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Tender

Business Support and Expert Help Services 2025–2029

North Lanarkshire Council
South Lanarkshire Council

F02: Contract notice

Notice identifier: 2024/S 000-031914

Procurement identifier (OCID): ocds-h6vhtk-0491dd

Published 4 October 2024, 2:37pm

Section I: Contracting authority

I.1) Name and addresses

North Lanarkshire Council

Civic Centre, Windmillhill Street

Motherwell

ML1 1AB

Email

corporateprocurement@northlan.gov.uk

Country

United Kingdom

NUTS code

UKM84 - North Lanarkshire

Internet address(es)

Main address

<https://www.northlanarkshire.gov.uk/>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00010

I.1) Name and addresses

South Lanarkshire Council

Council Headquarters, Almada Street

Hamilton

ML3 0AA

Email

procurement_service@southlanarkshire.gov.uk

Telephone

+44 1698454184

Country

United Kingdom

NUTS code

UKM95 - South Lanarkshire

Internet address(es)

Main address

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

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00410

I.2) Information about joint procurement

The contract involves joint procurement

I.3) Communication

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

<https://www.publictendersscotland.publiccontractsscotland.gov.uk>

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>

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 and Expert Help Services 2025–2029

Reference number

NLC-CPT-24-057

II.1.2) Main CPV code

- 79400000 - Business and management consultancy and related services

II.1.3) Type of contract

Services

II.1.4) Short description

North Lanarkshire Council (the “Council”) in partnership with South Lanarkshire Council (SLC) (and collectively known as the “Councils”) are seeking to appoint a range of skilled business Contractors across a variety of disciplines to deliver business support and expert help services for Lanarkshire based SME’s.

The Framework Agreement for Business Support and Expert Help Services 2025 – 2029 shall allow Lanarkshire based SMEs to receive:

- between one (1) and five (5) days “Expert Help Support”;
- access to various “Training and Support Workshops”; and / or
- access to “Specialist Support Surgeries”.

The main aim of the Framework Agreement is to ensure that suitably qualified consultants are available to provide Lanarkshire based SMEs with bespoke advice and support, focusing on sustainability and growth areas such as:

- reviewing existing processes, strategies, policies or plans;
- supporting businesses to improve these accordingly or to introduce new processes, strategies, policies or plans as required;
- Introduce new products or services; and
- Reach new markets

The overall objective of the Framework Agreement is to ensure Contractors deliver business support and expert help services which augment the core Business Gateway service and wider business support offerings, and which support businesses throughout Lanarkshire. The overarching aim of what the services are being asked to achieve are:

- To support the growth of an entrepreneurial culture within Lanarkshire;
- To ensure all businesses are able to access appropriate business support;
- To support employment opportunities and inclusive growth;
- To support the growth and development of key priority sectors and areas of economic importance;

- Deliver an agile service, responsive to business needs that joins seamlessly with Business Gateway services, and other local authority and partner services; and
- To support the economic recovery and growth of Lanarkshire

The main detailed objectives and outcome targets for the delivery of services via this Framework Agreement which all activities are tailored to deliver are:

- Growth in employment, safeguarding existing jobs, and reduction in unemployment, economic inactivity and under-employment;
- Increase in equitable opportunities to those from areas of deprivation, women, BAME, disabled persons and young people;
- Increase in the skills of the Lanarkshire working population with skills meeting the demands of the jobs market;
- Increase growth, businesses and employment in locally important sectors;
- Increase in internationalisation of businesses;
- Increase in digital capabilities of businesses;
- Demonstrable increase in new business support initiatives and partnership working; and
- Support and develop supply chains

Full details of required services are contained within the procurement documents located on the PCS-Tender System.

II.1.5) Estimated total value

Value excluding VAT: £1,400,000

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for maximum number of lots

2

Maximum number of lots that may be awarded to one tenderer: 2

II.2) Description

II.2.1) Title

Financial Management

Lot No

1

II.2.2) Additional CPV code(s)

- 66170000 - Financial consultancy, financial transaction processing and clearing-house services
- 79412000 - Financial management consultancy services
- 66171000 - Financial consultancy services
- 79400000 - Business and management consultancy and related services
- 79410000 - Business and management consultancy services
- 79411000 - General management consultancy services

II.2.3) Place of performance

NUTS codes

- UKM84 - North Lanarkshire

II.2.4) Description of the procurement

The Financial Management Lot will provide support across a range of areas focussed on the efficient and effective management of business funds. It is anticipated that support will help to equip businesses with the financial skills and knowledge to meet their objectives.

Examples of some topics that could be offered under Financial Management are:

- Support on how to plan, organise direct and control financial activities;
- Helping businesses to prepare and source funding;
- Support and Advice on how to improve the financial health of a business including debt Management and mitigating rising costs;
- Company Valuation;
- Taxation including R&D Tax Credits; and

-Preparation of business forecasts e.g. cashflows, P&Ls and balance sheets

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II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60%

Price - Weighting: 40%

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

The Councils may reprocure this Lot when this Framework ends.

