Leicester and Leicestershire Enterprise Partnership

Frequently Asked Questions and Answers relating to RfQ

1. On success measures:

a. How will value added be measured and over what period? How will the baseline measure be taken? **-** *This will be a combination of enrolment data from the business and Fame reports*
b. How will labour productivity be measured and over what period? How will the baseline measure be taken? **-** *Data taken as part of the enrolment form, and then again at the end of the programme.*
c. Will format of evaluation for all indicators be provided by LLEP or will the facilitators need to design the format for evaluation data? **-** *This will be done jointly by the consultants and Growth Hub team.*

2. Is the expectation that the participants will be enrolled onto the programme from the businesses already known to LLEP / EMC and on their database? (given the short timescale this will be practical, but it is important to be clear what the intention is).
- *No, it is envisaged that consultants would already know the key players within the field and would have access already.*

3. What role will LLEP / EMC will be playing in enrolling the participants? (i.e. providing data? Providing an approved form? Writing to the businesses?) –

this is important to clarify in order to estimate the effort required of the tender applicants. **-** *There is an expectation that the consultants will already have the contact with the business, or at least make the contact. Consultants in conjunction with the Growth Hub will devise an enrolment form, capturing key essentials and consent. The consultants will upload this information to the Growth Hub CRM system.*

4. Is the intention that new members will be recruited / invited from the waiting list if any participants drop off the programme after it had started, or will the groups continue in smaller numbers? *- This should form part of your response, there are key metrics, such as 6,12 and 18 hours, that we need to record the data against, ideally we would like to see the bulk of the participants completing 18 hours, however, there may be some drop out, and your response to the RfQ should show how you will deal with this, and what measure you will take to ensure that that as many participants complete the full 18 hours.*

5. Please clarify total hours of support for each cohort included within the £14k budget (by my calculation it is 18 hours of groups plus 3.5 hours x 11 max = 56.5 hours of support) **-** *This calculation is correct based on a cohort of 11*

6. Is 3.5 hours one-to-one support optional for participants? Could any hours not taken up by one participant be used to support other participants (which will mean some participants would get in excess of 3.5 hours?) Could participants opt to use their 3.5 hours for specialist support (e.g. IT or web design), or is the intention for 3.5 hours support to be of more rounded coaching support*? -Sadly, the metrics for the programme does not allow is to record anything beyond the Peer to Peer networking sessions or the one to one support of 3.5 hours. Anything in addition to this is outside of the programme.*

7. Please clarify the following: "Individual one-to-one support relevant to identified businesses needs must also be provided. This must be a minimum of 3.5 hours. This requirement can be met from within the programme, or through other existing local activities." What is meant by 'existing local activities'? Will the programme be expected to pay for the support, if it is outside the programme and via 'existing local activities'? **-**

Existing local activities mean for example making a referral to the Growth Hub for support that is required outside of the scope of the Peer to Peer.

8. Will virtual meeting software (assumed MS Teams) be provided by the LLEP? - *Yes, the LLEP uses Teams.*

9. Can I offer 1:1 support rather than the 18 hours of networking sessions? *- We don't envisage that support would be provided to those who do not wish to be included within the Peer to Peer. However, we do envisage that were support is required that is outside of the Peer to Peer than a referral is made to an advisor at the Growth Hub.*

10. On page 11 of the draft terms and conditions supplied it states in para 10.2.3 that the consultant must have five million pounds of professional indemnity insurance, but on page 15 of the RfQ the figure is two million pounds. Can I presume the lower figure is correct? *- Yes, the lower figure is correct. Sorry for the confusion.*

11. There is mention of a playbook, do I have to follow this, or can I create my own plan? - *The delivery of the Peer Networks has to be in accordance with the Playbook, in addition any monitoring and evaluation also has to be in accordance with the Playbook.*

12. I would like to bid for the two Tourism and Hospitality cohorts, supported by two experienced tourism and hospitality consultants, who are independent businesses. It looks from the notes that they should complete Part 1 (b) (ii) and 1.3. (Presumably I would simply paste the additional section into the form?). - *Correct please add additional sections as needed.*

13. Do they need to complete all the other Part 2 (Exclusion grounds), Part 3 (Selection questions) and the rest of the form? Do both the sub-contracted consultants need to have the same insurance cover as myself, as the lead bidder? - *No only the lead organisation needs to complete this part, as we will only contract with one of you.*