

Invitation to Tender – FAM 002

COMMERCIALLY CONFIDENTIAL



Closing date 4pm Monday 26th April 2010

Those organisations currently under contract to deliver one-to-one services on the Resource Efficiency East programme, are excluded from tendering for this contract as the scope of the work creates a conflict of interest.

Quality Audit Support to the Resource Efficiency East Programme

1. SUMMARY

Renewables East is funded by the East of England Development Agency (EEDA) and European Regional Development Fund (ERDF) to manage a resource efficiency programme on behalf of EEDA. The Resource Efficiency East (REE) programme will operate until 31 March 2011 and in this period will provide intensive resource efficiency support to in excess of 700 companies assisting them to identify and achieve savings in the use of water, materials and energy.

In line with the programme objectives REE has recently appointed a number of contractors to work across the region to provide one-to-one consultancy support services to SME businesses. The appointed organisation/s will be providing consultancy support to the SMEs to the value of two days to cover one of the following service offerings;

- **The Business Resource Review** – a generic resource review covering energy, water and materials/waste aimed at assisting SMEs to identify resource efficiency opportunities and the associated cost savings.
- **EMS Initial Review** – a benchmarking review to assist SMEs looking to adopt an EMS
- **Water Demand Management Review** – a review focusing on water demand and use and assisting SMEs to develop a water use action plan and improve water efficiency.

In each case the basic service offer include a site visit and the provision of a tailored report and action plan for the SME customer. In line with our QA processes the programme management team routinely audits the reports our contractors produce to ensure they meet our quality requirements in terms of;

- *Appropriate use of non-technical language*
- *Technical content*
- *Appropriate use of data and robustness of subsequent calculations*
- *Clarity of recommendations*
- *Compliance with our branding requirements*

The programmes is now entering the final year of delivery and on average it is anticipated that around 400 additional businesses will take advantage of the 1-2-1 support programme in 2010. Due to the limited resource available within the Resource Efficiency East team, Renewables East is looking to appoint a contractor to support our QA process and audit reviews generated by our 1-2-1 programme from the 3rd May until the 31st December 2010. This may be extended beyond this date subject to continued demand of our services.

2. About Renewables East

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 2009/10, RE has been allocated in excess of £2m from various sources including EEDA, ERDF and central government to continue its mission.

Renewables East's primary work areas are Bioenergy (Biomass and Biofuels,) Offshore/Onshore Wind, Planning, Supply Chain Development and the Mass Market Renewables agenda. If you have not already done so, you may find a visit to our web-site useful www.renewableseast.org.uk.

Resource Efficiency East is a programme managed by the Renewables East executive with strategic direction and governance provided by an independent Programme Board.

3. Scope of Work

Renewables East (RE) will appoint a contractor to audit approximately 75 reviews delivered by our 1-2-1 programmes from 3rd May to 31st December 2010.

This may be extended beyond this number and date subject to continued demand of our services.

The audit process will require the contractor to assess each review against the following criteria;

- Appropriate use of non-technical language
- Technical content
- Appropriate use of data and robustness of subsequent calculations
- Clarity of recommendations
- Compliance with our branding requirements

Each audited review will need to be returned to the Resource Efficiency East team within 48 hours of receipt to ensure the programme keeps the commitment it has made to beneficiaries in terms of the time taken for reports to be written, audited and forwarded to them.

A recent pilot programme of QA work has indicated that the time required to audit a review and to provide feedback averages around two hours per review.

In addition to the above additional time (16 hrs) will be allocated to enable the contractor to provide a short summary of each months activity. An additional 2 days will be allocated to allow the contractor to produce a summary report for submission in January 2011 and to attend a feedback meeting in mid-January 2011.

The successful contractor will be required to attend a kick-off meeting with the REE team (w/c 3rd May 2010) ahead of any reviews being passed across for auditing.

The time commitment for this contract has been calculated as;

75 x Report Audits (@2hrs each) = 150hrs

1 x Kick-Off Meeting = 2hrs

8 x Monthly Feedback Summaries (@2 hrs each) = 16hrs

1 x Feedback Report = 15hrs

1 x Feedback Meeting = 3.75hrs

Total = 186.75 hrs

In addition to costing the above requirements, your tender response should also make provision for the cost of auditing reviews beyond the 75 outlined in the scope of work above. We request that you provide a 'cost per review' for each additional audit you are asked to complete.

A key part of the service we require from our appointed contractor is the ability to be flexible in terms of when we require their support, but be able to turn around audits of reviews in the required 48 hour timeframe. Resource Efficiency East will endeavour to forward reviews for auditing regularly and anticipates support will be required on the following basis;

- 3 to 4 reviews a week (May to September)
- 1 to 2 reviews a week (October to November)

However, we can't guarantee such an even distribution of work over the duration of the contract and potential contractors are asked to consider this when assessing the appropriateness of this tender opportunity and their ability to meet the required 48 hour turnaround.

To ensure continuity and consistency, your proposal should identify one person who will carry out the Quality Audits with an additional two to three staff identified to provide additional expertise/support and/or cover for absence/illness.

