

## Request for Quotation – Interim Growth Relationship Managers

Coast to Capital are looking to procure the services of a minimum of two business support professionals to carry out Growth Relationship Manager services to 31 March 2021 – with the possibility of an extension.

These would be experienced business support professionals with excellent track records, who have undertaken this sort of work previously.

This request for quotation (RFQ) for the supply of services is issued by Coast to Capital.

Coast to Capital Contact	Malcolm Brabon
Response Deadline	17:30 on Friday 9 October 2020

### Section 1: Company Information

<b>Company</b>	Coast to Capital
<b>RFQ Title</b>	Interim Growth Relationship Manager
<b>Response Date</b>	17:30 on Friday 12 <sup>st</sup> October 2020
<b>Company Description</b>	We are the Coast to Capital Local Enterprise Partnership (LEP). There are 38 LEPs across England. They are local business led partnerships between local authorities and businesses and play a central role in determining local economic priorities and undertaking activities to drive economic growth and the creation of local jobs. In the six years since Coast to Capital was formed, we have successfully invested more than £300 million of public money in local infrastructure, and generated a significant return in the growth of the local economy. Now, our focus is to identify further, major investments that can address the economic challenges we face and lay the foundations for future prosperity.
<b>Contact Details</b>	Malcolm Brabon, Head of Services, Coast to Capital malcolm.brabon@coast2capital.org.uk

## Section 2: Overview of Project & Submission Instructions

### Overview of Project

#### About Us

As a **Local Enterprise Partnership** we are here to provide strategic leadership to drive economic growth and the sustainable success of this beautiful, vibrant, and exceptionally well connected area. We have already secured over £300 million of public investment to ensure our economy is future-ready and to raise our profile even further we are developing a strong **Local Industrial Strategy**. We are collaborative to our core, passionate about the success of this area, and believe that by working together, there's nothing we can't achieve.

Our **Growth Hub** provides exceptional business support in the Coast to Capital area (West Sussex, East Surrey and Brighton and Hove). This service is funded by Government and provides free and impartial help for ambitious, innovative and high-growth potential businesses. We work with business leaders to help them to develop effective growth strategies. We are passionate about working with business leaders to support their businesses to thrive and connect them to experts, investors, funders and local, national and international opportunities.

#### The Role

Our **Growth Relationship Managers** work with growth potential businesses and help them develop their growth plans and facilitate the provision of expert help. This includes proactively identifying these businesses and working with them to achieve their growth plans, ultimately making an impact on GVA and jobs. This is achieved by identifying their growth needs, developing a growth action plan of deliverables and facilitating introductions to specialists and mentors who can support them to achieve those deliverables. The post will involve high degree of autonomy. It is likely due to COVID-19 restrictions that for the post holder will work from home until 31 March 2021.

#### Main Responsibilities

- Work with the Growth Hub team to proactively develop and implement a plan to target and engage with COVID-19 recovery and growth potential businesses within the Coast to Capital area.
- Provide support target growth potential businesses drawing on their own experience, expertise and relationships and those of their colleagues.

- Undertake diagnostic reviews with clients and develop Client Action Plans which include referrals to other funded support initiatives including those funded through Government funds.
- Achieve high levels of customer satisfaction and responsiveness to complaints/concerns raised, displaying a high level of professionalism.
- Achieve agreed objectives and targets, monitor own progress and report results.
- Provide documentation and reports of activity in line with agreed procedures, including the production of business diagnostics and action planning documents, logging all activity on our Customer Relationship Management system and providing follow-up communication to individual clients.
- Work seamlessly with identified partner organisations for the benefit of individual customers.
- Act as an enthusiastic ambassador for Coast to Capital and the Growth Hub, attending relevant on-line events and engaging with organisations and other relevant networks to build their in-depth knowledge.
- Provide support and assistance for the Services team, with an expectation of flexibility in responsibilities in keeping with the needs of the business.
- Adhere to our company values and behaviours.
- Maintain relevant professional knowledge.

