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Tender

Business Support Consultancy Panel DPS

Telford and Wrekin Council

F02: Contract notice

Notice identifier: 2024/S 000-007629

Procurement identifier (OCID): ocids-h6vhtk-044721

Published 11 March 2024, 10:15am

The closing date and time has been changed to:

26 October 2028, 5:00pm

See the [change notice](#).

Section I: Contracting authority

I.1) Name and addresses

Telford and Wrekin Council

Darby House, Lawn Central

Telford

TF3 4JA

Contact

Erica Sherry

Email

erica.sherry@telford.gov.uk

Telephone

+44 1952367589

Country

United Kingdom

NUTS code

UKG21 - Telford and Wrekin

Internet address(es)

Main address

www.telford.gov.uk

Buyer's address

<https://in-tendhost.co.uk/telford.aspx/home>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://in-tendhost.co.uk/telford.aspx/home>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://in-tendhost.co.uk/telford.aspx/home>

Tenders or requests to participate must be submitted to the above-mentioned address

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Business Support Consultancy Panel DPS

Reference number

TWC000062

II.1.2) Main CPV code

- 79410000 - Business and management consultancy services

II.1.3) Type of contract

Services

II.1.4) Short description

The proposed programme of support (1:1 and 1:many) funded via the UK Shared Prosperity Fund and the Department of Business, Innovation and Skills, will continue to build on the work of 3 successful BEIS funded 121 programmes and past 'Growth Hub Guru' workshop programmes. It is the Council's intention to establish a panel of consultants who will deliver 121 specialist support to a wide range of trading businesses from new start ups through to those with growth aspirations. The scheme will run from mid June 2023 to complete by March 2025. The 1:1 consultancy support will be fully funded to participating SME businesses and will aim to support businesses with the delivery of their aspirations through practical support. However, there will be two other support focuses namely increasing business resilience and to support productivity improvements.

II.1.5) Estimated total value

Value excluding VAT: £165,000

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

II.2) Description

II.2.1) Title

Lot 1: Gateway workshops

Lot No

Lot 1: Gateway workshops

II.2.2) Additional CPV code(s)

- 72224000 - Project management consultancy services

II.2.3) Place of performance

NUTS codes

- UKG21 - Telford and Wrekin

II.2.4) Description of the procurement

It is intended that "hot" topics or other pertinent issues will be identified and small events or workshops will be held that focus on the subject matter. These workshops will be delivered mainly online due to not having a designated events space for in person workshops. However opportunities may arise for in person workshops if event space becomes available at no charge. They will act as a gateway to further support from the Team – whether that be from the 121 consultancy programme or anything else that may be relevant. There will be an expectation that approved panel members will work with the Invest Telford team when requested, to identify topics for workshops based on known demand from businesses. Workshops are charged by the hour (hourly rate is £125) invoices will include costs for delivery time and in certain circumstances 'prep time' – prep time is defined as the creation of a new workshop topic at the request of the event organiser or the significant amendment of an existing workshop topic. The inclusion of prep time is at the agreement of the Project Manager. When the workshop is delivered virtually it takes the following format; •Maximum length for an online workshop is 2 hours •Course materials/presentations must be provided by consultants •If you decide that the workshop would be supported by the provision of handouts/accompanying documents – then this is included in the core delivery time cost and cannot be paid for separately or in addition to. •The consultant will host the

workshop via their chosen platform and provide the joining instructions to the event organiser so they can be sent out to attendees the day before the event is scheduled. •The event organiser will attend the beginning of workshops to welcome and promote Invest Telford business services. •Feedback forms will be issues via email by the event organiser

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £30,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

22

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

There is no guarantee of the volume of work, or if call-off contracts will be awarded for any or all Lots, during the lifetime of the DPS

II.2) Description

II.2.1) Title

Lot 2: General - Multi-disciplinary

Lot No

Lot 2: General - Multi-disciplinary

II.2.2) Additional CPV code(s)

