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Tender

## **Business Support Services Framework Agreement**

The Highland Council

F02: Contract notice

Notice identifier: 2023/S 000-009626

Procurement identifier (OCID): ocds-h6vhtk-03b820

Published 3 April 2023, 11:46am

The closing date and time has been changed to:

**12 May 2023, 12:00pm**

See the [change notice](#).

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

The Highland Council

Council Headquarters, Glenurquhart Road

Inverness

IV3 5NX

#### **Email**

[gordon.duncan@highland.gov.uk](mailto:gordon.duncan@highland.gov.uk)

#### **Telephone**

+44 1463702670

**Country**

United Kingdom

**NUTS code**

UKM6 - Highlands and Islands

**Internet address(es)**

Main address

<http://www.highland.gov.uk/>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA00045](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00045)

**I.2) Information about joint procurement**

The contract is awarded by a central purchasing body

**I.3) Communication**

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

<https://www.publictendersscotland.publiccontractsscotland.gov.uk/esop/pts-host/public/pts/web/login.html>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.publictendersscotland.publiccontractsscotland.gov.uk/esop/pts-host/public/pts/web/login.html>

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

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Business Support Services Framework Agreement

Reference number

HC/IEE/BSS/2023

#### **II.1.2) Main CPV code**

- 79411100 - Business development consultancy services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

The Highland Council Business Gateway Service would like to invite suitably experienced organisations to tender for inclusion on a multi supplier Framework Agreement for delivery of a comprehensive range of business support services to local Micro and Small to Medium Enterprises (SMEs).

#### **II.1.5) Estimated total value**

Value excluding VAT: £300,000

#### **II.1.6) Information about lots**

This contract is divided into lots: Yes

Tenders may be submitted for maximum number of lots

8

Maximum number of lots that may be awarded to one tenderer: 3

## **II.2) Description**

### **II.2.1) Title**

LOT4 Specialist business support: Legal/Property/ Intellectual Property

Lot No

4

### **II.2.2) Additional CPV code(s)**

- 79410000 - Business and management consultancy services
- 79411100 - Business development consultancy services
- 79900000 - Miscellaneous business and business-related services
- 79400000 - Business and management consultancy and related services
- 80000000 - Education and training services
- 79996000 - Business organisation services

### **II.2.3) Place of performance**

NUTS codes

- UKM6 - Highlands and Islands

### **II.2.4) Description of the procurement**

This Lot shall include company structure advice, property/premises legislation and copyright law.

Format of delivery: One to One, Webinars & Workshops (on-site)

### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 80

Price - Weighting: 20

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

Extension of up to 12 months

#### **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) Description**

#### **II.2.1) Title**

LOT1 General Start-Up

Lot No

1

#### **II.2.2) Additional CPV code(s)**

- 79410000 - Business and management consultancy services
- 79411100 - Business development consultancy services
- 79900000 - Miscellaneous business and business-related services
- 79400000 - Business and management consultancy and related services
- 80000000 - Education and training services
- 79996000 - Business organisation services

#### **II.2.3) Place of performance**

NUTS codes

- UKM6 - Highlands and Islands

#### **II.2.4) Description of the procurement**

This Lot shall include entry level start-up workshops and Webinars and shall focus on business structure, cashflow, funding, business planning, advice on tax, marketing, and HR.

Format of delivery: Webinars & Workshops (on-site)

#### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 80

Price - Weighting: 20

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

Extension Possible for 12 months

#### **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) Description**

### **II.2.1) Title**

LOT2 Specialist business support: HR/employee development/wellbeing/environmental

Lot No

2

### **II.2.2) Additional CPV code(s)**

- 79410000 - Business and management consultancy services
- 79411100 - Business development consultancy services
- 79900000 - Miscellaneous business and business-related services
- 79400000 - Business and management consultancy and related services
- 80000000 - Education and training services
- 79996000 - Business organisation services

### **II.2.3) Place of performance**

NUTS codes

- UKM6 - Highlands and Islands

### **II.2.4) Description of the procurement**

This Lot shall include support with employment legislation advice, continual personal development, mental health programmes, physical activity, and workplace health promotion.

Format of delivery: One to One, Webinars & Workshops (on-site)

### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 80

Price - Weighting: 20

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

Extension for up to 12 months

#### **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) Description**

#### **II.2.1) Title**

LOT3 Specialist business support: Finance/Business Planning

Lot No

3

#### **II.2.2) Additional CPV code(s)**

- 79410000 - Business and management consultancy services
- 79411100 - Business development consultancy services
- 79900000 - Miscellaneous business and business-related services
- 79400000 - Business and management consultancy and related services
- 80000000 - Education and training services
- 79996000 - Business organisation services



### **II.2.3) Place of performance**

NUTS codes

- UKM6 - Highlands and Islands

### **II.2.4) Description of the procurement**

This Lot shall include support with business plans and profit and loss accounts.

Format of delivery: One to One, Webinars & Workshops (on-site)

### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 80

Price - Weighting: 20

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

Extension of up to 12 months

### **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) Description**

### **II.2.1) Title**

LOT5 Specialist business support: Marketing

Lot No

5

### **II.2.2) Additional CPV code(s)**

- 79410000 - Business and management consultancy services
- 79411100 - Business development consultancy services
- 79900000 - Miscellaneous business and business-related services
- 79400000 - Business and management consultancy and related services
- 80000000 - Education and training services
- 79996000 - Business organisation services

### **II.2.3) Place of performance**

NUTS codes

- UKM6 - Highlands and Islands

### **II.2.4) Description of the procurement**

This Lot shall include support with branding, product labelling, graphic design, advertising/messaging.

