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Invitation to quote

for the provision of SME business advisory support
in the form of 3 workshops

Date Issued: 07/09/2021

Reference: 21-22 - 10 BT Circular Pilot Workshops

The business transformation programme is a business support programme placing London's small and medium businesses at the heart of the circular economy. It is jointly funded by the European Regional Development Fund and ReLondon.

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1. Overview

This invitation to quote is issued by ReLondon (trading name of the London Waste and Recycling Board, LWARB) on behalf of the business transformation programme and is seeking the design and delivery of 3 separate group workshops to support the business transformation team to provide SME support over the month of Oct 2021. The business transformation programme is jointly funded by the European Regional Development Fund (ERDF) and ReLondon (Project code ERDF 23R15S003871).

2. Background

The goal of the [business transformation programme](#) is to help London's businesses (specifically, small and medium sized enterprises (SMEs)) transition to or scale up circular economy business models, giving them the resilience they need to thrive now and in the future. The programme started delivering direct support to SMEs from May 2017 with the programme due to run until December 2022.

The strategic objectives of the programme include:

- Directly supporting SMEs to develop new circular economy products and services.
- Building the productivity, competitiveness, and growth capacity of SMEs within priority sectors in London, through access to networks, sector specific workshops and specialist business support.
- Increasing the growth and competitiveness of SMEs in London through improved access to finance and markets.
- Supporting SMEs within priority sectors to strengthen supply chain relationships through new business models or higher quality products, processes or services.
- Assist priority sector SMEs to anticipate and respond to changing external factors related to the emergence of the Circular Economy, e.g., changes to regulatory regimes and new technological developments.

In addition, thanks to funding from the Mayor of London's Green New Deal fund, the business transformation team has been appointed to distribute £10,000 and £15,000 grants to London-based SMEs who need support in kickstarting a circular economy pilot as part of their recovery from the Covid-19 pandemic. In addition to the grant, successful applicants receive additional support from the business transformation team to (a) ensure successful delivery of the pilot and (b) capture the commercial and environmental benefits of these initiatives, thus helping the programme make a case for circular business models.

3. The Brief

This brief is to inform the quotes for the provision of 3 group workshops on behalf of the business transformation team. These workshops will form part of a programme of support provided to 33 SMEs receiving £10,000 and £15,000 grants. This support should strengthen the delivery of new circular economy initiatives by London-based SMEs.

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4. Objectives of pilot support

A cohort of 33 London-registered businesses have been selected to receive either £10,000 or £15,000 grant funding to implement a circular pilot within their business over the period Sep 2021 - Mar 2022. All businesses are established, revenue generating businesses with a proven business model who are looking to introduce a new circular process or product that can drive green growth in London. More information about the grant programme and eligibility criteria for applying can be found at our website [here](#).

These businesses are launching a pilot initiative that:

- Optimises resource use through [one of five circular business model advocated for by ReLondon](#) - all circular pilots will relate to one of these models;
- Has potential to grow the business, and contribute to job creation (directly or indirectly by contributing to growth);
- Creates a positive environmental impact in London (e.g. waste reduction, greenhouse gas emissions reduction, etc.)

SMEs will come from a range of different industries. A selection of businesses will be new to the concept of the circular economy, whereas others will already have a circular business model but will be introducing new initiatives that further enhance their contribution to the circular economy.

SMEs receiving this grant funding will be accompanied over the period of Sep 2021 - Mar 2022 with a programme of additional support from ReLondon, helping them go on a journey as they refine, implement, and measure the success of their pilot. The phases of support are as follows:

- A. Assess support needs - Oct
- B. Refine Pilot Design - Oct
- C. Baseline current state - Oct
- D. Delivery & troubleshoot pilot - Nov/Dec
- E. Calculate benefits - Jan
- F. Assess the business case - Feb/Mar

5. Workshops to be delivered

We are looking for an individual contractor, group of contractors or organisation to facilitate 3 group workshops during the 'B. Refine Pilot Design' stage of the support programme in October covering 3 separate topics:

1. **Formulating clear hypotheses (1h):** help SMEs refine the design of their circular pilot through a practical session on how to formulate testable hypotheses.
2. **Designing pilots & prototypes (3h):** help SMEs refine the design of their circular pilot, by learning how to design effective experiments that answer hypotheses with their customers in mind. The workshop should be practical and interactive, with opportunities for SMEs to directly apply learnings to their own pilots. The

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techniques taught through the workshop may leverage existing methodologies such as e.g. Human-Centred Design, Design Thinking, Agile.

3. **How to measure environmental impact (2h):** help SMEs refine the design of their pilot through a practical session introducing them to the different methodologies and metrics for measuring environmental impact (e.g. CO₂e, waste, air pollution). Take time in the session to explore and determine which metrics are most relevant to a specific circular project, with opportunities to apply learning to their own pilots.

The objectives of these workshops are to ensure that SMEs are:

- (a) clear about the hypotheses they are testing through the pilot;
- (b) have ironed out the details of their pilot design; and
- (c) have a plan for measuring success (especially environmental).

Each session will be attended by one representative from each of the 33 businesses.

The provider can decide whether to deliver each workshop multiple times to smaller subsets/cohorts of the 33 businesses; or choose to deliver a single large workshop for the entire cohort. It may be necessary to offer multiple scheduling slots for 2 - *Designing pilots & prototypes* in order to secure a higher attendance rate from SMEs.

Please note that in addition to this brief we are separately contracting for another piece of work (delivery of 1-2-1 consultancy support to 21 SMEs) to be delivered in parallel to this support as part of the same programme.

