

Dorset Local Enterprise Partnership

Health & Social Care Supply Chain and Innovation Programme

Consultancy Brief

October 2024

Contents

1. PURPOSE	3
2. CONTEXT	3
3. COMMISSION	4
4. KEY STAGES & DELIVERABLES	5
5. BUDGET	6
6. CONTRACT MANAGEMENT & MONITORING.....	6
7. CONFLICTS OF INTEREST	7
8. TIMESCALES.....	7
9. ASSESSMENT.....	7
10. PROPOSAL SUBMISSION	8
11. GUIDANCE.....	8

1. PURPOSE

Dorset Local Enterprise Partnership (LEP) has been awarded funds by the Department for Business and Trade (DBT) to provide a dedicated business support function for Dorset.

The purpose of this function is to be a free service offering advice and support for businesses within the county. This includes providing them with business diagnostics and signposting to the most appropriate commercial or public funded assistance available to help them grow.

Dorset LEP are seeking proposals from qualified and experienced organisations to deliver a Health & Social Care Supply Chain and Innovation Programme aimed at businesses operating in Dorset.

This programme is designed to support businesses in Dorset to engage with the health and social care sector, helping them to diversify their offerings and explore new opportunities within the sector's supply chain.

The successful delivery partner will play a pivotal role in engaging SMEs and stakeholders within the Integrated Care System (ICS) in particular the Integrated Care Board (ICB) and the Integrated Care Partnership (ICP) including Dorset Innovation Hub in addition to academic institutions including Bournemouth University (BU), Arts University Bournemouth (AUB) and Health Sciences University (HSU). The delivery partner will also engage with funding bodies such as the NHS Innovation Accelerator 2025, Innovate UK and others to promote the opportunity for businesses to become part of the health & social care supply chain and provide innovation opportunities in Dorset, the Great South West and further afield.

2. CONTEXT

The health and social care sector is one of the fastest-growing and most dynamic sectors in the UK, with an increasing need for innovative solutions to meet the demands of an ageing population and advances in medical technologies. Dorset businesses have the potential to play a significant role in this transformation, by becoming part of the health and social care supply chain and developing innovative products and services that contribute to the sector's growth and sustainability.

This programme is designed to support businesses in Dorset to engage with the health and social care sector, helping them to diversify their offerings and explore new opportunities within the sector's supply chain. By collaborating with key partners such as the ICB, the ICP, Dorset Innovation Hub and local universities, businesses can leverage their expertise to contribute to the health and social care supply chain and innovation space.

The primary objectives of this programme are to:

- **Facilitate business engagement with the health and social care sector:** Provide businesses with the tools, knowledge, and networks to become part of the supply chain and contribute to innovation in the sector.
- **Foster collaboration between Dorset businesses and key stakeholders:** Encourage partnerships between businesses and the Dorset ICB, ICP, Dorset Innovation Hub, and academic institutions to drive innovation and create sustainable business opportunities.
- **Develop innovative products and services:** Support businesses in exploring and developing new products, services, or processes that address key challenges within the health and social care sector, such as digital health solutions, assistive technologies and service delivery innovations.
- **Diversify business portfolios:** Help businesses to diversify their current offerings by entering the health and social care sector and becoming part of the broader supply chain.

The Dorset ICS plays a crucial role in setting the strategic direction for health and social care across the region. Dorset businesses have an opportunity to engage within with ICS to understand the needs of the sector and identify areas where their expertise can contribute.

By working closely with the Dorset Innovation Hub, businesses can align their offerings with local health and care priorities, including the delivery of patient-centred care, addressing health inequalities and embracing digital transformation. There is a growing demand for products and services that can support the integration of care services, the enhancement of patient outcomes and the overall efficiency of care delivery across Dorset.

The Dorset Innovation Hub provides a unique platform for businesses to bring their innovative ideas into the health and social care space. Dorset's academic institutions offer a wealth of expertise and resources that can support businesses in their journey into the health and social care sector.

To successfully enter the health and social care supply chain, businesses need to understand the procurement processes within the sector, as well as the regulatory requirements that govern medical products and services. The programme will provide businesses with guidance on how to navigate these processes and position themselves as valuable partners within the health and social care supply chain.

3. COMMISSION

The success of this programme requires a delivery partner capable of managing various aspects of business engagement, innovation support and collaboration with stakeholders across the health and social care sector. Below is an outline of the key responsibilities for the delivery partner:

- Design a programme that meets the needs of both businesses and the health and social care sector. This can involve sector-specific workshops, networking events, and innovation support.

- Build and maintain strong relationships with the Dorset ICB, ICP, Dorset Innovation Hub, Bournemouth University, Arts University Bournemouth, and Health Sciences University. These partnerships are critical for aligning the programme with local health priorities.
- Proactively reach out to businesses within Dorset that have the potential to contribute to the health and social care sector, focusing on companies that offer relevant products, services or expertise.
- Develop marketing materials and digital campaigns to raise awareness of the programme.
- Provide access to guidance on entering the health and social care supply chain including introduction to primes and health and social care providers as well as signposting to advice on procurement processes and regulatory compliance.
- Help businesses develop innovative health and social care solutions by providing signposting to potential resources, funding opportunities and expert mentorship through partnerships with the Dorset Innovation Hub and academic institutions.
- Organise and facilitate workshops and events designed to help businesses understand the needs of the health and social care sector, regulatory requirements and opportunities for innovation.
- Provide regular updates to the programme's stakeholders, including the Dorset ICB, ICP, and other key partners, outlining successes, challenges, and areas for improvement.
- Create a legacy of collaboration by fostering long-term relationships between businesses and key sector stakeholders, ensuring that innovation continues to flourish in the region.

