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Contract

Business Support Services Framework Agreement

The Highland Council

F03: Contract award notice

Notice identifier: 2023/S 000-026390

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

Published 6 September 2023, 4:48pm

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

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

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

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 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 have created 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.1.6) Information about lots

This contract is divided into lots: Yes

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

Value excluding VAT: £300,000

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.2.11) 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.2.11) 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.2.11) 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.2.11) 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.2.11) 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.2.11) 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.2.11) 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

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.1.8) 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: [2023/S 000-009626](#)

Section V. Award of contract

Lot No

1

Title

LOT1 General Start-Up

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

7 August 2023

V.2.2) Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 4

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: 4

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

V.2.3) Name and address of the contractor

Eris Business Services

Altnacardich Woodland Office, Newtonhill,

Inverness

IV3 8RN

Telephone

+44 7764192503

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Caton Advisers Llp

272 Bath Street

Glasgow

G2 4JR

Telephone

+44 7808475782

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Third Sector Development Ltd

2/3, 48 West George Street

Glasgow

G2 1BP

Telephone

+44 1224014410

Country

United Kingdom

NUTS code

- UKM82 - Glasgow City

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Jeni Iannetta

Rowan Cottage

Muir of Ord

IV6 7TW

Telephone

+44 7522993839

Country

United Kingdom

NUTS code

- UKM61 - Caithness & Sutherland and Ross & Cromarty

The contractor is an SME

Yes

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

Total value of the contract/lot: £300,000

Section V. Award of contract

Lot No

2

Title

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

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

7 August 2023

V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 3

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: 3

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

Third Sector Development Ltd

2/3, 48 West George Street

Glasgow

G2 1BP

Telephone

+44 1224014410

Country

United Kingdom

NUTS code

- UKM82 - Glasgow City

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Jeni Iannetta

Rowan Cottage

Muir of Ord

IV6 7TW

Telephone

+44 7522993839

Country

United Kingdom

NUTS code

- UKM61 - Caithness & Sutherland and Ross & Cromarty

The contractor is an SME

Yes

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

Total value of the contract/lot: £300,000

Section V. Award of contract

Lot No

3

Title

LOT3 Specialist business support: Finance/Business Planning

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

2 August 2023

V.2.2) Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 4

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: 4

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

V.2.3) Name and address of the contractor

Caton Advisers Llp

272 Bath Street

Glasgow

G2 4JR

Telephone

+44 7808475782

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Watson Financial Management

Gharadail, Duror

Appin

PA38 4BW

Telephone

+44 7852505953

Country

United Kingdom

NUTS code

- UKM6 - Highlands and Islands

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Eris Business Services

Altnacardich Woodland Office, Newtonhill,

Inverness

IV3 8RN

Telephone

+44 7764192503

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

CJM Project Financial Management Ltd

AFM House, 6 Crofthead Road

Prestwick

KA9 1HW

Telephone

+44 1292671119

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: £300,000

Section V. Award of contract

Lot No

5

Title

LOT5 Specialist business support: Marketing

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

4 August 2023

V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 3

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: 3

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

V.2.3) Name and address of the contractor

Inspire IT Services Ltd

Inspire House, Lawgrove Place, Inveralmond Industrial Estate

Perth

PH1 3XQ

Telephone

+44 7776410777

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

J&G3 Ltd

30 East Kilbride Rd

Rutherglen

G73 5EB

Telephone

+44 7782560000

Country

United Kingdom

NUTS code

- UKM95 - South Lanarkshire

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Third Sector Development Ltd

2/3, 48 West George Street

Glasgow

G2 1BP

Telephone

+44 1224014410

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: £300,000

Section V. Award of contract

Lot No

6

Title

LOT6 Specialist business support: Procurement

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

31 July 2023

V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 2

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: 2

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

V.2.3) Name and address of the contractor

Beyond Procurement Ltd

Delmonn House, 36-38 Church Road

Burgess Hill

RH15 9AE

Telephone

+44 1444416529

Country

United Kingdom

NUTS code

- UKJ27 - West Sussex (South West)

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Third Sector Development Ltd

2/3, 48 West George Street

Glasgow

G2 1BP

Telephone

+44 1224014410

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: £300,000

Section V. Award of contract

Lot No

7

Title

LOT7 Specialist business support: Energy efficiencies/ Net Zero

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

3 August 2023

V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 2

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: 2

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

V.2.3) Name and address of the contractor

Beyond Procurement Ltd

Delmonn House, 36-38 Church Road

Burgess Hill

RH15 9AE

Telephone

+44 1444416529

Country

United Kingdom

NUTS code

- UKJ27 - West Sussex (South West)

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Arete Zero Carbon

First Floor, 14 Castle Street, Liverpool

Liverpool

L2 0NE

Telephone

+44 7543704878

Country

United Kingdom

NUTS code

- UKD72 - Liverpool

The contractor is an SME

Yes

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

Total value of the contract/lot: £300,000

Section V. Award of contract

Lot No

8

Title

LOT8 Digital services/Information solutions and technology

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

4 August 2023

V.2.2) Information about tenders

Number of tenders received: 5

Number of tenders received from SMEs: 5

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: 5

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

V.2.3) Name and address of the contractor

Inspire IT Services Ltd

Inspire House, Lawgrove Place, Inveralmond Industrial Estate

Perth

PH1 3XQ

Telephone

+44 7776410777

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

J&G3 Ltd

30 East Kilbride Rd

Rutherglen

G73 5EB

Telephone

+44 7782560000

Country

United Kingdom

NUTS code

- UKM95 - South Lanarkshire

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Modus (Scotland) Ltd

Gartmornhill Farm

Alloa

FK10 3AU

Telephone

+44 1259759000

Country

United Kingdom

NUTS code

- UKM72 - Clackmannanshire and Fife

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Third Sector Development Ltd

2/3, 48 West George Street

Glasgow

G2 1BP

Telephone

+44 1224014410

Country

United Kingdom

NUTS code

- UKM82 - Glasgow City

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Tuminds Ltd

70 Culduthel Road

Inverness

IV2 4HH

Telephone

+44 1463513965

Country

United Kingdom

NUTS code

- UKM62 - Inverness & Nairn and Moray, Badenoch & Strathspey

The contractor is an SME

Yes

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

Total value of the contract/lot: £300,000

Section VI. Complementary information

VI.3) Additional information

Whilst it states that each Lot has a value of 300,000 pounds, this figure is the total spend of all Lots together, not individually. The maximum spend under this Framework Agreement will therefore be approximately 300,000 pounds.

(SC Ref:743716)

VI.4) Procedures for review

VI.4.1) Review body

Local Sheriff Court

Inverness

Country

United Kingdom