



SCHEDULE 1 THE SPECIFICATION

Introduction: The District of East Hertfordshire has a population of approximately 144,000 and covers about 480 square miles on the eastern side of Hertfordshire. The District has Broxbourne to the south, Welwyn and Hatfield and Stevenage to the west and North Hertfordshire as its northern boundary. To the east, the district borders on the county of Essex. The main centres of population are Hertford, Ware, Bishops Stortford, Sawbridgeworth and Buntingford. Between these main centres much of the area is open countryside, with rural communities of various sizes. The council employs around 360 staff, with a combination of staff working from designated council offices in like Hertford or from home. Increased levels of home working are likely to continue in future.

Services delivered by East Herts Council include council tax and business rates, housing and council tax benefits, refuse and recycling collection (shared waste with and lead by) North Herts council with East Herts Council responsible for the depot site – the refuse collection is outsourced, street cleaning, parks and open spaces (ground maintenance is outsourced), electoral registration, land charges, theatre (one at present but a second is to be constructed in the next few years), parking, environment health, housing services (housing stock has been sold), licensing, planning (building control outsourced), emergency planning, leisure (day to day management of leisure centres is outsourced but the council remains responsible for the structures), economic development and grants.

Services that are not the responsibility of East Herts Council include highways, (however some highways verges are cut through the grounds maintenance contract, education, social services, police, fire & rescue, courts, libraries and trading standards.

East Herts Council has recently been awarded ERDF funding to provide small businesses with a mixture of financial support through small capital grants and non-financial support through mentoring, networking events and seminars focused on themes useful to small businesses. The Council is inviting Suppliers to fulfil the delivery obligations of this project. The Supplier must engage with a minimum of 115 enterprises that leads on to providing financial support via small grants to 30 enterprises; and non-financial support through a range of mentoring, network events and business seminars to 25 additional enterprises. East Herts based businesses targeted must be engaged in either the sectors of bio science, social enterprise or maintenance, repairs & operations (MRO) at Stansted Airport

Scope: The contract runs from 1st June 2020 to 30th June 2023. The engagement and support given to enterprises is eligible only between these two dates. There is however an extended period to the project of 30 September 2023 for businesses to provide evidence of all defrayed expenditure relating to their grant.

Requirement Specification: Target and deliver financial and non-financial support to businesses within the East Herts area. Eligible businesses must be financially secure and have a focus on either the bio science sector, social enterprise sector or maintenance, repairs and operations (MROs) linked to Stansted airport. The businesses must be at a stage of moving into early growth. A minimum of 115 enterprises must be targeted to achieve the goal of 30 businesses receiving a grant and 25 businesses receiving non-financial support. All delivery including administrative duties must be compliant with ERDF regulations during the project and for a reasonable time afterwards. Grant payments will be paid in arrears by the Council. Payment will be made from the Council to the Contractor and passed on to the grantee from the Contractor

Performance Monitoring: The outcomes of this contract are outlined in Schedule 2. The contract will be managed by the ERDF Contract Manager at East Herts Council and delivery monitored through monthly informal updates and formal quarterly steering group meetings. The ERDF Contract Manager will support the Contractor by checking and processing eligible evidence received from the Contractor for inclusion in claims submitted to the funder; and will authorise payments to the Contractor based on the evidence being satisfactory to the funder. It will be the responsibility of the Contractor to make grant payments to the businesses supported. The ERDF Contract Manager will also

coordinate and participate in quarterly grant panels for the review and approval of business grants. It will be the responsibility of the Supplier to submit grant applications on behalf of the enterprises in a timely manner and set format for review at panel

Throughout the life span of the project and its funding round the Contractor must adhere to ERDF funding regulations. A link can be found below: https://www.gov.uk/guidance/england-2014-to-2020-european-structural-and-investment-funds

All deliverable figures below relate to businesses in the following sectors: bio science, social enterprise or maintenance, repairs & operations (MRO) services of Stansted airport. Further information on outputs can be found using the following link:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/908098/ESIF-GN-1-002_ERDF_Output_Indicators_Definition_Guidance_v8.pdf