- 72224000 - Project management consultancy services

II.2.3) Place of performance

NUTS codes

- UKG21 - Telford and Wrekin

II.2.4) Description of the procurement

Description of procurement: This category is in place for businesses who have expressed a desire to grow or improve their practices but do not neatly fit into a specific support specialism. Therefore consultants applying to deliver this Lot will need to have a wide ranging knowledge across all areas of the business and do a level of diagnostic work to see what is needed. Support Activities could therefore include business planning, high level financial planning (non accountancy accredited) e.g. looking at pricing, existing financial forecasts and budget. As well as sales and marketing strategy and other operational areas of the business.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £16,875

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

22

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

There is no guarantee of the volume of work, or if call-off contracts will be awarded for any or all Lots, during the lifetime of the DPS

II.2) Description

II.2.1) Title

Lot 3: Financial Planning & Accessing Finance

Lot No

Lot 3: Financial Planning & Accessing Finance

II.2.2) Additional CPV code(s)

- 72224000 - Project management consultancy services

II.2.3) Place of performance

NUTS codes

- UKG21 - Telford and Wrekin

II.2.4) Description of the procurement

Financial planning support provided under this Lot would be from certified Accountants to offer specialist financial advice and guidance on detailed forecasting and budgeting. Accessing finance advice and guidance can be provided by any consultant or broker that can demonstrate expertise and knowledge in this area as part of the process. As well as other finance options they will need to understand the grants that are available locally and refer these to Invest Telford Team where appropriate.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £16,875

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

22

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

There is no guarantee of the volume of work, or if call-off contracts will be awarded for any or all Lots, during the lifetime of the DPS

II.2) Description

II.2.1) Title

Lot 4: Social enterprise and CICs

Lot No

Lot 4: Social enterprise and CICs

II.2.2) Additional CPV code(s)

- 72224000 - Project management consultancy services

II.2.3) Place of performance

NUTS codes

- UKG21 - Telford and Wrekin

II.2.4) Description of the procurement

Consultant that specialises in Social Enterprises and CICs – support could include:-a. Providing advice and guidance to an existing trading business that wants to set up as a Social Enterprise or CICb. Providing guidance on sources of finance open to Social Enterprises and CICsc. Helping business owners understand more about what it means to be a social business.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £16,875

II.2.7) Duration of the contract, framework agreement or dynamic purchasing

system

Duration in months

22

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

There is no guarantee of the volume of work, or if call-off contracts will be awarded for any or all Lots, during the lifetime of the DPS

II.2) Description

II.2.1) Title

Lot 5: Digital - Supporting businesses to get online

Lot No

Lot 5: Digital - Supporting businesses to get online

II.2.2) Additional CPV code(s)

- 72224000 - Project management consultancy services

II.2.3) Place of performance

NUTS codes

- UKG21 - Telford and Wrekin

II.2.4) Description of the procurement

a. Advice and guidance on the creation of new websites or improvement of existing
b. Digital marketing and social media
c. Advice on the creation of apps or similar
d. Advice on staying safe online - cyber security

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £16,875

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

22

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

There is no guarantee of the volume of work, or if call-off contracts will be awarded for any or all Lots, during the lifetime of the DPS

II.2) Description

II.2.1) Title

Lot 6: Digital - Implementation of systems

Lot No

Lot 6: Digital - Implementation of systems

II.2.2) Additional CPV code(s)

- 72224000 - Project management consultancy services

II.2.3) Place of performance

NUTS codes

- UKG21 - Telford and Wrekin

II.2.4) Description of the procurement

- a. Advice and guidance on implementing CRMS, new stock control systems or other relevant digital systems
- b. Advice on moving towards systems certifications

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £16,875

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

22

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

There is no guarantee of the volume of work, or if call-off contracts will be awarded for any or all Lots, during the lifetime of the DPS

II.2) Description

II.2.1) Title

Lot 7: Operational effectiveness

Lot No

Lot 7: Operational effectiveness

II.2.2) Additional CPV code(s)

