



# Request for Proposals

## RE:MAKE Digital Product

October 2022

### Summary

**RE:MAKE** is an innovative new project led by [Repair Cafe Wales](#) and [Benthyg Cymru](#) to open 5 reuse and repair sites in Wales from 2021 funded by the WCVA landfill –disposals –tax – communities scheme. Our collective vision is to normalise repair and reuse, supporting the development of a thriving circular economy in Wales.

To achieve this world-leading vision, we will need world-leading technology; this work will take us a step closer to our goals and help us to develop a roadmap to continue moving forwards.

We would like to create a bespoke product that meets all use requirements with the caveat that the successful candidate would need to research full range of requirements as part of the proposal. This work will be the first step in this process.

### Background

Repair Cafe Wales opens and supports repair cafes across Wales, where members of the community can have their household items fixed for free to stop items going to landfill. They support a network of over 70 repair cafes and also offer training and advice to encourage communities that want to work towards a more Circular Economy, creating a culture of repair and re-use, directly addressing the ever-growing emergency of unsustainable growth in landfill and waste. Repair Café Wales' aim is to see a repair café in every community across Wales.

Benthyg Cymru has one simple goal; to make borrowing as easy as popping out for a loaf of bread. It has been set up to provide benefit to communities around Wales by creating a culture of resilience and environmental sustainability that brings communities together to share items, knowledge and skills. Our vision is to create a Wales-wide network of Benthygs with a branch in every neighbourhood, so wherever you are in Wales, you can borrow whatever you need cheaply and easily.

In October 2021, the first of these sites - [RE:MAKE Newport](#) opened on Skinner Street in partnership with Newport City Homes. The store includes a Library of Things where individuals can borrow items for a small fee, and a repair space, where people can get household items fixed for free by volunteers, hire the space for Repair It Yourself sessions, as well as attend skill sharing workshops. The store is open 5 days a week Tuesday to Saturday 10am-4pm.

RE:MAKE Newport launched in October 2021 and since then has achieved the following:

- Over 53,000 people have been engaged and informed through visiting the store, outreach community events, social media and press coverage
- Volunteers have fixed 208 items
- Members of the public and organisations have donated over 150 items to the library
- 89 items have been borrowed by members (up to end March 2022)

We were also successful in our bid for “Our Port” funding where the Newport community voted for projects to receive various sized pots of funding.

Please see our video application for this funding here

<https://www.youtube.com/watch?v=vOEC23T3h7U&t=37s>

**Our activities include:**

1. Facilitating borrowing of items through the Library of Things
2. Repairing items
3. Running skills workshops
4. Selling Refill Products through partnership with Sero Waste
5. Facilitating community litter picking
6. Providing a community ‘safe space’
7. Facilitating Educational and Community Outreach
8. Upskilling volunteers
9. Collaborating with local community groups and projects

The long-term strategic aims of the project are based around moving towards a circular economy and supporting a reduction of our national carbon footprint. Repair Cafe Wales and Benthyc Cymru are reviewing their carbon savings methodologies to measure progress against these aims.

In the shorter term, we have noted clear benefits emerging around social value and community resilience.

This store has enabled the RE:MAKE team to create a blueprint for replicating the project in 4 additional locations across Wales, with each project tailored to the needs and resources of its community.

The overarching aim is to create self-sustaining 'Repair and Reuse' hubs that are welcoming and accessible to all and positively affect both individual and the wider community's climate impacts, supporting behavioural change towards repair and reuse.

This project represents an incredible opportunity to create a groundbreaking national network, reflecting Welsh Government's ambition to open 80 repair and reuse hubs in the next xx years.

The RE:MAKE Newport project currently uses a range of software and platforms to manage its activities, requiring project teams and volunteers to learn different systems and providing an inconsistent experience for the community. This also presents challenges in reporting on project outcomes.

The current tech also includes many positive features that are necessary to the successful delivery of the project.

Current tech in use includes:

- Lend Engine
- Repair Café Wales repair form
- Eventbrite
- Mailchimp

## **Data and analysis**

We currently capture a range of data across different platforms including:

- Items fixed
- Fixing success rate
- Number of borrows
- Carbon- and cost-savings generated
- Tons diverted from Landfill
- Number of volunteers
- Number of workshops
- Number of outreach events
- Income generated from zero waste purchases
- Engagement figures
- Anecdotal feedback
- Donations of items and money
- Newsletters sent, delivered and opened

We also want to begin capturing social value through this new tech solution.

## **Partners and user groups**

We work in partnership and users are like to come from a range of organisations and community groups who will need to be involved in the discovery and development process.

The solution designed should be flexible enough to cater for a variety of circular economy initiatives across Wales.

Key user groups include:

- Customers – people who want to borrow or repair items, attend events or workshops and purchase retail items in-store
- RE:MAKE project team, in-store staff and volunteers
- Benthylg Cymru central team
- RCW central team

## **What is the need for this product?**

1. The project team needs to collate and analyse data to evidence outcomes. This is currently very time consuming because of multiple platforms; this solution should streamline, and automate this process
2. Managing the day-to-day delivery of the project requires the project team, including in-store staff and volunteers, to learn multiple systems; this solution should create a simplified process for those delivering the project's activities.

3. Customer feedback indicates the user experience of engaging with the project online is too complicated and off-putting; this solution should create a more intuitive, engaging interface for customers.

## **Deliverables**

We need a tech solution that can:

- Improve the borrowing experience for borrowers (customers) – making it much easier to browse and borrow items, taking the functionality of existing borrowing platforms into account
- Improve the experience of back-end users
- Reinforce existing risk-mitigation processes for borrowing process
- Be future proof – enable multi-site collaboration
- Automate reporting for each location
- Automate whole network data
- Link to existing RCW forms
- Pay or donate
- Organise collection/delivery
- Find items across the network
- Be sufficiently dynamic to allow changes site by site whilst still keeping the core functions.
- Provide initial staff training and an ongoing training function
- Consideration of data migration

## **Accessibility and usability**

Solution be intuitive, easily-navigable must achieve an accessibility certificate

It must include a toggle between Welsh and English.

Compatible with all operating systems & devices.

## **Legal compliance**

The tech solution must comply with GDPR, privacy and financial legislation.

The tech solution must meet best-practice and legal security requirements.

The provider should identify ongoing maintenance or pentest requirements with associated costs.

## **IP**

The IP of the tech once developed will be owned by Benthg Cymru and Repair Cafe Wales to share as they see fit.

Benthg Cymru and Repair Cafe Wales should have the option to licence & white label the tech solution.

Benthg Cymru and Repair Café Wales should have full access to the coding and back-end and be able to include further partners in its ongoing development as they see fit.

## **Project Budget**

**£40K**

## **Timescales**

Tenders reviewed and tender awarded by 11th November 2022

Development and testing schedule to be determined, with an emphasis on clear, regular communication and testing.

## **Submission details**

The proposal should include

- How would you go about creating the product?
- Timeline
- Topline costs, broken down by project stage
- Staff training to use the product
- Beta testing
- Roll out plans

We welcome initial conversations as part of the proposal process. We would also encourage visits to the flagship location RE:MAKE Newport.

The contact for any questions regarding the process and setting up conversations is Francesca Williams, Project Manager for RE:MAKE.

Contact details are 07454897357 and email address is [Francesca@remakenewport.org](mailto:Francesca@remakenewport.org)

## **Submission review panel:**

Phoebe Brown – Director at Repair Cafe Wales

Ella Smillie – Co- Founder and Director at Benthylg Cymru

Francesca Williams – RE:MAKE Project Manager