



# Invitation to Tender –

## CLOSES 1600hrs on Friday 27 February 2009

To appoint a consultant to train the Business Link East Advisors in the purpose and use of the 'Green Review', a simple diagnostic tool aimed at supporting the advisors to identify resource efficiency issues and opportunities within client businesses, and to provide the necessary knowledge and understanding of resource efficiency which will enable advisors to make a judgement on the best support mechanism or most appropriate business support programme to aid the exploitation of that opportunity.

### 1. SUMMARY

The **one to one support** element of the Resource Efficiency East programme works in partnership with Business Link East to:

- Promote Business Link East as a point of contact for businesses seeking advice & guidance on resource efficiency, thus simplifying and co-ordinating access to resource efficiency business support
- Provide a system of information and diagnostic support to regional businesses via Business Link East
- Assist Business Link East customers to identify; their own resource efficiency needs, their potential resource savings, the actions to required to achieve those savings and deliver services to assist business to implement efficiency opportunities
- Assist in accessing the most appropriate service providers to assist in the implementation and achievement of resource efficiency measures

This tender is specifically to assist the REE programme to achieve the objective of the one to one service, specifically to train BLE advisors in the use of the 'Green Review', which has been developed to provide a system of information and diagnostic support to regional businesses via Business Link East and which will form an integral part of the information, diagnostic, broker model of BLE, assisting BLE advisor to identify issues of resource use within client businesses.

### 2. Background

Resource Efficiency East is a £2.1 million region-wide business support programme funded by the East of England Development Agency and part funded by the European Regional Development Fund, and managed by Renewables East. The programme will operate until March 2011.

The aim of the programme is to deliver a measurable improvement in the performance of businesses in the East of England by developing business support services which will help business to identify and implement efficiency opportunities particularly opportunities related to the efficient use of materials, water and energy.

To specific objectives of the programme are to:

- simplify and co-ordinate access to support on resource efficiency for business - in line with the Business Support Simplification Programme
- deliver focused, commercially-orientated advice, guidance and support services on resource efficiency for business - ensuring that the debate on resource efficiency goes beyond the environment/climate to efficiency and productivity embedding efficiency of resource use as a central tenant of business operations)
- make key strategic interventions on resource issues of regional/national importance which benefits business – to focus on those resource use issues which can be impacted through working with businesses on a region-wide basis, even though the intervention maybe at individual business level

The Programme is divided into three key Programme components:

- 'one to one' component providing tailored resource efficiency advice and guidance to individual businesses

- 'one to many' support component - strategic interventions where the issue maybe beyond individual business scale
- Providing self help tools the aim of which is to provide the knowledge, information and guidance for SMEs to address their own environmental impacts

The one to one support element of the programme will work in partnership with Business Link East to:

- Promote Business Link East as a point of contact for businesses seeking advice & guidance on resource efficiency, thus simplifying and co-ordinating access to resource efficiency business support
- Provide a system of information and diagnostic support to regional businesses via Business Link East
- Assist Business Link East customers to identify; their own resource efficiency needs, their potential resource savings, the actions to required to achieve those savings and deliver services to assist business to implement efficiency opportunities
- Assist in accessing the most appropriate service providers to assist in the implementation and achievement of resource efficiency measures
- Seek to maximise the impact of nationally funded programmes in the region

The one to many component of the programme will develop a suite of interventions (business support projects):

- Provide specialist resource efficiency services and projects to deliver solutions to particular resource use issues e.g. issues of regional strategic importance such as water
- Seek to further embed resource efficiency as a key economic consideration, assisting the region to prosper in global, competitive markets
- Stimulate resource efficient innovation

'Self Help' Tools - The aim of the tools are to provide the knowledge, information and guidance for SMEs to address their own environmental impacts, providing the tools which will enable continuous improvement within the business.

Through these programme components regional businesses can also expect to be able to access resource efficiency support ranging from simply accessing the right self help tool, to support in implementing a bespoke long term project of business change.

Through the programme components REE aims to deliver the following outcomes:

- 3,000 Business assisted to improve performance (2 Hrs)
- 315 Business receiving priority business support (2 Days)
- 300 Environmental initiatives in businesses (R5)
  - Of which 100 Environmental Management Systems adopted
- 15 Businesses supplied zero/low carbon energy (R12)

These outcomes and in particular the delivery of environmental initiatives will achieve the following impacts:

Impacts	Programme Target
CO <sub>2</sub> emissions saved	40,000 tonnes
Water conserved	675,000 m <sup>3</sup>
Landfill diverted	81,000 tonnes

And a corresponding increase in turnover and profitability of the Businesses in the East of England:

Impact	Programme Target
Increase in GVA as a result of the Programme	£12M

The key stakeholders for the project are the SMEs the programme will target, other regional and national business support programmes such as WRAP, NISP, Envirowise, Business Link East, the Manufacturing Advisory Service and the programme funders the East of England Development Agency and European Regional Development Fund.