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

Business Growth and Development

Lot No

2

II.2.2) Additional CPV code(s)

- 79410000 - Business and management consultancy services
- 79400000 - Business and management consultancy and related services
- 79411000 - General management consultancy services
- 79420000 - Management-related services
- 79900000 - Miscellaneous business and business-related services
- 79990000 - Miscellaneous business-related services
- 79996000 - Business organisation services

II.2.3) Place of performance

NUTS codes

- UKM84 - North Lanarkshire

II.2.4) Description of the procurement

The Business Growth and Development Lot will provide support to help Service Users assess their business, identify areas of improvement, and support the formulation of a plan to help the business reach their strategic goals and objectives. It is anticipated that it will offer support to help the development of new processes, products and/or services to affect positive change, increase sales, enter new markets and/or improve productivity.

Examples of some topics that could be offered under Business Growth and Development are:

- Strategic review and forward planning;
- Change management support;
- Support to develop new and/or improved processes, services and/or products and integrate these into the business;
- Support to increase productivity;
- Business viability and resilience planning; and
- Preparation of business plans

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II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60%

Price - Weighting: 40%

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

The Councils may reprocure this Lot when this Framework ends.

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

Human Resources, Leadership and Skills

Lot No

3

II.2.2) Additional CPV code(s)

- 79414000 - Human resources management consultancy services
- 79400000 - Business and management consultancy and related services
- 79410000 - Business and management consultancy services
- 79411000 - General management consultancy services

II.2.3) Place of performance

NUTS codes

- UKM84 - North Lanarkshire

II.2.4) Description of the procurement

The Human Resources, Leadership and Skills Lot will provide a range of support on human resource matters, leadership, and management. It is anticipated that it will help to provide advice on existing human resource policies and requirements, identification of skills and training needs, support leadership development processes and equip businesses with the tools to promote a positive and productive working environment.

Examples of some topics that could be offered under Human Resources, Leadership and Skills are:

- Support and advice on employment policies and benefits, fair work practices and other HR related queries;
- Support and advice for staff recruitment;
- Leadership, management and organisational development support;
- Training needs analysis, skills plans and training procedures; and
- Workplace Innovation including but not limited to culture, communications, productivity and fair work practices.

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II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60%

Price - Weighting: 40%

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

The Councils may reprocur this Lot when this Framework ends.

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

Procurement

Lot No

4

II.2.2) Additional CPV code(s)

- 79418000 - Procurement consultancy services
- 79400000 - Business and management consultancy and related services
- 79410000 - Business and management consultancy services

II.2.3) Place of performance

NUTS codes

- UKM84 - North Lanarkshire

II.2.4) Description of the procurement

The Procurement Lot will provide a range of support to help businesses navigate the procurement procedure.

Examples of some topics that could be offered under Procurement are:

- Bid / Tender support;
- Specification writing;
- Public procurement regulations;
- Private sector procurement approaches;
- Social value, sustainability, and Fair Work First;
- Contract Supplier Management (CSM) support¹.
- Market analysis and understanding

¹CSM could include reinforcing the purpose of CSM, what to expect within CSM (performance meetings, scorecards, mitigation / improvement processes etc.), and the potential risks and outcomes of poor performance through CSM i.e. contract termination.; and

This Lot seeks to complement and not duplicate the services delivered via the Supplier Development Programme

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II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60%

Price - Weighting: 40%

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

The Councils may reprocure this Lot when this Framework ends.

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

Marketing

Lot No

5

II.2.2) Additional CPV code(s)

- 79413000 - Marketing management consultancy services
- 79400000 - Business and management consultancy and related services
- 79410000 - Business and management consultancy services
- 79300000 - Market and economic research; polling and statistics
- 79340000 - Advertising and marketing services
- 79341000 - Advertising services

- 79341100 - Advertising consultancy services
- 79341200 - Advertising management services
- 79342000 - Marketing services
- 79342100 - Direct marketing services

II.2.3) Place of performance

NUTS codes

- UKM84 - North Lanarkshire

II.2.4) Description of the procurement

The Marketing Lot will provide support to help businesses to undertake market research and formulate a plan to support the business in promoting and selling their products and/or services with a view to increasing sales.

Examples of some topics that could be covered under Marketing are:

- Market analysis and identification of key customers;
- Support to develop a sales and marketing strategy;
- Support with digital marketing including advice on how to market and retail online. This may cover topics such as social media platforms, website content and design, data analytics and search engine optimisation;
- Branding, advertising and promotion;
- Content support and copy writing; and
- Creating video content.

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II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60%

Price - Weighting: 40%

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

The Councils may reprocur this Lot when this Framework ends.