Those organisations currently under contract to deliver one-to-one services on the Resource Efficiency East programme are excluded from tendering for this contract as the scope of the work would create a conflict of interest.

An example of a 1-2-1 review report can be provided upon request – please contact Simon Chiva, REE Programme Manager by emailing simonchiva@resourceefficiencyeast.org.uk or calling 01733 294 524.

4. Tender Details

Applicants who wish to submit a tender bid must include a covering letter which is to include the Tender Title, (REE Quality Audit Support), ITT No , Postal address, contact details, indicate if they are an SME or not, and total number of pages.

The tender submission should be page numbered with the Company/Consultant name on the bottom of each page, the tender criteria should form the page headings for the main body of the tender submission.

Tenders on average should be no longer than 8 pages.

Responses to this tender should be submitted electronically and must be received by Renewables East no later than **1600hrs on Monday 26th April 2010**

They should be sent via email to:

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

The successful applicant will be notified by Friday 30th April 2010 at the latest and must be in a position to start work immediately upon notification.

5. Tender Criteria and Weighting

The tenders will be assessed against the following criteria:-

1. Value for money and ability to deliver - 25% weighting
 - a. Completeness of response to entire scope of tender, clear and concise proposal
 - b. Overall Cost and discounting structures offered
 - c. Add value beyond the scope of the tender
 - d. Project management, team size/responsibilities and reporting mechanisms evidenced
2. Relevant expertise/experience in Resource Efficiency – especially a clear understanding/technical knowledge of resource reviews/diagnostics - 15% weighting
(A CV should be provided for the individual nominated to carry out the work and for any additional team members identified in your tender)
3. Expertise/Experience in Quality Auditing– 15% weighting
(A CV should be provided for the individual nominated to carry out the work and for any additional team members identified in your tender)
4. Experience in delivering support to resource efficiency business support programmes – 45% weighting
 - a. Strong track record of delivering relevant support to resource efficiency business support programmes *(minimum of 3 examples to be provided highlighting nature of work and role in delivery - should also highlight individuals involved in delivery – references for each example should also be provided)*

6. Fees

Payment for the service will be on a monthly or bi monthly basis as agreed with the successful contractor.

Payment will be made on satisfactory completion of the work, provision of required evidence; audited reviews, summary report and receipt of invoice, subject to our standard conditions (available on request). Payments are normally made within 30 days.

7. 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:

johnheath@renewableseast.org.uk

John Heath
Delivery Manager
Renewables East
ZICER Building
School of Environmental Sciences
University of East Anglia
Norwich
NR4 7TJ

8. Tender Process

Applicants are advised to ensure that they are fully conversant with the nature and extent of the obligations to be accepted by them if their Tenders are accepted.

Renewables East reserves the right to extend proposed timescales if extensive Tender clarification is required during evaluation or for any other reason.

Applicants should be aware that queries raised by Applicants that affect the Tender process will be circulated to all Applicants. Responses of a commercially sensitive nature will be confined to the correspondent(s).

Any Applicant who directly or indirectly canvasses any member or officer of Renewables East concerning the award of the Contract for the provision of the Services, or who directly or indirectly obtains or attempts to obtain information from any such member or officer concerning any other Tender or proposed Tender for the Services will be disqualified.

It is the responsibility of Applicants to obtain for themselves and at their own expense all information necessary for the preparation of their Tenders. Information supplied by Renewables East (whether in these Tender Documents or otherwise) is supplied solely for general guidance in the preparation of the Tenders. Applicants must satisfy themselves by their own investigations with regard to the accuracy of any such information and no responsibility is accepted by Renewables East for any inaccurate information obtained by Applicants.

All information supplied by Renewables East in connection with this Invitation to Pre-qualify and Tender shall be regarded as confidential by the Applicant except that such information

may be disclosed for the purpose of obtaining sureties and quotations necessary for the preparation of the Tender. Renewables East reserves the right to ask all Applicants to complete a separate Confidentiality Agreement and if deemed necessary this will be forwarded under separate cover for completion and return within a specific timescale no later than the tender return date.

The Tender Documents are and shall remain the property of Renewables East and must be returned upon demand.

No servant or agent of Renewables East has authority to vary or waive any part of the Tender Documents or procedure other than the Authorised Officer nominated by Renewables East who shall only do so in writing.

Renewables East will not consider individual requests for extension of the closing date and the time specified above, but may at its own absolute discretion extend generally the closing date and time.

Renewables East reserves the right to request such further information from Applicants as it deems necessary to assist the clarification of Tender submissions.

Renewables East reserves the right to dismiss those tender applications that do not meet the specific tender details required.

9. Restricted and Commercially Confidential
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PLEASE NOTE THAT THE INFORMATION CONTAINED WITHIN THIS TENDER DOCUMENT AND ASSOCIATED DOCUMENTS IS NOT IN THE PUBLIC DOMAIN AND REMAINS COMMERCIALY CONFIDENTIAL. THE INFORMATION IS NOT TO BE USED FOR ANY PURPOSES OTHER THAN TO RESPOND TO THE TENDER.