## **Skills, Competencies and Experience**

### **Essential**

- Experience in engagement with businesses at senior levels.
- Organisational skills such as time management, multi-tasking and client portfolio management.
- Communication skills such as listening, presentations and public speaking.
- Analytical skills to support effective decision making such as critical thinking and problem solving.
- Teamwork skills such as stakeholder engagement, building relationships and working effectively with a small team.
- IT skills such as competence in Microsoft Office packages and CRM systems.
- Attention to detail skills such as keeping accurate records.
- Motivational skills such as ability to work on own initiative and a commitment to life-long learning and development.
- Interpersonal skills such as networking, flexibility and empathy with our values and a supportive culture that promotes kindness and wellbeing.
- Holds driving licence and has access to own transport.

## Desirable

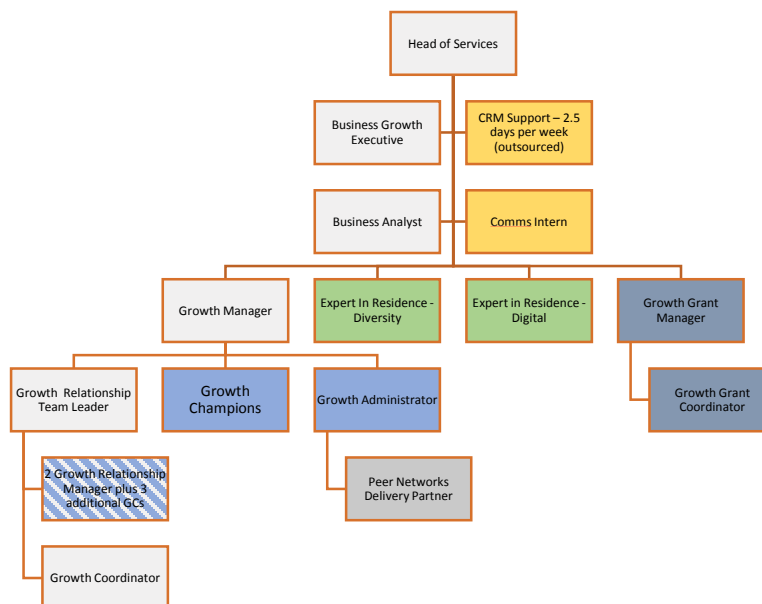
- Experience of analysing business financial information including balance sheets, P&Ls and cashflows
- Experience of matching and facilitating introductions to business support services.

## Our Values

We are a small but passionate and high performing team which is ambitious for the Coast to Capital area. **Ambitious** is one of our corporate values along with **Focused, Trusted, Champion** and **Diverse**, and we are all working hard to make Coast to Capital an 'Exceptional' Local Enterprise Partnership. Our Senior Management Team is committed to creating and promoting a diverse, open and inclusive culture. Our supportive environment is important to us and employee wellbeing is a key priority.

The Coast to Capital Growth Hub team provides fully funded advice, support, investment and strategic leadership to help small and medium sized enterprises drive sustainable business success and regional economic growth in West Sussex, Greater Brighton and East Surrey.

The current organisation structure for the Growth Hub team is as follows:



## Format of tender proposals

Tender proposals should come to us in the form of a brief document (no more than 6 pages) which will include the following information:

- Details of the person submitting the tender
- Contact details
- CV
- Track record of delivery of similar work
- The daily fee for the person who will be involved in delivering the service and availability. Fees should include VAT. We will require the engaged Growth Relationship Managers for a minimum of 3 days per week – with there being a possibility for an extension.
- The earliest date you would be able to start.
- The number of days per week the you can offer

## Scoring of Tender Proposals

Tender proposals will be assessed on the following criteria:

Track record	40%
Calibre of person	30%
Value for money	30%

Scoring and selection will be based upon using the above weighting, along with the methodology which sits beneath it, to determine quality and value for money.