### **3. About Renewables East**

Renewables East has been asked by the region to manage the REE programme and deliver its outputs and outcomes. Renewables East is a private company delivering the services associated with being the renewable energy agency for the East of England. The Company is funded by the East of England Development Agency (EEDA) and officially designated as an EEDA sister organisation. For the year 2007/08, RE has been allocated £1.2m from various sources including EEDA, EMDA, EU, Local Authorities and central government to continue its mission.

The objectives of the Company are:

- a. To enable the East of England to meet its adopted target for the production of energy from renewable resources, within the context of national energy policy and the need to move towards a lower carbon economy; and
- b. To maximise the rate of growth of the renewable energy sector and the economic benefits to the region, especially through stimulating investment and job opportunities, supply chain development and innovation.

Renewables East's primary work areas are Bioenergy (Biomass and Biofuels,) Offshore/Onshore Wind, Planning, Supply Chain Development and the Mass Market Renewables agenda. Renewables East also holds responsible for the development and coordination of a region-wide resource efficiency programme.

For more information please visit the Renewables East web-site: [www.renewableseast.org.uk](http://www.renewableseast.org.uk).

### **4. Scope of Work**

To appoint a consultant to train the Business Link East Advisors in the purpose and use of the 'Green Review', a simple diagnostic tool aimed at supporting the advisors to identify resource efficiency issues and opportunities within client businesses, and to provide the necessary knowledge and understanding of resource efficiency which will enable advisors to make a judgement on the best support mechanism or most appropriate business support programme to aid the exploitation of that opportunity.

To provide BLE advisors a level of understanding of resource efficiency, to identify where clients have resource issues and how to identify those issues, enabling advisor to provide more effective support and guidance to client SMEs and to assist the advisor to make a recommendation, signpost or referral to further business support available to the client.

This training will be required to comply with the Business Link East mechanism of information, diagnostic and broker.

Specifically;

- To development a training plan (please see indicative plan provided) and associated support material for the training and supporting information for the BLE knowledge management system:
  - A Jargon Buster (of key resource efficiency phrases)
  - Update information/factsheet on the services provided by national bodies e.g. WRAP, NISP, Envirowise
  - An update fact sheet on Resource Efficiency East
  - A A4 prompt for use by advisors onsite to guide to correct sources of assistance/information
  - Case studies
- To provide each of the ten BLE advisor teams with a 2 hour training course on resource efficiency

An indicative training plan is included below for guidance only:

What is resource efficiency?	Simple explanation
Why Resource Efficiency? Why a company should introduce Resource Efficiency Measures?	Facts and figures (economics of resource efficiency)  How the advisor can sell the need for companies to become resource efficient. Issues of resource efficiency.
New diagnostic (Green Business Review)	Why a diagnostic?  Why these questions? Why would a client want to complete the review? How to make the Judgement on what support is required
What does the diagnostic lead to?	Regional/National Offering (New Factsheet to support) Structure Factsheet on Resource Efficiency East (REE) Who is eligible for support through REE Targets / Outputs of REE programme Client commitment to service Other regional based projects
Process / Procedures	Review / Update regularly Internal referral Flexibility
Case Studies	Past results Future success
Jargon Buster	

## 5. Tender Details

Responses to this tender must be received by Renewables East no later than **1600hrs on Friday 27 February 2009**. They should be sent via email to:

John Heath  
Delivery Manager  
Renewables East  
johnheath@renewableseast.org.uk

Responses should be submitted electronically, and should include

- Details of the service to be delivered against the scope of work and project timescales:
  - 5/6 Mar 09 Project Inception Meeting
  - 13 Mar 09 Training Plan
  - 20 Mar 09 Training Material and Literature
  - 23/24 Mar 09 Pre Training Meeting
  - Training to commence end Mar/beginning April
- Outline proposals on the form and type of documents you would develop to support the service (layout, format and content) and report outputs to REE
- Provide evidence of the a) experience b) expertise and c) other qualities of the individual or nominated company representative in their field of expertise, in line with the assessment criteria

- Demonstration that the outputs can be achieved in the allocated time
- Outline where possible additional services or added value to be offered to the Client and REE Programme
- Evidence (in the form of policy) of any quality assurance, environment or health and safety systems operated by the company

The successful applicant will be notified after the 27 Feb 2009, indicatively 3/4 Mar 2009 and must be in a position to start work **immediately** upon notification.

## 6. Tender Process and Assessment

Tenders should be no longer than ten pages, including a two page executive summary. Further information can be included in the form of an appendix.

The tenders will be assessed against the following criteria:-

20% - Value for money & added value

20% - Evidence that the contract can be completed to timescale

30% - Evidence and Expertise in line with Scope requirements (Previous Projects)

30% - Technical knowledge & Details of Service delivery, ability to deliver within timescale

Information provided in this tender process will be treated with total confidentiality.

Renewables East may request potential consultants/companies to give a presentation on the proposal.

## 7. Costs & Fees

All fees should be inclusive of VAT and include expenses incurred by the company/consultant whilst carrying out this work.

## 8. Further information

Should you require any further information on this brief to complete your tender submission, please contact John Heath by e-mail or post to:

[johnheath@renewableseast.org.uk](mailto:johnheath@renewableseast.org.uk)

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