**Invitation to Tender for the provision of:**

**NWL Chamber of Commerce – R&D Scheme**

**Background**

North & Western Lancashire Chamber of Commerce (NWLCC) is a membership organisation whose core objective is to help businesses succeed. Two critical elements of our objectives are to act as a representative of the business sector (lobbying at national, regional and local level), and delivering services to businesses that will ultimately improve their performance.

With over 1600 members, the Chamber is a fantastic route to market and it works hard to not compete directly with its members and in fact utilises them to deliver many of its services.

**Research & Development Tax Credit Scheme:**

R&D is key to business success and having the correct expertise is vital to our members. There are still thousands of pounds available and as a Chamber of Commerce is it our responsibility to provide a seamless service to our members *(if appropriate)* so they can obtain these funds to re-invest into their business.

We are seeking proposals and quotations to provide an R&D tax claim service as part of our membership offering.

We believe the agreement should include:

* A documented free, simple and open process
* A thorough evaluation of each of the businesses needs with evidence available upon request
* The successful partner would not necessarily have to offer the cheapest service but must be able to show real value for money and demonstrate a high level of Customer Service
* We need evidence that the service provider has provided this type of service previously, evidence of the results, and references from businesses who have benefited.
* The Chamber will promote the successful partner exclusively as its approved supplier of the service but it cannot guarantee that other providers will not access its members independently.
* The service will be delivered as a Chamber service called “Chamber R&D” but recognition will be given to the delivery partner by way of PR
* Regular Training for NWLCC staff where needed
* Regular management information provided to NWLCC, within the agreed timescales, to ensure all leads are maximised
* A commission payable back to NWLCC where the client was a direct referral from NWLCC, to cover our costs
* Any remuneration will include Member and Non-Member companies
* NWLCC will support the scheme by way of Events, Promotions and Bespoke Marketing activities
* The R&D scheme will be promoted at face to face meetings with Chamber Staff
* The provider will need to evidence their Insurance and Liability arrangements for such agreements
* Only Direct providers will be considered
* Only current paid up Members of North & Western Lancashire Chamber may apply for this tender opportunity
* The contract will last for two years, commencing from 1st July 2017 with an option to extend for a further one.
* Feedback must be collected from all leads passed to the delivery partner, any negative feedback will be investigated, in accordance with our customer complaints policy. If the Chamber is not satisfied that the delivery partner is dealing with the issues raised then the Chamber reserves the right to cancel the contract and seek another supplier at any time, by giving 30 days’ notice.

**Closing Date for applications is strictly Friday 23rd June 2017**

All responses to: Alan Welsh, Policy Manager – E-mail address: [**alanw@lancschamber.co.uk**](mailto:alanw@lancschamber.co.uk)

It is proposed that the second stage of the process whereby the proposal will be discussed in more detail at a meeting with the Chamber Team will take place: w/c 26th June 2017

Please Note: If you do not hear back from us your proposal was unsuccessful and feedback may not be possible, subject to volumes.