to any level of spend.

We are looking for supplier consultants that offer expertise in the following areas:

Lot 1  **Provision of diagnostic services**
- Provide appropriate diagnosis of fundamental, underlying business and management issues.
- Provision of Action Plan for Growth focused on the initial steps the business must take
- Awareness of support available outside of the LCRIBS programme to refer clients into

Lot 2a  **Financial Management**
- Assessment of credit control and financial management processes
- Assistance with identifying financial systems packages
- Advice on design and implementation of financial processes
- Assistance with funding requirements

Lot 2b  **Procurement and tender readiness**
- Tender planning and management
- Tender writing, editing and production
- Policy preparation and tender readiness

Lot 2c  **Marketing & Sales**
- Marketing strategy
- Marketing plan development
- Online marketing advice
- Social media marketing advice
- Ecommerce

Lot 2d  **Exporting**
- Assessment of exporting potential
- Review of export plan
- International targeting
- Trading environmental assessments
- Competitor analysis

Lot 2e  **Strategic business planning**
- Business processes review
- Quality Management Systems review
- Financial Planning
- KPI assessment
- Identifying critical business issues / barriers to growth

The programme requires that each business selected for business support is offered a total of 12 hours including diagnostics, which may include some support direct from Liverpool Vision and which is free to the business and paid for through the LCRIBS programme (Business Growth Programme). The diagnostic component of the support will last no more than 3 hours for each business and the specialist business advice element will last no more than 9 hours for each business. Liverpool Vision do not guarantee that the supplier will be allocated any set number of referrals for diagnostics or specialist business advice – the number of referrals allocated will be dependent on demand.

It is important to note that this project is funded by the European Union using ERDF (European Regional Development Fund) and the supplier will be required to complete and submit a range of monitoring and output forms as required by the funders. Given the importance of the collection and maintenance of ERDF documentation it is essential that the supplier is aware of these requirements which will include:

- Monitoring progress with each client to ensure the completion and submission of all required ERDF documentation, and adherence to ERDF guidelines.
- The ability to create and deliver progress reports on the status of each client as and when requested by Liverpool Vision, including attending regular progress review meetings.
3. Responses required:

3.1 Please confirm which Lot(s) you wish to be considered for.

3.2 Executive Summary

Please provide an Executive Summary of your response.

3.3 Evaluation Questions:

3.3.1 Delivering Outputs (10%)

The LCRIBS Programme (Business Growth Programme) is contractually required to meet specific output targets with respect to businesses assisted and increased employment.

Please detail your organisation's approach to the management and delivery of projects which are required to satisfy specific output targets.

3.3.2 Management and Administration (5%)

It is a requirement of the LCRIBS Programme (Business Growth Programme) to complete and retain detailed records of every client intervention for reporting and audit purposes. The successful tenderer will, therefore, be required to demonstrate that they have sufficient administrative and office management and appropriate systems to collate and retain client information and to relay that information to Liverpool Vision in a timely and coherent manner.

Please describe the processes and systems in place to meet the above requirement.

3.3.3 Engaging Liverpool City Region Businesses in the LCRIBS Programme (5%)

Successful interaction with the business community in the Liverpool City Region is central to the success of the LCRIBS Programme (Business Growth Programme).

Please describe the contribution your organisation can make to promote the Liverpool Vision LCRIBS programme (Business Growth Programme) and engage with Liverpool City Region businesses.

3.3.4 Resource Capability / Availability (10%)

The LCRIBS Programme (Business Growth Programme) is contractually required to meet specific targets in respect of businesses assisted and jobs created. It is critical that the successful tenderer is able to assist multiple businesses in meeting their requirements within an acceptable timeframe. The successful tenderer will be required to meet prospective client businesses at their place of work and at the client's convenience. It is also likely that specialist advice may require repeat visits to the company's premises.