6. Scope of work- Activities

The support over this period should include the following activities:

1. Design of the interactive workshops on the topics described above (i.e. how to formulate clear, testable hypotheses for pilots; how to design experiments and prototypes during pilots; and how to measure environmental impact). This should include any printing required for interactive elements of the workshops and coordination of a venue/logistics.
2. Delivery of the interactive workshops in a central London location for a maximum of 33 individuals per workshop. All workshops should preferably take place within the month of October. The workshop should be delivered in line with adult learning and design thinking principles. The balance between theory and practice should be 30-70, with a strong emphasis on 'learning by doing'.
3. Provide the business transformation teams with a brief, summary handout, summarising the key learning materials and workshop highlights (max. 4 pages).
4. Keep track of actual hours of support logged and provide the business transformation team with completed evidence of delivery of the support.

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The facilitator can determine whether to deliver the workshops through a blend of in-person or virtual formats, although we would expect at minimum that Workshop 2 - Designing Prototypes & Pilots (3h) be delivered in-person at a central London location.

The selected provider will be responsible for all logistical elements of the workshops (i.e. venue booking, catering, flipcharts and projector, scheduling with participants, tracking attendance at the event). ReLondon will be responsible for the main promotion of the events, selecting participants for the workshop, providing contact details of the participants for scheduling, and evaluating the workshops after their completion.

7. Expected Deliverables

- Training/Workshop materials branded with the ReLondon and ERDF logos, using branding supplied by ReLondon.
- Brief summary handout summarising the key learning materials and workshop highlights (max. 4 pages).
- Completed evidence of delivery of the support including attendee list, sign in sheet if in person and screen shots if not in person
- Completed timesheet for delivery of the support.

8. Budget

Our total budget for the 3 workshops (including venue hire and other costs) is £7,000 to £10,000 + VAT.

This is roughly equivalent to £2,000 to £3,500 + VAT per workshop.

9. Quotes

Contractors can opt to deliver all, or a selection, of the three workshops. Proposals should clearly state which workshops will be delivered by the contractor if successful.

Contracts will be awarded for between 1-3 workshops. We may choose to award contracts to multiple different individual contractors, or to one contractor to deliver all three workshops. This may mean we select only 1 or 2 workshops from a larger proposal.

The quotes should include two sections including, but not exclusively, the following:

Technical Approach

- a. Demonstrate your company's experience in designing and delivering pilot design & delivery workshops, ideally for an SME audience. Evidence of an understanding of the circular economy is desirable but not mandatory.
- b. For each selected workshop, describe your approach/methodology in supporting the business transformation team with respect to the Scope of work described above (e.g. proposed workshop structure, tools/toolkits employed).

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- c. Describe the inputs you will require from the business transformation team prior and during the assignment.
- d. The CVs of the team you will involve in the process of delivery, including specifying which individuals will be involved in delivering each workshop/activity.

Financial Proposal

Quotes should be submitted in British pounds (£) and should include daily fees, venue costs, and any reimbursable transportation expense and VAT. A template for the outline of the financial proposal is provide below.

Table 1. Example of Budget Template

	No. of Hours	Hourly Rate (£)	Cost of Effort / Expense (£)	If Expenses - please indicate cost item	Total Cost per Activity excl. VAT (£)	Total Cost per Activity incl. VAT (£)
Workshop 1 - Total						
Design of workshop				--		
Delivery of workshop				--		
Other expenses (handouts, venue, misc.)	--	--				
Workshop 2 - Total						
Design of workshop				--		
Delivery of workshop				--		
Other expenses (handouts, venue, misc.)	--	--				
Workshop 3 - Total						
Design of workshop				--		
Delivery of workshop				--		
Other expenses (handouts, venue, misc.)	--	--				
Other activities - Total						
Admin & project management (timesheets, evidence, summary brief)						

Total Costs (£) all three workshops excl VAT:		
Total Costs (£) all three workshops incl VAT:		

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10. Evaluation

ReLondon must be satisfied that each potential contractor has the appropriate capabilities and resources available to undertake the work to our requirements and provide the necessary services. The process we use to select contractors is a competitive one. Your quotes will be evaluated by us against the following criteria:

Evaluation criteria	Weighting
Total price per workshop	20%
Quality and technical excellence of proposal methodology	40%
Authority of allocated personnel, their skills and technical capability	40%

Scoring	
Outstanding - cannot be faulted	100
Excellent	90
Very good	80
Good	70
Above average	60
Average	50
Below average	40
Poor	30
Very poor	15

11. Timescales

- Invitation to quote issued 7th September 2021
- Deadline for questions 14th September 2021
- Deadline for return of quotes 21st September 2021 (5pm UK time)
- Award of contract 24th September 2021
- Commencement of activities 1st October 2021
- Completion of activities 29th October 2021

12. Acceptance of quotes

In issuing this invitation to quote, ReLondon is not bound to accept the lowest or any price and reserves the right to accept the whole or any specified part unless the bidder expressly stipulates otherwise.

ReLondon will not enter discussion with non-selected potential suppliers or justify its decision. Potential suppliers are deemed to have accepted these conditions by the act of submitting their quote. The selected preferred supplier cannot assume they have been granted the contract until a formal contract is signed.

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13. Period for which quotes shall remain valid

Unless otherwise stipulated by the bidder, quotes shall remain valid for 60 days from the closing date.

14. Submission Details

Questions should be submitted by email address to the Business Transformation Manager, Lamia Sbiti (lamia.sbiti@relondon.gov.uk). Responses to questions will be circulated to all companies invited to quote by 15th September.

Quotes must be submitted by email to Sarah Beaton (business@relondon.gov.uk) by 5.00pm (UK time) on 21st September 2021 with the reference “ReLondon request for quotes: 21-22 - 10”