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Llywodraeth Cymru  
Welsh Government

Parc Cathays/Cathays Park  
Caerdydd/Cardiff  
CF10 3NQ

Eich cyf/Your Ref:

Ein cyf/Our Ref: C079/2021/2022

Dyddiad/Date: 14 March 2023

Dear [redacted – personal information – Newable 1]

**CONTRACT FOR Business Wales Services 2023 – 2029 CONTRACT NUMBER C079/2021/2022**

Thank you for submitting a tender for the Business Wales Services 2023 – 2029 Lot 3.

In accordance with Regulation 86 of the Public Contracts Regulations 2015, contracting authorities are obliged to send you an award decision notice. This letter constitutes that notice.

I am sorry to advise you that on this occasion you were not successful.

Following evaluation, your response to technical question (2) registered a raw score of 40 (weighted score 6). As a consequence, and in accordance with the scoring methodology set out at Part C - para. 2.2 of the ITT, your tender was non-compliant and excluded from the procurement process.

We are obliged to supply you with the following information:

**Award Criteria:** The contract was awarded on the basis of the award criteria set out below.

Quality Criteria (90%)		
Question no.	Criteria (summary)	Weighting %
Q1	Structure and resource	25%
Q2	Business recruitment and developing networks	15%
Q3	Quality and performance management	20%
Q4	Organogram and résumés	25%
Q5	Community Benefits	5%
<b>Total</b>		<b>90%</b>
Pricing Criteria (10%)		
Criteria		Weighting %

Pricing Schedule	<b>10%</b>
- Service cost	- 5%
- Day rates	- 5%

**Name and Score of Winning bidder:** The successful bidder is Impact Innovation & Growth Services Ltd with a total score of 75.94%.

**The reasons for the award decision together with the characteristics and relative advantages of the winning bid are provided** within Appendix 1. Please note that, in compliance with the Public Contracts Regulations 2015, Welsh Government is required to provide only the characteristics and relative advantages of the winning bid. This is done in the interests of transparency and to assist bidders to shape their bids in the future.

Regulation 87 of the Public Contracts Regulations 2015 sets out a standstill period during which the Welsh Government must not enter into the contract. The standstill period is expected to end at midnight on 24 March 2023.

The Welsh Government is not aware of any contingencies which may affect the end of the standstill period.

Requests for further feedback on your tender will be considered as soon as possible after the contract has been awarded.

Please submit any communication via the etender portal.

Yours sincerely

[redacted – personal information – WG Official 1]

Appendix 1						
Ref	Criteria	Max weighted score available	Weighted score (Matrix score)	Comments	Successful supplier weighted (matrix) score	Reasons for the award including the characteristics and relative advantages of the winning bid
Q1	Structure and resource	25%	25 (100)	The methodology provided, setting out how the supplier would structure, resource, and deliver the Lot 3 Services was substantiated and highly credible. Evidence was consistent and comprehensive, and the methodology outlined a clear and highly credible plan in line with the specification requirements.	20 (80)	The evidence provided in the methodology setting out how the supplier will structure, resource, and deliver the Lot 3 Services was sufficient, convincing, and credible giving the panel confidence. The response was clearly presented and detailed a credible description [redacted copy]. In addition, the methodology also detailed innovative new approaches to delivery to strengthen the offer proposed by the supplier. Providing more detail within the methodology on embedding the Client Fee Paying Model and the Economic Contract would have improved the response.
Q2	Business recruitment and developing networks	15%	6 (40) Fail Tender excluded	The evidence provided within the methodology was unconvincing resulting in a moderate risk that the requirements of the contracting authority will not be met. The response failed to address the second part of the question relating to how the supplier would build and develop networks from the public, private and third sectors to maximise the support available to Pre-Revenue and established High Growth Businesses in Wales.	12 (80)	The response setting out how the supplier will identify and recruit Pre-Revenue and established High Growth Businesses on to the programme and how the supplier would build and develop networks across the public, private and third sectors was sufficient, convincing and credible giving the panel confidence. The methodology is well structured and clearly provides [redacted copy] both pre-revenue and established high growth businesses. The methodology recognises the need to [redacted copy]. Supplier demonstrated a credible understanding [redacted copy]. Providing a more detailed approach to marketing / promoting the service and more detail on how the supplier would make support visible to a wider audience would have improved the response.

Q3	Quality and performance management	20%	16 (80)	The evidence provided detailed how the supplier would administer, monitor, and manage both the quality and the performance of the Lot 3 Services was sufficient, convincing, and credible, giving the panel confidence. [Redacted copy]. The response would have been stronger with more detail on [redacted copy] would operate to oversee the quality and performance of the service.	16 (80)	The evidence provided by the supplier detailing how they would administer, monitor, and manage the quality and performance of Lot 3 Services was sufficient, convincing, and credible giving the panel confidence. The response is well structured demonstrating a robust approach to quality and governance systems and how project management systems will be used to support contract delivery. [Redacted copy]. The response would have been improved with detail on how the supplier would monitor the quality of the work delivered by the Relationship Managers and Coaches.
Q4	Organogram and résumés	25%	25 (100)	The response provided consistent and comprehensive evidence to demonstrate how the proposed team will form, including evidence of the names of the team, their roles with time allocation clearly provided for all roles. The pen profiles are convincing and meet the requirements of the specification.	15 (60)	The evidence that the supplier provided addressed the staffing structure as described in the specification but had minor gaps. Pen Profiles cover [redacted copy]. However, the bid did not provide full information detailed in the question set out in the specification as requested. The supplier does not provide pen profiles for all team members, most notably within the administration delivery team. Providing clarity on team members ability to deliver the service in Welsh would have improved the response.
Q5	Community Benefits	5%	4 (80)	The Community Benefits plan was sufficient, convincing, and credible, giving the panel confidence. The method statement evidences [redacted copy]. Providing more detail on measurable targets and how the impact of the plan would be evaluated would have improved the response.	4 (80)	The Community Benefits plan was sufficient, convincing, and credible, giving the panel confidence. The plan covers and makes positive commitments against the key areas set out in the ITT. The proposed activity outlined in the Community Benefits plan is incorporated as an integral part of the suppliers proposed delivery methodology rather than as a series of isolated commitments. Providing more detail and linking this response [redacted copy] as well as more detail on how the supplier would measure the impact of the plan would have improved the response.

	Pricing Criteria	10	0	Not Applicable - Tender excluded following Technical evaluation stage  Commercial response not evaluated	[redacted copy]	
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