Please detail how you would schedule work with a number of businesses in order to meet the diagnostic or specialist advice objectives of the LCRIBS programme (Business Growth Programme), giving details of capacity, resource and flexibility to cope with the ad-hoc nature of the services.

Please clearly state whether you intend to sub-contract any elements of the services.
3.3.5 Specialist Advice / Diagnostic Capability (40%)

Both the diagnostic and specialist business advice phases of the LCRIBS Programme (Business Growth Programme) are crucial to ensure the success of the project.

Please provide details of your organisation’s approach to undertaking diagnostic / specialist business advice, demonstrating your knowledge and capabilities in the areas identified within section 2.2 for the lot(s) you are responding to.

Please provide details of any qualifications, accreditations, memberships or other credentials that you believe relevant to the provision of the services.

3.3.6 Pricing (30%)

Liverpool Vision will pay an hourly rate for this service of **up to £50 per hour.** However, this is the maximum hourly rate that can be accepted by Liverpool Vision. Tenderers are encouraged to provide their best offer. This will be taken into consideration during the evaluation stage.

The information supplied in your tender response must be valid and open to acceptance by LV for a period of three calendar months from the tender return date specified in this ITT and the hourly rate shall be fixed for the **whole term** of any contract.

Please quote your hourly rate, which shall be inclusive of any expenses, exclusive of VAT and firm until 31st December 2018.

Note: Liverpool Vision does not guarantee that the successful tenderers will be allocated any set number of referrals for diagnostics or specialist business advice – the number of referrals allocated will be dependent on demand.
4. General company requirements

Please provide a suitable response to the following:

4.1 Organisation information

<table>
<thead>
<tr>
<th>4.1.1</th>
<th>Full name of organisation (this should be the name of the organisation acting as prime contractor, where applicable).</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.1.2</td>
<td>Trading name of organisation (if different from above).</td>
</tr>
<tr>
<td>4.1.3</td>
<td>Date of formation</td>
</tr>
<tr>
<td>4.1.4</td>
<td>Registered number if a limited company (please supply a copy of the certificate of incorporation and any certificate of change of name)</td>
</tr>
<tr>
<td>4.1.5</td>
<td>Registered address of organisation and address of principal trading office</td>
</tr>
<tr>
<td>4.1.6</td>
<td>Main Phone number</td>
</tr>
<tr>
<td>4.1.7</td>
<td>Name and contact details in relation to tender preparation</td>
</tr>
<tr>
<td>4.1.8</td>
<td>Address and phone number of office from where business would be conducted in support of this contract, if different from the above</td>
</tr>
<tr>
<td>4.1.9</td>
<td>Full names of all directors / company secretary/ partners/associates or proprietor</td>
</tr>
<tr>
<td>4.1.10</td>
<td>Have any of the persons named in 4.1.9 above, been subject to bankruptcy proceedings or been involved in an organisation which has been subject to liquidation proceedings or had receivers appointed? If yes, please give details.</td>
</tr>
<tr>
<td>4.1.11</td>
<td>Have any of the persons named in 4.1.9 above, been convicted of any criminal offence, apart from minor traffic offence? If yes, please give details.</td>
</tr>
<tr>
<td>4.1.12</td>
<td>Do any of the persons named in 4.1.9 above, have relative(s) who are senior employees of the LV? If yes, please provide details.</td>
</tr>
<tr>
<td>4.1.13</td>
<td>Have any of the persons named in 4.1.9 above, ever been employed by the LV? If yes, please give details.</td>
</tr>
<tr>
<td>4.1.14</td>
<td>If your organisation is a member of a group of companies, give the name and address of the holding company</td>
</tr>
<tr>
<td>4.1.15</td>
<td>Please state the approximate number of employees in your organisation and companies acting in partnership (where relevant), who are specifically engaged in delivering similar services to those proposed by LV.</td>
</tr>
</tbody>
</table>