C1 Target	Method	Measurement	Evidence
55 businesses receiving support	 The type of support includes consultancy, information, diagnostic advice and guidance to individual businesses, as well as financial assistance for investment that results in the production of goods and/or services. This output indicator covers all size of business - sole trader, micro business, small and medium-sized enterprise, large business. It includes social enterprises where these engage in economic activity. For this project eligible sectors include: bio science and social enterprises and associated logistics such as maintenance, repair and operations (MRO) businesses that support Stansted airport. Furthermore, eligibility rules and in particular state aid rules may limit the type of businesses that may be supported. Assistance counted can include initial diagnostic and assessments, as well as any defined subsequent support. The method for delivering assistance can be face-to-face, telephone or web-based dialogue, through conferences, seminars, meetings, and workshops dependent on the needs of individual businesses. Assistance can include 1:1 or in groups. Activities should support the project's objectives and be directed towards ultimately improving the performance of the business. Support can be provided across a range of activity including: Management/leadership support Corporate and social responsibility Access to new supply chains and markets including new international markets Marketing Innovation and commercialisation of R&D Process improvement, quality assurance Access to Finance Support 	To count one instance of this indicator you must provide evidence to demonstrate the ERDF project has provided one of the following: For non-financial support: 2 days (12 hours) active consultancy support. For financial support (grant) investment: Grant of at least £1,000. Each individual support claimed should have a unique indicator. Exclusions The 12-hour support excludes travelling and preparation time; it is only the actual time delivering the support to the business that can be counted. Distribution of generic guidance, mail-shots and brochures (electronic or hard copy) are excluded. Activity already counted toward achieving indicators for ERDF outlined in this note cannot be double counted. Any businesses ineligible for ERDF support under national	Record of business - Name, address including post code, contact details, company registration number (CRNs) if applicable. Each business should have a unique identifier at operational level during the course of the project. Support claimed through hours supported – record, electronic or paper, of support meeting the minimum threshold verified and signed by a senior member of staff in the business assisted, including time period claimed. Support claimed for direct financial support - documentation demonstrating that value meeting the minimum threshold has been provided to the business, with a unique identifier. Evidence of match funding for the grants and receipts to demonstrate how the grant and match was spent Types of additional data which will need to be provided: • For businesses: details of the size of the business, sole trader, small and medium-sized business, large company. • A small and medium-sized business covers enterprises which employ fewer than 250 persons and which have an annual turnover not

	 Resource efficiency The list of activity above is not exclusive. Any support can be counted if this is consistent with national eligibility rules and the operational programme and addresses a genuine business need established through a diagnostic or other assessment. 	eligibility rules are excluded. N.B that costs incurred in supporting businesses that are ineligible for ERDF support will also be considered ineligible.	exceeding 50 million Euro, and/or an annual balance sheet total not exceeding 43 million Euro (in accordance with the definition laid down in EU Regulation No 1303/2013 within the meaning of Commission Recommendation 2003/361/EC4).
C2 Target	Method	Measurement	Evidence
30 businesses awarded grants ranging from £3,000 to £5,000	This is a subset of the target C1 - 'Businesses receiving support' - therefore the criteria of C1 must be fulfilled. To register support as grant, the business must be provided with a cash payment by the project, which is not repaid.	This is a subset of target C1 - Count Threshold is as C1.	 In addition to evidence required for C1: Evidence of the grant received meeting the minimum threshold. A unique identifier allocated Evidence of match funding for the grant and receipts to demonstrate how the grant and match was spent Evidence of a three quote process for any single item purchased using the grant and costing more than £2,500 Please note: This is a subset of target C1 - 'Business supported'. Businesses reported under C1 may also be reported under C2 where they meet the relevant definition, criteria and count threshold. Businesses reported under C2 may also be reported under the following where they meet the relevant definition, criteria and count threshold: C28 – Businesses bringing a new product to the market
			 C29 – Businesses bringing a new product to the firm
C4 Target	Method	Measurement	Evidence
A minimum of 25 businesses supported with	This is a subset of target C1 – therefore criteria under C1 must be fulfilled.	This is a subset of target C1 – Count Threshold is as C1.	In addition to the evidence required for target C1:
non-financial support	 To register as non-financial support, the business must be provided with a service or services by the project with no direct 	This is a subset of target C1 - Count Exclusion is as C1.	Support claimed through hours supported – record, electronic or paper,

