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Contract

## **Expert Help Management Consultancy**

South of Scotland Enterprise Agency

F03: Contract award notice

Notice identifier: 2021/S 000-019686

Procurement identifier (OCID): ocds-h6vhtk-02afa1

Published 13 August 2021, 10:15am

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

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

South of Scotland Enterprise Agency

Carmont House, The Crichton, Bankend Road

Dumfries

DG1 4TA

#### **Contact**

Kirsty McVeigh

#### **Email**

[kirsty.mcveigh@sose.scot](mailto:kirsty.mcveigh@sose.scot)

#### **Telephone**

+44 1750535842

#### **Country**

United Kingdom

**NUTS code**

UK - United Kingdom

**Internet address(es)**

Main address

<https://www.southofscotlandenterprise.com>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA30448](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA30448)

**I.4) Type of the contracting authority**

Regional or local Agency/Office

**I.5) Main activity**

Economic and financial affairs

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## **Section II: Object**

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

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

Expert Help Management Consultancy

Reference number

SOSE026

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

- 66171000 - Financial consultancy services

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

Services

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

The South of Scotland Enterprise Agency (SOSE) are undertaking a tender process to identify and appoint a ranked framework contract of Service Provider(s) covering all aspects of Operations-specific consultancy requirements for SME's within the South of Scotland (Scottish Borders and Dumfries and Galloway) area. This contract will be divided into Lots as follows:

Lot 1 - Strategy/Marketing & Communications

Lot 2 - HR & Workforce Development

Lot 3 - Innovation & Business Improvement

Lot 4 - ICT/Digital

Lot 5 - Low Carbon/Net Zero

Lot 6 - International Trade

Suppliers can bid for one, all or a mixture of the Lots.

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

This contract is divided into lots: Yes

### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £708,000

## **II.2) Description**

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

Strategy/Marketing & Communications

Lot No

1

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

- 79342000 - Marketing services
- 79340000 - Advertising and marketing services

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

NUTS codes

- UKM9 - Southern Scotland

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

1-2-1 Engagement:

- Strategic Review: Includes high level business planning, strategic reviews, 1-2-1 engagement with leadership teams, post covid recovery planning

- Financial review: 1-2-1 engagement, Includes models, systems and reporting, strategic reviews of complex opportunities and taxation

- Access to finance: 1-2-1 Includes shaping prospectus for approach to funders. Complementing investor readiness and the SIB resource as appropriate

- Sales and marketing: Includes market assessment, domestic and international marketing

Expert Help Surgeries:

- Surgeries offering business 1.5 hour of expert help on strategy/Communications and Marketing

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

Quality criterion - Name: Conflict of Interest / Weighting: Pass/Fail

Quality criterion - Name: Cyber Security / Weighting: Pass/Fail

Quality criterion - Name: Technical / Weighting: 70

Price - Weighting: 30

### **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**

HR & Workforce Development

Lot No

2

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

- 79414000 - Human resources management consultancy services

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

NUTS codes

- UKM9 - Southern Scotland

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

1-2-1 Engagement:

-Human Resources: Includes employment and employee development

- HR policy, planning and practice: Review employee engagement, wellbeing, Skills

analysis and succession planning

- Workplace culture Review: Help leadership teams to develop longer term workforce plans. Guidance on developing company structure

Expert Help Surgeries:

- Surgeries offering business 1.5 hour of expert help on strategy/Communications and Marketing

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

Quality criterion - Name: Conflict of Interest / Weighting: Pass/Fail

Quality criterion - Name: Cyber Security / Weighting: Pass/Fail

Quality criterion - Name: Technical / Weighting: 70

Price - Weighting: 30

### **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**

Innovation & Business Improvement

Lot No

3

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

- 73000000 - Research and development services and related consultancy services
- 71317210 - Health and safety consultancy services

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

NUTS codes

- UKM9 - Southern Scotland

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

1-2-1 Engagement:

- New product development: Intensive sessions with business owners and leaderships team
- Process review: Includes areas of business improvement, operational, health & safety
- Research & Development: Includes helping prepare for R&D
- Governance: Includes board development, legal structure, new delivery/business

models, collaboration

- Intellectual Property: Includes Trademarks, Copyright, Registered Design and Patent advice
- Change Management: Working directly with organisations to assist through a period of change, this be ownership, manufacturing methods or major staffing changes for example

Expert Help Surgeries:

- Surgeries offering business 1.5 hour of expert help on strategy/Communications and Marketing

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

Quality criterion - Name: Conflict of Interest / Weighting: Pass/Fail

Quality criterion - Name: Cyber Security / Weighting: Pass/Fail

Quality criterion - Name: Technical / Weighting: 70

Price - Weighting: 30

### **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**

ICT/Digital

Lot No

4

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

- 72223000 - Information technology requirements review services
- 72222000 - Information systems or technology strategic review and planning services

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

NUTS codes

- UKM9 - Southern Scotland

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

1-2-1 Engagement:

- Digital Boost Delivery: Digital Boost will give direct assistance businesses in South of Scotland Region with up to 21 hours of 1-2-1 support and consultancy to raise their skills and knowledge levels, so they adopt and optimise the use of digital technology.