- 72224000 - Project management consultancy services

II.2.3) Place of performance

NUTS codes

- UKG21 - Telford and Wrekin

II.2.4) Description of the procurement

Advice and guidance on the implementation of relevant new processes and systems to increase efficiency and effectiveness. This activity may specifically support effective Supply Chain Management for example when the new process and systems relate to the flow of goods, data, and finances related to a product or service, from the procurement of raw materials to the delivery of the product at its final destination.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £16,875

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

22

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

There is no guarantee of the volume of work, or if call-off contracts will be awarded for any or all Lots, during the lifetime of the DPS

II.2) Description

II.2.1) Title

Lot 8: Sales and Marketing

Lot No

Lot 8: Sales and Marketing

II.2.2) Additional CPV code(s)

- 72224000 - Project management consultancy services

II.2.3) Place of performance

NUTS codes

- UKG21 - Telford and Wrekin

II.2.4) Description of the procurement

a. Advice and guidance on improved sales techniques to increase turnover
b. Advice and guidance on marketing practices
c. Creation of sales and marketing strategies
Please note that all activities delivered through this Lot must upskill the business owner and isn't hours of time to deliver specific marketing work or campaigns.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £16,875

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

22

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

There is no guarantee of the volume of work, or if call-off contracts will be awarded for any or all Lots, during the lifetime of the DPS

II.2) Description

II.2.1) Title

Lot 9: Energy Efficiency and Sustainability

Lot No

Lot 9: Energy Efficiency and Sustainability

II.2.2) Additional CPV code(s)

- 72224000 - Project management consultancy services

II.2.3) Place of performance

NUTS codes

- UKG21 - Telford and Wrekin

II.2.4) Description of the procurement

Helping businesses reduce their environmental impact and work towards being carbon neutral; Specific activities could include; a. Guidance to understand environmental legal obligations. b. Provision of an environmental action plan consisting of short and long-term goals. c. Analysis of the initial environmental action plan and research further optional solutions (guidance, funding, other support channels). d. 1-2-1 support on how to get started with the environmental action plan. e. A carbon foot printing advisory session could be included if the businesses wanted to calculate this.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £16,875

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

22

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

There is no guarantee of the volume of work, or if call-off contracts will be awarded for any or all Lots, during the lifetime of the DPS

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

During the application process for the 1:1 consultancy support, the business will be asked to identify outcomes from the list below, which are "outcome targets" for the programme that the project they are looking to undertake can contribute. These will be tracked and reviewed from the CRM system.

Outcome	Programme Target	Jobs Created	98Jobs Safeguarded	No. of new businesses created	Number of businesses introducing new products to the firm	Number of businesses adopting new technologies or processes	Number of businesses with improved productivity	Number of businesses engaged in new markets
The application process will also seek to identify other outcomes that will be bespoke to the business as a consequence of the support such as improved ability to plan strategically to more effectively market their business, increasing revenue, upskilled staff or owner etc. Businesses will then be followed up after completion of the project to report on and supply evidence								

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Restricted procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the setting up of a dynamic purchasing system

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.2) Time limit for receipt of tenders or requests to participate

Originally published as:

Date

31 March 2025

Local time

5:00pm

Changed to:

Date

26 October 2028

Local time

5:00pm

See the [change notice](#).

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Tender must be valid until: 1 April 2025

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

The funding is from the UK Shared Prosperity Fund:UK Shared Prosperity Fund (UKSPF), succeeds the old EU structural funds. This money will go straight to local places right across England, Scotland, Wales and Northern Ireland to invest in three local priorities; communities and place, support for local businesses and people and skills.And the Government Department called Department for Business, Energy and Industrial Strategy.The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement.

VI.4) Procedures for review

VI.4.1) Review body

Telford and Wrekin Council

Darby House, Lawn Central

Telford

TF3 4JA

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

Telford and Wrekin Council

Darby House, Lawn Central

Telford

TF3 4JA

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Service from which information may be obtained: Telford and Wrekin Council