C6 Target	payment of monies. Method	M easurement	of support meeting the minimum threshold (12 hours) verified by a senior member of staff in the business assisted, including time period claimed. This is a subset of target C1 - 'Businesses supported'. Businesses reported under C1 may also be reported under C4 where they meet the relevant definition, criteria and count threshold. Evidence
£135k private investment matching public support to businesses	 The ERDF support to the business is provided in the form of a grant. The gross amount of direct tangible investment from the private sector, charitable and not-for-profit organisations induced through ERDF assistance or financial support. Eligible non-monetary contributions made by individuals or organisations that add value to a project and can be given a monetary value e.g. land or loans, donated to the operation. To be eligible for inclusion of contributions in kind, these must be auditable and consistent with National Eligibility Rules. The investment must have been induced through ERDF assistance or financial support. Private Sector: Includes businesses, registered charities, not for profit organisations, private individuals and further education or higher education institutions, and social enterprises (where the funding cannot be traced to a public source). 	 The sum of the private contribution to the supported project (£) where the project includes support that constitutes state aid, including support to parts of the project not eligible for ERDF. The levered private investment is counted when it is received by businesses from the ERDF project, or from a third party private investor resulting from ERDF investment. Should be counted up to the financial completion date of the ERDF project. State aid includes projects deemed exempt from specific approval, including de Minimis aid and investment covered by General Block Exemption Regulations. Private contributions can include monetised in-kind contributions where they are in line with National Eligibility Rules Exclusions: 	Private sector organisations For each funder: name, address, contact details, status of organisation or individual and the organisation/business they represent. Gross Funds Received: Private – copy of receipts for each contributor's financial contribution. Gross Funds Spent In-kind contributions - Recipient statement (signed by finance director) on what was provided, when it was spent (receipts/invoices) and how it was used. Inkind contributions must comply with National Eligibility Rules. Validate through the recipient accounts and primary records e.g. invoices/receipts.

C8 Target	Method	 The ERDF support to the enterprise provided through financial instruments (for example a loan or guarantee) Any expenditure on the project by any public or private sector funder prior to the start date specified in the funding agreement is excluded. Investment subsequent to the project ending (as specified in the funding agreement) by other public sector and/or the private sector is excluded. Funds awarded from the National Lottery are excluded 	Evidence
17 new staff members employed by supported businesses	 Those jobs created following an intervention with a business that results in an increase in the overall number of FTE staff employed within that business. To determine the employment increase a baseline of the number of jobs in place in the business immediately prior to the start of the support should be taken and compared to the number of jobs in place at the end of the support. The difference between the two is the employment increase. It should be noted that the employment increase due to the support might not always equal the number of jobs created that are directly attributable to the support – e.g. where organisations have restructured during the period and posts been removed. The benchmarking must take account of the characteristics of employees in respect of gender A new, permanent, paid, full-time equivalent (FTE) job created as a result of activity supported by project. New means it should not have existed with that employer in the England programme area before the intervention. Permanent means it should have an intended life expectancy of at least 12 months from the point at which it is created. A full-time equivalent (FTE) job created can be counted even if it does not last for 12 months provided there is contractual evidence that the intended life expectancy of the job was 12 months. The indicator applies to all sizes of business, but eligibility rules or project selection criteria may restrict the scope of activity. 	 This indicator can be counted if: A job with an intended life expectancy of at least 12 months is created. Date of creation is the day the new employee starts work in the enterprise. The 36 hours per week threshold is reached. Part-time jobs should be treated on a prorata basis. A job results in an overall increase in the employment levels of the supported enterprise. Seasonal jobs may be counted where this is normal practice for an industry. The job must exist for a minimum of 4 weeks per annum and is counted on a pro-rata basis. Exclusions: Jobs which are created to directly set up the project's activities, including construction 	Job Created: Employment Increase: written confirmation from senior member of staff in the supported business confirming the overall increase in employment levels within the business as a result of the support provided. This should include confirmation of the baseline and end figures and specific details of the jobs created resulting in the increase. To include details of the job as advertised and started, duration, and the number of hours per week. A sole trader will need to provide a self-declaration to confirm details of post started, salary, duration and number of hours per week. In both of the above instances the written confirmation should include the following text: "The enterprise had X employees prior to the commencement of support, which has now risen to Y. The new post(s) has (have) resulted in an increase in

market	 Product - when it is either at pre-launch or launched to the market Process - when it has been introduced into the business 	Exclusions: This is a subset of target C1 - Count Exclusion is as C1.	Products, processes, services: A self-declaration from the business to confirm the product, process or
2 businesses bringing a new product to the	 This is a subset of the target C1 - therefore Count Criteria under C1 must be fulfilled. Support must be for a business to introduce one of the following: 	This is a subset of target C1 – Count Threshold is as C1.	In addition to the evidence required for target C1:
C28 Target	Method Company	Measurement This is a subset of toward C1	Evidence
		increase in employment in supported enterprises, as these are inputs to rather than outputs of the operation. Jobs which have been created as a result of realignment of posts across the business. Jobs which have been safeguarded.	 (are) neither (i) a result of a realignment of posts across the organisation; nor (ii) a post(s) which has (have) been safeguarded." Projects need to provide basic information about the individual they support relating to: Gender: Male/Female/ Prefer not to say Age: The following age categories should be used: 16-24/25-29/30-34/35-39/40-44/45-49/50-54/55-59/60-64/65+/Prefer not to say Disability: "Do you consider yourself to have a disability?" Yes/No/Prefer not to say Ethnicity: White/Mixed / Multiple ethnic groups/Asian / Asian British/Black / African / Caribbean / Black British/Other ethnic group/Prefer not to say Relationship to other targets: This indicator will result from some form of support to a business. For the avoidance of doubt, providing all other evidentiary requirements associated with this output (C8) are met C8 outputs may be claimed in cases where the support/assistance provided by the project to the business in which the employment is increased does not reach the threshold required to trigger a C1 output. The support can create a multiple of employment outputs.