- Strategic Review: To complement and add value to the Digital Boost Delivery - Includes high level business planning and 1-2-1 engagement with leadership teams

Expert Help Surgeries:

- Surgeries offering business 1.5 hour of expert help on strategy/Communications and Marketing

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

Quality criterion - Name: Conflict of Interest / Weighting: Pass/Fail

Quality criterion - Name: Cyber Security / Weighting: Pass/Fail

Quality criterion - Name: Technical / Weighting: 70

Price - Weighting: 30

### **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**

Low Carbon/Net Zero

Lot No

5

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

- 90700000 - Environmental services
- 80540000 - Environmental training services

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

NUTS codes

- UKM9 - Southern Scotland

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

1-2-1 Engagement:

- Environmental Impact Reports: Includes high level environmental Impact diagnostics
- Environmental Reviews: Reviewing operations, benchmarking, and action plans

Expert Help Surgeries:

- Surgeries offering business 1.5 hour of expert help on strategy/Communications and Marketing

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

Quality criterion - Name: Conflict of Interest / Weighting: Pass/Fail

Quality criterion - Name: Cyber Security / Weighting: Pass/Fail

Quality criterion - Name: Technical / Weighting: 70

Price - Weighting: 30

### **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**

International Trade

Lot No

6

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

- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security

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

NUTS codes

- UKM9 - Southern Scotland

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

1-2-1 Engagement:

- New Market Development: Strategic Intensive sessions with business owners and leaderships team
- Strategic Review: Includes high level business planning and 1-2-1 engagement with leadership teams
- Access to finance: Includes shaping prospectus for approach to funders. Complementing investor readiness and the SIB resource as appropriate
- Sales and marketing: Includes market assessment, domestic and international marketing

Expert Help Surgeries:

- Surgeries offering business 1.5 hour of expert help on strategy/Communications and Marketing

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

Quality criterion - Name: Conflict of Interest / Weighting: Pass/Fail

Quality criterion - Name: Cyber Security / Weighting: Pass/Fail

Quality criterion - Name: Technical / Weighting: 70

Price - Weighting: 30

#### **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 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

#### **IV.1.6) Information about electronic auction**

An electronic auction will be used

#### **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.2.1) Previous publication concerning this procedure**

Notice number: [2021/S 000-010288](#)

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## **Section V. Award of contract**

### **Lot No**

1

### **Title**

Strategy/Marketing & Communications

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

5 August 2021

**V.2.2) Information about tenders**

Number of tenders received: 14

Number of tenders received from SMEs: 13

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 14

The contract has been awarded to a group of economic operators: Yes

**V.2.3) Name and address of the contractor**

Become Interactive Ltd

0/1, 36 Polwarth Street

Glasgow

G12 9TX

Telephone

+44 1415856333

Country

United Kingdom

NUTS code

- UKM82 - Glasgow City

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

Business & Tourism Solutions Ltd

23 Stafford Street

Edinburgh

EH3 7BJ

Telephone

+44 7909915196

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

**V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £708,000

**V.2.5) Information about subcontracting**

The contract is likely to be subcontracted

## **Section V. Award of contract**

### **Lot No**

2

### **Title**

HR & Workforce Development

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

5 August 2021

#### **V.2.2) Information about tenders**

Number of tenders received: 12

Number of tenders received from SMEs: 11

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 12

The contract has been awarded to a group of economic operators: Yes

#### **V.2.3) Name and address of the contractor**

Arena HR Ltd

Ingram Enterprise Centre,, John Finnie Street

Kilmarnock

KA1 1DD

Telephone

+44 7805332236

Country

United Kingdom

NUTS code

- UKM93 - East Ayrshire and North Ayrshire mainland

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

Connect Three Solutions

Second Floor, Rogart Street Campus, 4 Rogart Street

Glasgow

G40 2AA

Telephone

+44 7835662365

Country

United Kingdom

NUTS code

- UKM82 - Glasgow City

The contractor is an SME

Yes

**V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £708,000

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## **Section V. Award of contract**

### **Lot No**

3

### **Title**

Innovation & Business Improvement

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

5 August 2021

#### **V.2.2) Information about tenders**

Number of tenders received: 10

Number of tenders received from SMEs: 10

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 10

The contract has been awarded to a group of economic operators: Yes

#### **V.2.3) Name and address of the contractor**

The Leadership Factory

Springfield House, Laurelhill Business Park

Stirling

FK7 9JQ

Telephone

+44 7885477823

Country

United Kingdom

NUTS code

- UKM77 - Perth & Kinross and Stirling

The contractor is an SME

Yes

### **V.2.3) Name and address of the contractor**

Quarter Past Five Ltd

20 Paidmyre Road, Newton Mearns

Glasgow

G77 5AJ

Telephone

+44 7779352007

Country

United Kingdom

NUTS code

- UKM83 - Inverclyde, East Renfrewshire and Renfrewshire

The contractor is an SME

Yes

### **V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £708,000

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## **Section V. Award of contract**