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

Information and Digital Technology

Lot No

6

II.2.2) Additional CPV code(s)

- 72222300 - Information technology services
- 79400000 - Business and management consultancy and related services
- 79410000 - Business and management consultancy services
- 72413000 - World wide web (www) site design services
- 72420000 - Internet development services
- 72500000 - Computer-related services

- 72600000 - Computer support and consultancy services

II.2.3) Place of performance

NUTS codes

- UKM84 - North Lanarkshire

II.2.4) Description of the procurement

The Information and Digital Technology Lot will provide support for digital projects, building skills and capabilities that increase digital knowledge and help businesses to reach their business goals and objectives.

Examples of topics that could be offered under Information and Digital Technology are:

-Analysis of the Digital Capabilities of a business and identification of improvements in efficiency and productivity;

-IT systems and process advice;

-Support to increase productivity and efficiencies through automation and artificial intelligence;

-Website and app development; and

-Cyber security.

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II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60%

Price - Weighting: 40%

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

The Councils may reprocur this Lot when this Framework ends.

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

Energy Efficiencies and Net Zero

Lot No

7

II.2.2) Additional CPV code(s)

- 71314300 - Energy-efficiency consultancy services
- 79410000 - Business and management consultancy services
- 79400000 - Business and management consultancy and related services
- 79411100 - Business development consultancy services
- 90713000 - Environmental issues consultancy services
- 90711300 - Environmental indicators analysis other than for construction
- 90711200 - Environmental standards other than for construction
- 90711000 - Environmental impact assessment other than for construction
- 79723000 - Waste analysis services

- 71800000 - Consulting services for water-supply and waste consultancy

II.2.3) Place of performance

NUTS codes

- UKM84 - North Lanarkshire

II.2.4) Description of the procurement

The Energy Efficiency and Net Zero Lot will support businesses to reduce their greenhouse gas emissions.

Examples of topics that could be covered under this Lot are:

- Energy Audits and action plans, including recommendations on Control and Efficiencies;
- Low Energy / Sustainable Production Processes;
- Waste Management;
- Reviews and Planning; and
- Net Zero Carbon Targets

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II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60%

Price - Weighting: 40%

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

The Councils may reprocure this Lot when this Framework ends.

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

New Market Opportunities and Internationalisation

Lot No

8

II.2.2) Additional CPV code(s)

- 79400000 - Business and management consultancy and related services
- 79410000 - Business and management consultancy services
- 79411000 - General management consultancy services
- 79411100 - Business development consultancy services

II.2.3) Place of performance

NUTS codes

- UKM84 - North Lanarkshire

II.2.4) Description of the procurement

The New Market Opportunities and Internationalisation Lot will support businesses to access new geographic markets, including overseas markets, supporting the opportunity to reach a wider customer base and increase sales.

Examples of topics that could be covered under this Lot are:

- Support for Exporting (outwith the UK);
- Market Analysis and Development;
- Structuring for Internationalisation; and
- Documentation advice for exporting

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II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60%

Price - Weighting: 40%

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

The Councils may reprocur this Lot when this Framework ends.

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

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

Please review the tender documentation.

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

Further information on contract performance conditions is located within IIT Annex 7 of the procurement documents within the PCS-Tender System.

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

Envisaged maximum number of participants to the framework agreement: 32

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

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-026356](#)

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

Date

5 November 2024

Local time

12:00pm

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: 4 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

5 November 2024

Local time

12:00pm

Place

Tenders received will be opened in accordance with the Councils General Contract Standing Orders. Date and time of the Opening of Tenders (as stated above) is subject to change at the Councils sole discretion.

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: The Councils may re-procure this Framework prior to its expiry.

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

Tenderers are encouraged to review and familiarise themselves with the procurement documents located within the Supplier Attachment Area of the PCS Tender System prior to submitting a Tender.

Bidders must complete the SPD (Scotland) within the Qualification Envelope of the PCS-Tender System as part of their submitted Tender.

Full details of the selection criteria, minimum requirements and any associated assessment approach are as stated in the procurement documents / PCS-Tender System.

All Tenderers must also complete the required Technical Envelope within the PCS-Tender System as instructed.

Late Tenders will not be considered under any circumstances.

The Council will not provide additional notification to any Bidder of the rejection of a late Tender.

For the avoidance of any doubt, automated messages confirming receipt of a Tender

should not be taken to imply acceptance of it by the Council.

The Council reserves the right to exclude any unclear, erroneous, qualified and / or incomplete Tenders received.

The buyer is using PCS-Tender to conduct this ITT exercise. The Project code is 27624.

For more information see:

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

A sub-contract clause has been included in this contract. For more information see:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2363>

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:

Further information is located in the procurement documents on PCS-Tender.

(SC Ref:778952)

VI.4) Procedures for review

VI.4.1) Review body

Scottish Courts

Edinburgh

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

An economic operator that suffers, or is at risk of suffering, loss or damage attributable to a breach of duty under the Public Contracts (Scotland) Regulations 2015 and / or the Procurement Reform (Scotland) Act 2014 may bring proceedings in the Sheriff Court or the Court of Session.