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	Service - when it has been introduced to the market.		service is new to the market.
	 The target measures if a business receives support to develop a 'new to the market' product in any of its markets. It includes process innovation as long as the process contributes to the development of the product. A product is new to the market if there is no other product available on a market that offers the same functionality, or the design or technology that the new product uses is fundamentally different from the design or technology of already existing products. Products can be tangible or intangible (incl. services and processes). Supported operations that aimed to introduce new to the market products but did not succeed are still counted. If a product is new both to the market and to the firm, the enterprise should be counted as supported to introduce new to the market products. Businesses included in this indicator should also be recorded as receiving one of grants or financial or non-financial support. 	Operations without the aim of actually developing a product are excluded. If a business introduces several products or receives support for several operations, it is still counted as one business. In case of cooperation operations, the target measures all participating businesses.	The business should also confirm the date the new product/process/service was launched and should provide further documentation to confirm details of product/process/service, which could include marketing information or literature. If product has not progressed to market, the business should provide information on the status of the product. Relationship with other targets: This is a subset of target C1 - 'Businesses receiving support', and either C2, C3 or C4. Businesses reported under this target may also be reported under target C29 where they meet the definition
	The indicator applies to all sizes of enterprise, but eligibility rules or operation selection criteria may restrict the scope of activity.		where they meet the definition
C29 Target	Method	Measurement	Evidence
2 businesses bringing a new product to the firm	 This is a subset of the target C1 - therefore Count Criteria under C1 must be fulfilled. The target measures if a business is supported to develop a "new to the firm" product. It includes process innovation as long as the process contributes to the development of the product. Projects without the aim of actually developing a product are excluded. If a business introduces several products or receives support for several operations, it is still counted as one business. In case of cooperation operations, the indicator measures all participating businesses to which the product is new. A product is new to the firm if the business did not produce a product with the same functionality or the production technology is fundamentally different from the technology of already produced products. Products can be tangible or intangible (including services). Supported projects that aimed to introduce new to the firm products but did not succeed are still counted. If a product is new both to the market and to the firm, the business should be counted in both indicators. Businesses included in this indicator should also be recorded as receiving one of grants or financial or non-financial support. 	This is a subset of target C1 – Count Threshold is as C1. Count Exclusions: This is a subset of target C1 - Count Exclusion is as C1.	In addition to the evidence required for target C1: Products, processes, services: • Evidence might include the date a new or improved process became operational or the date the new product or service was launched from market information or marketing literature. If product has not progressed to market, the business should provide information on the status of the product. • A self-declaration from the business to confirm the product, process or service is new to the firm. This is a subset of target C1 - 'Businesses receiving support' and either C2, C3 or C4. Businesses reported under this target may also be reported under target C28