## Equality & Diversity

Our region is a diverse one, in every sense - geographically, economically, socially, demographically. We regard this is a major asset. When we bring people together, and work inclusively to make the most of their potential, we achieve our best. We pride ourselves on our approach to equality and diversity which is one of our corporate values. We are committed to creating an inclusive organisation which promotes and values equality and diversity in everything we do. Therefore it is vital that the organisations we work with represent, champion and build on this approach.

## Submission Instructions

Please email your proposal to [malcolm.brabon@coast2capital.org.uk](mailto:malcolm.brabon@coast2capital.org.uk) before 17:30 on Friday 12<sup>st</sup> October 2020

## **Timescales**

This tendering opportunity will only be open for 2 weeks – from 09:00 on Friday 25<sup>th</sup> September to 17:30 on Friday 12<sup>st</sup> October 2020.

We will contact you regarding the result of your tender application by 17:30 on Friday 16<sup>th</sup> October.

We will ideally require the Interim Growth relationship Managers to be in place by Monday 26<sup>th</sup> October and sooner if possible.

## **To note**

Although Coast to Capital has invited you to submit a quote, Coast to Capital makes no commitment.

By providing a quote you accept that no guarantee of volume or value of business will be given by Coast to Capital at any point.

The provision of a quotation is made only to compile a list of suitable candidates who can offer this service.

Acceptance of your quotation and confirmation, or otherwise of your place on the approved supplier list will be given following a review of the quotes by in line with the Coast to Capital procurement policy as contained within the Coast to Capital [Assurance Statement](#).

Prices quoted shall be all-inclusive. This will include time, materials and disbursements.

Prices quoted shall be inclusive of VAT.

## **Costs Associated with Preparation of the Vendor's Response**

Coast to Capital will not be liable for any costs incurred by the respondents in preparing responses to this RFQ.

## **Price Stability**

The fixed price and cap will be fixed for the period up to 31<sup>st</sup> March 2021 from the date of confirmation of acceptance of your proposal. In no case shall the price exceed the Approved Supplier price cap unless agreed in writing between both parties.

## **Compliance with Laws and Regulations**

The Approved Suppliers performance of the work shall comply with all applicable **English** laws, rules, and regulations

## **Liability and Insurance**

The Supplier shall assume the full duty, obligation, and expense of obtaining and maintaining necessary insurance relevant to the provision of the service and / or required by law.

## **Right to Reject**

The issue of this tender does not commit Coast to Capital to enter into the contract or any other agreement. Coast to Capital reserves the right to reject any or all of the responses received and discontinue the bidding process. Coast to Capital can also reject any incomplete or incorrectly completed responses.

## **Cancellation**

In the event provisions of this RFQ are violated by the appointed supplier, Coast to Capital may give written notice to the Supplier stating the deficiencies and removing them from the Approved Supplier list.

## **Advertising**

The Vendor agrees not to use the results from this RFQ a part of any commercial advertising or promotion without prior written approval of Coast to Capital.

## **Non-collusion**

A bidder will be disqualified from further participation in the tender if it:

- Fixes or adjusts its bid in any agreement or arrangement with any other bidder;
- Enters into any agreement with any other bidder to withhold its bid or alters, in any way the content of any other bid to be submitted; or
- Offers to pay, pays or gives any sum of money or inducement or directly or indirectly to any persons for doing or causing to be done any act or omission in relation to any other bid.

## **Canvassing**

Any bidder who, in connection with its bid:

- Offers an inducement, fee or award to any representative of Coast to Capital LEP or any person acting as an adviser to Coast to Capital LEP in connection with the selection of bidders for inclusion in the contract; or
- Does anything which would constitute a breach of the Prevention of Corruption Act 1889 to 1916 of the Competition Act 1998,

Will be disqualified from further participation in the competition for inclusion in the contract.

## **Gifts and Hospitality**

Bidders shall not offer gifts, hospitality, donations, and inducements to Coast to Capital staff during this tender process.