Format of delivery: One to One, Webinars & Workshops (on-site)

### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 80

Price - Weighting: 20

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

Extension of up to 12 months

#### **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) Description**

#### **II.2.1) Title**

LOT6 Specialist business support: Procurement

Lot No

6

#### **II.2.2) Additional CPV code(s)**

- 79410000 - Business and management consultancy services
- 79411100 - Business development consultancy services
- 79900000 - Miscellaneous business and business-related services
- 79400000 - Business and management consultancy and related services
- 80000000 - Education and training services
- 79996000 - Business organisation services

#### **II.2.3) Place of performance**

NUTS codes

- UKM6 - Highlands and Islands

#### **II.2.4) Description of the procurement**

This Lot shall include support and advice for tendering contracts including the use of Public Contracts Scotland and supply chain development. This is one to one support and also one to many through workshops/webinars.

Format of delivery: One to One, Webinars & Workshops (on-site)

#### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 80

Price - Weighting: 20

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

Extension of up to 12 months

#### **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) Description**

### **II.2.1) Title**

LOT7 Specialist business support: Energy efficiencies/ Net Zero

Lot No

7

### **II.2.2) Additional CPV code(s)**

- 79410000 - Business and management consultancy services
- 79411100 - Business development consultancy services
- 79900000 - Miscellaneous business and business-related services
- 79400000 - Business and management consultancy and related services
- 80000000 - Education and training services
- 79996000 - Business organisation services

### **II.2.3) Place of performance**

NUTS codes

- UKM6 - Highlands and Islands

### **II.2.4) Description of the procurement**

This lot shall include advice and support to help a business make progress towards net zero emissions. This support and advice could cover heating, ventilation, and air conditioning.

Renewable heat technologies, heating and ventilation, LED lighting, solar panels. Waste Minimisation, Recovery and Reprocessing

### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 80

Price - Weighting: 20

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

Extension of up to 12 months

#### **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) Description**

#### **II.2.1) Title**

LOT8 Digital services/Information solutions and technology

Lot No

8

#### **II.2.2) Additional CPV code(s)**

- 79411100 - Business development consultancy services
- 79410000 - Business and management consultancy services
- 79900000 - Miscellaneous business and business-related services
- 79400000 - Business and management consultancy and related services
- 80000000 - Education and training services
- 79996000 - Business organisation services

### **II.2.3) Place of performance**

NUTS codes

- UKM6 - Highlands and Islands

### **II.2.4) Description of the procurement**

This Lot shall include support with social media and digital solutions.

Format of delivery: One to One, Webinars & Workshops (on-site)

### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 80

Price - Weighting: 20

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

Extension of up 12 Months

### **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

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.2) Economic and financial standing**

List and brief description of selection criteria

Tenderers must have a minimum:

5,000,000 GBP Employers Liability Insurance (where applicable),

5,000,000 GBP Public Liability Insurance and;

1,000,000 GBP Professional Indemnity Insurance.

The Council will use an independent credit scoring organisation, namely CreditSafe, to conduct appropriate financial probity checks.

Minimum level(s) of standards possibly required

5,000,000 GBP Employers Liability Insurance (where applicable),

5,000,000 GBP Public Liability Insurance and;

1,000,000 GBP Professional Indemnity Insurance.

If the Credit Report of any Tenderer contains a risk rating between Very High Risk – Moderate Risk, Tenderers will be given an opportunity to provide additional information which will be taken into account during the Council's assessment.

#### **III.1.3) Technical and professional ability**

List and brief description of selection criteria

2 Examples of providing an equivalent service during the last three years for each Lot tendered.

Minimum level(s) of standards possibly required

2 Examples of providing an equivalent service during the last three years for each Lot bid.

### **III.2) Conditions related to the contract**

#### **III.2.3) Information about staff responsible for the performance of the contract**



Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Open procedure

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

The procurement involves the establishment of a framework agreement

Framework agreement with several operators

#### **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

4 May 2023

Local time

12:00pm

Changed to:

Date

12 May 2023

Local time

12:00pm

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**

Duration in months: 3 (from the date stated for receipt of tender)

#### **IV.2.7) Conditions for opening of tenders**

Date

4 May 2023

Local time

12:00pm

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.2) Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

### **VI.3) Additional information**

The buyer is using PCS-Tender to conduct this ITT exercise. The Project code is 23895.  
For more information see:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2343>

Community benefits are included in this requirement. For more information see:

<https://www.gov.scot/policies/public-sector-procurement/community-benefits-in-procurement/>

A summary of the expected community benefits has been provided as follows:

The Council aims to act as a role model within the public sector, by carrying out its activities in a responsible and sustainable manner, considering how it can improve the economic, social and environmental wellbeing of the area.

The following Community Benefits have been identified as proportionate and relevant in relation to this contract:

i. Environmental/ Air quality/reduction of harmful emissions/reduction of waste and packaging

ii. Prompt Payment In the Supply Chain)

(SC Ref:727949)

## **VI.4) Procedures for review**

### **VI.4.1) Review body**

Local Sheriff Court

Inverness

Country

United Kingdom