Interested parties are invited to submit proposals outlining their approach, methodology, relevant experience, and team capabilities. Proposals should also include a detailed budget and timeline for the delivery of the programme.

4. KEY STAGES & DELIVERABLES

The contract is to run from November 2024 to 31st March 2025 with delivery expected to commence within one month of the contract start date.

The programme is expected to deliver a minimum of three events resulting in a minimum of 100 interventions in total.

The supplier will collect firm level data from all participants and will provide, in a secure and timely manner, this data to Dorset LEP to be recorded on the CRM system.

The supplier is expected to monitor and evaluate their programme to assess its success and to provide one overarching impact report (including case studies) of the programme to Dorset LEP.

The supplier will be required to use the Dorset LEP brand and comply with the associated brand guidelines.

The following outputs, outcomes and service levels are required by Dorset LEP by 31st March 2025:

- Successful delivery of a Health & Social Care Supply Chain & Innovation Programme resulting in a minimum of 100 interventions;
- Impact case studies detailing the support and outcomes of two businesses that accessed the programme;
- One overarching summary report on the programme outcomes and business support provided;
- Liaising with Dorset LEP around potential high-growth, investment ready businesses; and
- Minimum 80% satisfaction from businesses receiving support as evidenced by a survey carried out by the provider.

5. BUDGET

The budget allocated for this work is up to £25,000, exclusive of any VAT charges that the supplier might occur.

Tenders should be submitted clearly setting out, individually for each member of the proposed team, the hourly rate at which they will be charged (exclusive of VAT). Tenders should also show the proposed hourly rates once the total value of work charged exceeds £25,000. Tenders should be valid for six months.

6. CONTRACT MANAGEMENT & MONITORING

The work will be overseen by Dorset LEP's Head of Business Growth and Inward Investment (HoBG&I).

The supplier must nominate a dedicated point of contact to act as Contract Manager to oversee the work and liaise with and report into the HoBG&I. This will include some face-to-face meetings (either virtual or online), and updates in writing, including advising of any service delivery issues.

Dorset LEP requires a high level of accuracy in this piece of work, particularly in relation to the data and management information provided. The Contract Manager is responsible for ensuring the quality of the work and the accuracy of the information provided.

The supplier must be able to demonstrate that they have proven experience of working with within the Health & Social Care Sector. In doing so, they must show examples of good customer engagement and feedback.

7. CONFLICTS OF INTEREST

Dorset LEP may exclude the Supplier if there is a conflict of interest which cannot be effectively remedied. The concept of a conflict of interest includes any situation where relevant staff members have, directly or indirectly, a financial, economic or other personal interest which might be perceived to compromise their impartiality and independence in the context of the procurement procedure.

Where there is any indication that a conflict of interest exists or may arise then it is the responsibility of the Supplier to inform Dorset LEP, detailing the conflict in the Supplier response to this tender.

8. TIMESCALES

Activity	Date
Invitation to Tender	09/10/24
Deadline for submissions	27/10/24
Assessment of responses received	30/10/24
Interviews	30/10/24
Inception meeting	31/10/24
Contract start date	01/11/24

The LEP reserves the right to cancel the tender process. No work is guaranteed to be awarded under the tender process and Dorset LEP is not responsible for any costs incurred as part of the bidding process.

The deadline for any Tender Clarifications is 25th October 2024.

9. ASSESSMENT

Tenders will be assessed using the following criteria and weightings and the weighted scores within each sub-criteria will be added together to arrive at the total score for this piece of work.

Question	Weighting
Understanding of requirement	20%
Experience of similar work and credibility with stakeholders	20%
Proposed approach to this work	20%
Proposed team	20%
Pricing	20%

Tenders will be scored according to the below scheduled; scoring and comments are confidential and will not be shared with any applicants.

Score	Comment
4 - Excellent	Proposal meets, and in some places exceeds, the required standard
3 - Good	Proposal meets required standard
2 - Acceptable	Proposal meets the required standard in most respects, but is lacking or inconsistent in others
1 - Poor	Proposal falls short of expected standard
0 - Unacceptable	Significantly fails to meet required standard or does not provide the relevant answer

Clarifications may be sought in writing from the suppliers and scores adjusted accordingly. Full or partial proposals that in the opinion of the Dorset LEP are unrealistically low or not reasonable sustainable (in terms of Quality or Price) may be rejected.

Dorset LEP reserves the right not to make any appointment.

10. PROPOSAL SUBMISSION

In order to be considered for selection, proposals to this tender must be received by 27th October 2024 midnight. Any individual or organisation responding to this tender must submit its response via email to the following:

Shelley Collins-Trevett
Head of Business Growth & Inward Investment
scollinstrevett@bournemouth.ac.uk

Please note that submissions not received via the means identified in this document may not be accepted or considered. Any tender submitted and/or received after the time specified may not be considered and the Bidder will be advised of this.

11. GUIDANCE

- Take the time to read and understand this document. In particular, develop a strong understanding of the Commission section.
- In structuring your proposal, consider how it will be evaluated.
- Bidders 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. Failure to submit the tender submission as required may result in the relevant Bidder being excluded from any further participation in this procurement.
- If you require clarification or you have any questions please direct these to: dorsetlep@bournemouth.ac.uk