	Eligibility rules or project selection criteria may restrict the scope of activity.		where they meet the definition.
ERP13 Target	Method	Measurement	Evidence
A minimum of 115 Businesses receiving information, diagnostic and brokerage support	 The type of support includes information, diagnostic advice/guidance and signposting to individual businesses. It is required that all 3 elements – information, diagnostic and brokerage – be included for activity to be eligible. Support must signpost to relevant ERDF funded provision and/or other provision relevant to the needs of the business. This output indicator covers the following size of businesses – sole trader, micro business, small and medium-sized enterprises. It includes social enterprises where these engage in economic activity. Specific calls for proposals or specific conditions may require those running operations to work with particular types of businesses. Furthermore, eligibility rules and in particular state aid rules may limit the type of businesses that may be supported. Assistance counted must include a structured review lasting a minimum of 3 hours incorporating information, diagnostic assessment and advice and guidance. The method for delivering assistance can include face-to-face, telephone or web-based dialogue, through conferences, seminars and/or workshops dependent on the needs of business. Assistance can include 1:1 or in groups. Activities should support the project objectives and be directed towards ultimately improving the performance of the business or supporting the creation of a new business. Support can be provided across a range of activity including: Management/leadership support Corporate and social responsibility Access to new supply chains and markets including new international markets Marketing Innovation and commercialisation of R&D Process Improvement, quality assurance Access to finance support Direct loans and financial instruments Resource efficiency and environment management. The list above is not exclusive. Any support can be counted if this is consistent with national eligibility rules a	To count one instance of this indicator you must provide evidence to demonstrate you have provided the following: Businesses supported with information, diagnostic and brokerage support only (a minimum of 3 hours) Multiple Counting: A specific business can only be counted once by a project. Multiple instances of support within a project cannot be counted multiple times. Count Exclusions: The 3-hour information, diagnostic and brokerage provision excludes travelling and preparation time; it is only the actual time delivering the support to the business that can be counted. Distribution of generic guidance, mail-shots and brochures (electronic or hard copy) are excluded. Activity already counted toward achieving indicators for ERDF outlined in this document cannot be double counted. Any businesses ineligible for ERDF support under National Eligibility Rules are excluded.	Record of Business - Name, address including post code, contact details, company number (CRN) if applicable. Each enterprise supported should be given a unique identifier at operational level during the course of the project. Support claimed through hours supported – record, electronic or paper, of support meeting the minimum threshold verified by a senior member of staff in the enterprise assisted, including time period claimed. Types of additional data which may need to be provided: • For businesses: details of the size of the business, sole trader, small and medium-sized enterprise. It is anticipated that this output will reflect stand-alone information, diagnostic and brokerage support only. It may complement, but will not be a prerequisite requirement for achievement of outputs linked to C1 'Businesses Supported' and/or C5 'New business supported'. Where businesses receive a sufficient level of information, diagnostic and brokerage support to meet the count threshold for C1, they may also be reported as such as well as any subsets of C1. The 3 hours of support under P13 can be counted towards the 12 hours needed for an output under C1.
Other activities	mediod	measurement	LAIGOHOC

Salary costs	Payment for salary costs will be claimed and released on a quarterly basis	Provide either a timesheet for staff working on the project or a copy of their contract if spending 100% of their time on the project. Provide financial evidence to support salary costs incurred as well as the defrayal of these costs	Timely submission of financial information in accordance with the table in Section 3
Audits	The project will be subject to audits before, after and during its lifespan Ensure adherence to ERDF regulations regarding document retention https://www.gov.uk/government/publications/european-regional-development-fund-document-retention	Make available any relevant staff and provide any additional supporting evidence requested in a timely manner	
Claims, Progress reports and summative assessments	All outputs information must be submitted on time in accordance with the claims schedule	Supply all project related paperwork, progress report and supporting evidence by deadlines included in Section 3 below	Timely submission of financial and narrative claims information
Grants panel meetings	All grant applications must be submitted up to three working days before the scheduled grants panel meetings.	Relevant paperwork for the grants applications must be submitted in a timely manner and incorporate the correct ERDF logo in line with the ERDF branding requirements	Timely submission of grant applications and supporting evidence
Attendance at network events	Staff to be available for attending network events to promote the project	Attendance at annual events to promote the project	
Branding	Ensure the correct ERDF branding is used in the correct format on all literature relevant to the project as set out in the ESIF Branding and Publicity Requirements https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/836956/ESIF-GN-1- 005_ESIF_Branding_and_Publicity_Requirements_v8_updated.pdf	Relevant paperwork for grant applications, timesheets, events literature should all include the ERDF logo	

Section 3

Claim period	Forecast due date	Claim submission date	Payment made to Contractor
July to Sept 20	05 Oct 20	22 Oct 20	22 Nov 20
Oct to Dec 20	07 Jan 21	22 Jan 21	22 Feb 21
Jan to Mar 21	01 Apr 21	21 Apr 21	21 May 21
Apr to Jun 21	05 Jul 21	22 Jul 21	22 Aug 21
July to Sept 21	04 Oct 21	21 Oct 21	21 Nov 21
Oct to Dec 21	07 Jan 22	25 Jan 22	25 Feb 22
Jan to Mar 22	05 Apr 22	26 Apr 22	26 May 22
Apr to Jun 22	05 Jul 22	22 Jul 22	22 Aug 22
July to Sept 22	05 Oct 22	21 Oct 22	21 Nov 22

Oct to Dec 22	06 Jan 23	23 Jan 23	23 Feb 23
Jan to Mar 23	05 Apr 23	25 Apr 23	25 May 23
Apr to June 23	04 Oct 23	18 Oct 23	18 Dec 23

Please note 10% of the funding awarded will be retained until the end of the project and payment made in December 2023, as set out in the table above. Final payment will be made after any funder queries relating to the final claim, audit or summative assessment are fully addressed.