

20/21	Phase 1	Design and deliver SME resilience diagnostic App, provide business, sector and regional reports and deliver SME mentoring services - for initial 6 months	Cost £k	Multiplier	Sub-Total	TOTAL	Budget = £700k
		Mobile and web-app design; coding; creation of and licences for associated secure database; interface design; licence management (required for iOS and Android platforms); FAQs and help-sheets; content creation and updating; Equality Act compliance; debugging; maintenance and security patching; metadata and analytics; device QA and compatibility management; T&Cs and data security. Agile delivery methodology and post RFS debugging.	145	1	145	145	145
		Analytical capability to process metadata and prepare business intelligence reports to SBRC, Scottish Government and other stakeholders as agreed; daily reporting; weekly summaries; provision of intelligence digests to communications team, all hardware and software requirements	36	2 x part-time posts to make up 1.5 FTE for flex capability and resilience	54	54	54
		Complete business mentoring service creation and support: Head of Profession (pro bono); senior sector mentors x 6 (pro bono); team of operational mentors dedicated to each business (see delivery costs detailed below); creation of mentoring guidelines, training and compliance management to limit professional liability; briefing/debriefing service; secretariat; network and online conferencing support.	30	1	30	30	30
		Software licences for mentoring structure and all participants (per month)	1	12	12	12	12
		Audio-visual (AV) services and secretariat support for webinars to ensure content is captured, analysed and redistributed for learning purposes; preparation and content generation; manage learning and feed back to analysts.	25	2 x part-time posts to make up 1.5 FTE for flex capability and resilience	36	36	36
		Website design, capacity upgrade; e-newsletter design and content management; hosting and relevant software licences; hosting of web-app; security and other technical support services.	25	1	25	25	25
		Multimedia content generation, copywriting and learning management.	25	2 x part-time posts to make up 1.5 FTE for flex capability and resilience	36	36	36
		Flexible web-chat support capability at 4 hours (2 x 2 hour sessions) per day delivered by dispersed team of subject matter experts.	25	1	25	25	25
		Transcription and podcast production service	5	1	5	5	5
		Provision of initial Mentor support to SME and 6 follow-up sessions	1	200	200	200	200
		Programme manager for full SME support programme	42	1	42	42	42
		Project workstream leads	30	3	90	90	90
					<b>TOTAL</b>	<b>700</b>	<b>700</b>
20/21	Phase 2	Mentoring service at £1k per company for support over six months October 2020-April 2021	Cost £k	Multiplier	Sub-Total	TOTAL	Budget = £200k
		Follow-up mentor support sessions 6 x 1 hour	100	200	200	200	200