### **Lot No**

4

### **Title**

ICT/Digital

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

5 August 2021

#### **V.2.2) Information about tenders**

Number of tenders received: 7

Number of tenders received from SMEs: 7

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 7

The contract has been awarded to a group of economic operators: Yes

#### **V.2.3) Name and address of the contractor**

Become Interactive Ltd

0/1, 36 Polwarth Street

Glasgow

G12 9TX

Telephone

+44 1415856333

Country

United Kingdom

NUTS code

- UKM82 - Glasgow City

The contractor is an SME

Yes

### **V.2.3) Name and address of the contractor**

Targeting Innovation Limited

Registered Office: Aberdeen Considine Secretarial Services Limited, 5-9 Bon Accord Crescent

Aberdeen

AB11 6DN

Telephone

+44 1412486516

Fax

+44 1412485374

Country

United Kingdom

NUTS code

- UKM82 - Glasgow City

The contractor is an SME

Yes

**V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £708,000

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**Section V. Award of contract**

**Lot No**

5

**Title**

Low Carbon/Net Zero

A contract/lot is awarded: Yes

**V.2) Award of contract**

**V.2.1) Date of conclusion of the contract**

5 August 2021

**V.2.2) Information about tenders**

Number of tenders received: 7

Number of tenders received from SMEs: 7

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 7

The contract has been awarded to a group of economic operators: Yes

**V.2.3) Name and address of the contractor**

Zoe Stirton

45 Nungate Gardens

Haddington

EH41 4EE

Telephone

+44 7906016155

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

### **V.2.3) Name and address of the contractor**

Mabbett & Associates Ltd (Main Quick Quote Contact)

Mabbett House, 11 Sandyford Place

Glasgow

G3 7NB

Telephone

+44 1412272300

Fax

+44 1412272301

Country

United Kingdom

NUTS code

- UKM82 - Glasgow City

The contractor is an SME

Yes

**V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £708,000

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**Section V. Award of contract**

**Lot No**

6

**Title**

International Trade

A contract/lot is awarded: Yes

**V.2) Award of contract**

**V.2.1) Date of conclusion of the contract**

5 August 2021

**V.2.2) Information about tenders**

Number of tenders received: 7

Number of tenders received from SMEs: 7

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 7

The contract has been awarded to a group of economic operators: Yes

**V.2.3) Name and address of the contractor**

strategem

1 Woodside Terrace, Glasgow

Glasgow

G3 7UY

Telephone

+44 1413312991

Fax

+44 1413324982

Country

United Kingdom

NUTS code

- UKM9 - Southern Scotland

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

Business & Tourism Solutions Ltd

23 Stafford Street

Edinburgh

EH3 7BJ

Telephone

+44 7909915196

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

#### **V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £708,000

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## **Section VI. Complementary information**

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

In order to participate, bidders should register, for free, on the PCS website ([www.publiccontractsscotland.gov.uk](http://www.publiccontractsscotland.gov.uk)), and record their interest in this contract and download and complete all relevant documentation.

Tenders must be submitted via the PCS postbox and must be received by the published deadline. Late tenders will not be accepted. SOSE will reject any submissions received after the deadline. Email or hard copy responses will not be accepted.

PCS also gives bidders access to a Question & Answer facility which allows queries to be submitted (anonymously), and answers published and shared with all potential bidders.

This Framework will be non-exclusive i.e. SOSE reserves the right, in certain circumstances, to procure out with the Framework as and when required.

Suppliers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems.

Community benefits are included in this requirement. A summary of the expected community benefits is included in the Invitation to Tender.

Fair Work and Sustainability practices will be reviewed as part of this tender process.

(SC Ref:663270)

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

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

Dumfries Sheriff Court

Buccleuch Street

Dumfries

DG1 2AN

Telephone

+44 1387262334

Country

United Kingdom

**VI.4.2) Body responsible for mediation procedures**

Scottish Government Single Point of Enquiry

Procurement and Commercial Division, 7th Floor, 5 Atlantic Quay, 150 Broomielaw

Glasgow

G2 8LU

Email

[SPOEprocurement@scotland.gsi.gov.uk](mailto:SPOEprocurement@scotland.gsi.gov.uk)

Telephone

+44 1412425466

Country

United Kingdom

Internet address

[www.gov.scot/Topics/Government/Procurement/Selling/supplier-enquiries](http://www.gov.scot/Topics/Government/Procurement/Selling/supplier-enquiries)