



Green New Deal - Provision of strategic business and circular economy advice

Reference: 2021/22 – 1

Questions & Answers

- 1. Is the 3 and 6 month follow up with the March 2022 deadline and has the time spent on the follow up to be included in the £105,000 budget?**

The follow up after 3 months should be done by the service provider. It should be completed by the March 2022 deadline and included in the £105,000 budget.

The follow up after 6 months will be done by the ReLondon team.

- 2. With the minimum 600 hours of one-to-one support (50 SMEs x 12 hours), what is the priority - number of SMEs or number of hours of support?**

Both the number of SMEs and number of hours of support are equally important.

- 3. What would be the ReLondon minimum qualifying criteria to take an SME from the pipeline and funnel into the bespoke circular economy advice?**

To qualify for bespoke circular economy advice, SMEs should:

- be able to demonstrate financial accounts for a minimum of 3 years prior to receiving the support and
- employ a minimum of 3 full time employees at the time of receiving the support and
- be able to demonstrate that a certain number of jobs in their company are at risk prior to receiving support.

The ReLondon team will work with the service provider to make sure that this project supports a varied portfolio of businesses (different sizes, sectors) and that the following categories are well represented:

- SMEs that are highly dependent on the hospitality, retail or entertainment sectors
- SMEs owned by underrepresented demographics (female or BAME-led)
- SMEs based in areas of London that have been the hardest hit by the pandemic

- 4. What is the ReLondon process for validation and payment of the project milestone if the supported business does not sign the support log?**

If the service provider can demonstrate that the support has been provided and they have used reasonable endeavours to have the business signing the form, the businesses can be claimed as supported.

In order to minimise such risk, it will be clearly stated in the information form that the SME will need to fill in prior to receiving the support, that they will be asked to sign a support log at the end of the process.

- 5. How will the project fees be paid if an SME drops out during the advice/implementation process? ie service provider paid for quantified hours spent?**

The contractor will be reimbursed for the actual amount of hours provided to an SME. If an SME drops out before completing the minimum required amount of time (15hours) then the contractor can still claim the number of hours spent with the SME up until that point and be reimbursed for them. However, in that case, we would expect the contractor to be diverting the remaining amount of time initially planned and budgeted for towards a new SME or an existing project SME that might require additional time. We do not intend to claw back money from the contractor in instances like this, however, we expect that the total support time planned in the contractor's proposal will be delivered.



6. Under section 10 - financial proposal. The table states activity 1, 2 & 3 - do these relate to the inception, delivery and monitoring phase or just stated as examples?

The activities are stated as example, the applicants can use the breakdown of activity they want to describe the proposed approach.

7. How many team members do you expect to be involved?

There is no optimal number but, given the size of the contract, we would expect a minimum of 2 team members to deliver the contract.

8. During the delivery timescale, are there any key circular economy communication events through ReLondon that we should be aware of?

ReLondon are hosting the Circular Economy week from the 14th to the 18th June. This could potentially be used as a platform to advertise the support provided and/or to organise a workshop.

9. Is there a word count? The tender mentions five sides of A4, but is this with a particular number of words in mind?

There is no word count but the proposal should be written in easily readable format (minimum font size 11).

10. Could you send a copy of your Terms & Conditions ?

ReLondon's standard terms & conditions are on the tender page of the ReLondon website: <https://relondon.gov.uk/about-us/jobs-and-tenders>

11. In terms of the service being carried out - will it be possible for the key personnel to work in the same location as the ReLondon team?

We will not be able to offer a permanent space in our facilities to the service provider for the length of the project. However, it may be possible to offer desk space on an ad-hoc basis. This is very unlikely to be possible after summer 2021 when we will be relocating to smaller premises.

12. Does the 15-30 hour estimate per SME include reporting time and support log admin? Or is this time reserved for bespoke business support rather than administration tasks?

Yes, the admin and reporting time can be included in the 15 hours of support. A maximum of 10% of the hours spent per company can be allocated to administration tasks.

13. Is the final report summarising and analysing the outcomes data collected from the SME interviews 3 & 6 months after the support intended for the SME or ReLondon?

The final report is intended for ReLondon and will be used for analytic and reporting purpose. We might also publish the results to showcase the impact of the programme to a wider audience.

14. Is the final report summarising and analysing the outcomes data collected from the SME interviews after the support per SME or one report summarising all 50 supported SMEs?

The service provider should produce one final report after the monitoring phase summarising and analysing the outcomes data collected from the 50 SMEs supported.

15. Will the proposed list of SMEs be selected from a ReLondon database or shall they be of any choice as long as they are related to three defined requirements detailed in section 4.2. of the tender document?

The service provider will be responsible for the identification and recruitment of SMEs for this project but the ReLondon will help by promoting this opportunity through our networks and reaching out directly to certain SMEs.

16. Do all the selected SMEs need to be registered and operating as London based businesses?

Yes, all the selected SMEs need to be registered and operating in London.

17. Will there be an opportunity to work across the SMEs' supply chain if they are not based in London, but within the UK.

The service provider will be able to recommend interventions in the SME's supply chain to reduce waste or CO2 emissions but any support to companies outside London will not be counted towards the objective of supporting 50 SMEs.

18. The timeline for the recruitment of SMEs and if this activity is part of the baseline programme

The timeline for the recruitment of SMEs is at the discretion of the service provider and can be spread between the inception and the delivery phase.

19. The definition of and including statistics source for the hardest-hit areas in London

We are still in the process of defining this, we will let the service provider know during the contracting phase.

20. A copy of the contract terms and conditions and the type of contract

ReLondon's standard terms & conditions have been uploaded on the tender page of the ReLondon website: <https://relondon.gov.uk/about-us/jobs-and-tenders>

21. Who bears the risk of changes to the contract timeline or baseline programme

A project plan and timeline will be agreed at the beginning of the project between ReLondon and the service provider. Any change in the timeline will need to be approved by both parties in writing.

22. The KPI's and parameters for performance or non-performance

The key indicator of performance for the supplier will be the timely completion of the deliverables.

Job creation and job safeguarding are ReLondon's primary objectives for this project and should be the main focus of the service provider when selecting and supporting the SMEs.

Demonstrable positive environmental impact is ReLondon's secondary objective for this project and should be achieved whenever possible.

23. If there is or will be a process for the cross-sharing of other bidder questions

Yes, all the answers to the questions will be shared with all potential bidders who have expressed interest in this project and on the ReLondon website.



24. If an incumbent advisor is in this post and if this is a competitive tender for the same or similar post

No incumbent advisor is in this post as this is a new project.

25. The experience level of CVs being sought after from the advisory team and the minimum/maximum number of staff required on the advisory team

There is no optimal number of staff but, given the size of the contract, we would expect a minimum of 2 team members to deliver the contract.

26. How does this scheme's budget differ to the previous scheme's budget/s funding

This is a new scheme so no comparison can be drawn with previous projects.

27. Register of lessons learnt from the previous scheme

This is a new scheme so no comparison can be drawn with previous projects.

28. Geographical boundaries e.g. which areas of London are included or excluded

The business must be registered and operating within the boundaries of the Greater London area, ie one of the 32 London Boroughs or the City of London.

29. Number of SMEs is stated as 50, is there a maximum or an optimum level i.e. the point at which a further increase will result in a reduced quality of service

There is no maximum number of SME supported but it should be noted that the quality of the service will have a higher weight in the decision than the number of SMEs supported (above the minimum threshold of 50 businesses).