### 4.2 Financial Information

| 4.2.1 | Please enclose your organisation’s most recent audited accounts and annual reports. This should include: Balance Sheet, Profit and Loss Account, Full notes to the accounts, Director’s Report/Auditor’s Report. |
| 4.2.2 | If you have submitted accounts for a year ending more than 10 months ago, please confirm that the organisation described in the enclosed accounts is still trading. Also supply a statement of turnover since the last set of published accounts. |
| 4.2.3 | If your organisation’s accounts and annual reports are consolidated into those of your parent company or group, then for each of the last two years please provide for your organisation, your organisation’s turnover, profit before tax and net assets. |
| 4.2.4 | Are there any outstanding claims or litigation against your organisation with regard to systems and/or service delivery? If yes, please give details. |
| 4.2.5 | Please supply your VAT registration number. |

### 4.3 Professional Conduct

| 4.3.1 | Has your Organisation or proposed partners or any employee within these organisations who would be working on this contract, committed a criminal offence relating to the conduct of your business or profession? If so, please provide details. |
| 4.3.2 | Is your Organisation or are your proposed partners currently involved with any legal proceedings (including Arbitration or any other form of alternative dispute resolution) with any other organisations including local authorities? If so, please provide details. |
| 4.3.3 | Are there any issues, current or likely, in relation to your Organisation or proposed partners that may give rise to any conflict of interest? If so, please provide details. |
| 4.3.4 | Please identify any potential conflicts of interest relating to this contract. |
4.4 Insurance requirements

The appointed supplier will be required to maintain appropriate levels of insurance in a number of areas. Please complete the enclosed table and supply copies of relevant policies as appropriate:

<table>
<thead>
<tr>
<th>Area</th>
<th>Level of cover expected</th>
<th>Level of cover currently held</th>
<th>Level of cover to be provided</th>
<th>Further details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public liability</td>
<td>£10m</td>
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<tr>
<td>Employer’s liability</td>
<td>£5m</td>
<td></td>
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<tr>
<td>Professional Indemnity</td>
<td>£5m</td>
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Please note that the insurance cover detailed above needs to be in place before activities commence in pursuance of the services required and will not be considered as part of the costs under the contract between LV and the selected supplier.

4.5 Health and Safety

The appointed Tenderer will be required to ensure that all elements of your services are planned and implemented in accordance with best practice set out in the Health and Safety Executive (HSE) Event Safety Guide (the ‘Purple Guide’) and other such guidance appropriate to your business, and to provide a specific detailed risk assessment of all Health and Safety issues associated with the service.

Please confirm your acceptance of this.

4.6 Business Continuity

The appointed supplier will be required to have in place suitable plan. Please provide a copy of your organisation’s business continuity plan ("BCP") and specifically state how this would be applicable to the service requirements of LV.
Appendix 1 – Terms & Conditions

This appendix contains the terms of LV’s standard Terms & Conditions for services.

By submitting a Response, the Tenderer is agreeing to be bound by the terms of this ITT and the agreements save as in relation to those areas of the agreements specifically highlighted in the response to Appendix 2. As such, if the terms of the agreements render proposals in the Tenderer’s Response unworkable, the Tenderer must submit full details of the unworkable/unacceptable provisions within the Agreement by completing the Legal Comments Table attached at Appendix 2.

Following receipt of this Response, LV will consider whether any amendment to the Agreement is required. Any amendments will be published through a Clarifications Log and will apply to all Tenderers. Where both the amendment and the original drafting are acceptable and workable to LV, LV will publish the amendment as an alternative to the original drafting. In this case, Tenderer’s should indicate if they prefer the amendment; otherwise the original drafting will apply. Any amendments which are proposed, but not approved by LV through this process, will not be acceptable and may be construed as a rejection of the terms of the Agreement leading to the disqualification of the tender.
Appendix 2 – Legal Comments Table

<table>
<thead>
<tr>
<th>Clause/Paragraph /Schedule</th>
<th>Summary of Issue</th>
<th>Suggested Revisions</th>
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