

## Invitation to quote for 2018 Business West Skills West project

### Invitation to Tender Clarification Questions

Question	Response
<p>1 I am assuming that we need to re-submit the tender – making any adjustments necessary.</p>	<p><b>Yes</b> all suppliers will need to resubmit a tender.</p> <p>Please email your quote to <a href="mailto:procurement@businesswest.co.uk">procurement@businesswest.co.uk</a> entitled: Quote for Skills West 2018 Project: <i>name of your company</i> The closing date for receipt of quotes is 5pm <b>Friday 23<sup>rd</sup> March 2018</b></p>
<p>2 Can you confirm if the total price for the opportunity is £23,000 (documentation) or £20,000 (website)?</p>	<p>The total price of this contract is not expected to exceed £23,000 (twenty-three thousand pounds) exclusive of VAT and this must include any associated set up costs (not including additional data purchasing). Your quote should include the cost proposed (exclusive of VAT), payment terms and a profile of invoicing over the term of the contract.</p> <p>We have identified an additional budget for new data as well but this could be negotiable</p>
<p>3 Can you confirm how many surveys were completed during the 2017 campaign?</p>	<p>Through the telemarketing campaign last year approximately 800 surveys were completed.</p>
<p>4 I am not registered on the .Gov website, do I have to do this before I can apply or do I download the document and deal through yourself?</p>	<p>No you do not need to register on the .Gov website. You just download the tender specification and apply directly to the email provided (see Question 1 from Supplier 1)</p>
<p>5 We are interested in bidding for this tender. Please can you advise next steps.</p>	<p>You need to download the tender specification on the .gov.uk or Business West website and apply directly to the email provided (see Question 1 from Supplier 1).</p> <p><a href="https://www.businesswest.co.uk/tenders">https://www.businesswest.co.uk/tenders</a> <a href="https://www.contractsfinder.service.gov.uk/Notice/6dc1df31-db12-4944-8b9c-2707a3341a6f?p=@8=UFQxUIRRPT0=NjJNT0">https://www.contractsfinder.service.gov.uk/Notice/6dc1df31-db12-4944-8b9c-2707a3341a6f?p=@8=UFQxUIRRPT0=NjJNT0</a></p> <p>Please email your quote to <a href="mailto:procurement@businesswest.co.uk">procurement@businesswest.co.uk</a> entitled: Quote for Skills West 2018 Project: <i>name of your company</i> The closing date for receipt of quotes is 5pm <b>Friday 23<sup>rd</sup> March 2018</b></p>

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<p>6 In order to provide an accurate quote within the budget, is the anticipated minimum of 100 appointments based on reliable conversion ratios and / or intelligence that indicates, 1:7 of the 700 businesses surveyed or 1:5 if the lower number of surveys is achieved, will have a skills gap? If so, are you able to share this information please?</p>	<p>Based on experience we envisage that this would be the expected conversion rate.</p> <p>We would work with the supplier to create the best script to help convert the survey taker into an appointment.</p> <p>We envisage the appointment setting as part of the survey conversation. A script would be agreed so that this would be asked at the end of the survey. So this is not seen as a separate exercise.</p>
<p>7 I am interested in the further details around the Skills Survey and Appointment Generation v2 Tender opportunity and the process required in order to fully respond to this opportunity.</p>	<p>You need to download the tender specification on the .gov.uk or Business West website and apply directly to the email provided (see above).</p> <p><a href="https://www.businesswest.co.uk/tenders">https://www.businesswest.co.uk/tenders</a>  <a href="https://www.contractsfinder.service.gov.uk/Notice/6dc1df31-db12-4944-8b9c-2707a3341a6f?p=@8=UFQxUIRRPT0=NjJNT0">https://www.contractsfinder.service.gov.uk/Notice/6dc1df31-db12-4944-8b9c-2707a3341a6f?p=@8=UFQxUIRRPT0=NjJNT0</a></p> <p>Please email your quote to <a href="mailto:procurement@businesswest.co.uk">procurement@businesswest.co.uk</a> entitled:  Quote for Skills West 2018 Project: name of your company  The closing date for receipt of quotes is 5pm <b>Friday 23<sup>rd</sup> March 2018</b></p>
<p>8 We have significant experience in this area and are struggling to make the financials stack up on this tender, we are concerned that 15 surveys per day is not achievable – we feel 8 surveys per day is more realistic – is it possible to reduce the sample size?</p> <p>We realise that you will provide the data for the surveys that require a “re-approach” survey but will you also be providing data for the New Customer Surveys and Lead Generation?</p>	<p>No we are unable to reduce the sample size.</p> <p>We ran the survey in 2017 by phone and on average each survey took around 30 – 40 minutes depending on the dialogue. We have since reduced the survey length to around 20 to 30 min. maximum) enabling an increase in outputs per day. This of course is dependent on quality of data and the number of staff making the phone calls. We have tested the survey out in January on businesses.</p> <p>We envisage the appointment setting as part of the survey conversation. A script would be agreed so that this would be asked at the end of the survey. So this is not seen as a separate exercise.</p> <p>We will provide some data but we do need new data sets to be brought in that are specific to certain sectors which would need to be agreed too.</p> <p>We have identified an additional budget for new data as well but this could be negotiable.</p>

Question		Response
9	I can not see Appendix 1?	Apologies, Appendix 1 is the scoring matrices. This is now attached below.