

25<sup>th</sup> October 2018

Dear Training Provider/ Consultant

Local Enterprise Office (LEO) Tipperary is inviting expressions of interest from suitably qualified Consultants/ Trainers for the delivery of a wide range of Entrepreneurial & Capability Development initiatives over the period 2019 and 2020. The LEO will go to tender every two years and the panels established will therefore be valid for a two year term.

### **2019-2020 TRAINING PROGRAMME SCHEDULE**

- ✓ **NB** - Please note that the target audience for all programmes are owner/managers or employees of businesses employing 10 or less, start up businesses or those thinking of starting up a business.
- ✓ The listing below is an indication of programmes under consideration and which will be scheduled subject to demand.
- ✓ The workshops/programmes will be held at various locations and venues throughout County Tipperary.

You are now invited to quote for any of the programmes listed here-under which may fall within the competence of your organisation.

#### **1. Qualification- Technical and Professional Ability**

As a minimum, trainers and mentors must include the following

- C.V. of each course trainer/mentor (substitution post award of contract is not permissible without prior approval in writing)
- Outline of training programme modules, costs, experience and so on. (*please use standard application form*)
- Tax Clearance Certificate or Tax Reference Number and Tax Access Number
- Evidence of Professional Indemnify Insurance Cover
- Health and Safety Statement

#### **2. Training Programmes**

Local Enterprise Office Tipperary is particularly interested in new, innovative training courses that will address topics listed below, the suggested content is outlined below with each course title, including recommendation course duration, please demonstrate your approach within the application:-

<b>Business Start-up:</b>		
<b>BS001</b>	<b>Start Your Own Business</b>	Duration
	To provide participants with the skills to assess the viability of their business ideas and provide a strong understanding of the essentials elements involved in setting up and running your own business.	10 x 3 hour sessions (Normally



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	<p>Modules to be covered include:</p> <ol style="list-style-type: none"> <li>1. Self-assessment/Entrepreneurship</li> <li>2. Legal Issues for Start-ups</li> <li>3. Preparing a Business Plan</li> <li>4. Marketing for the Small Business – an introduction</li> <li>5. Researching the Market</li> <li>6. Finance</li> <li>7. Funding sources/approaches</li> <li>8. Basic Book-keeping</li> <li>9. Sales</li> <li>10. ICT and the small business</li> </ol>	<p>evening time 7-10pm) plus 1 hour mentoring per client</p>
<b>BS002</b>	<b>Idea Generation for Self Employment</b>	Duration
	<p>This workshop will cover the myths about self employment, Who or what are entrepreneurs? Where do they get their ideas?, Being venture alert and leveraging your resources, Company Analysis (Identify Key Success Factors), Market Research (Identify areas of opportunity) , Market Planning (Idea Generation &amp; Implementation). Case Studies should also be included.</p>	<p>Half-day Workshop (1 x 3 hours)</p>
<b>BS003</b>	<b>Commercialising a new product or service</b>	Duration
	<p>To provide participants with the tools required to take an innovative idea through various investigative stages of research to commercialization.</p>	<p>Half-day Workshop (1 x 3 hours)</p>
<b>Financial Management:</b>		
<b>FM001</b>	<b>Writing a Business Plan for Funding Applications</b>	Duration
	<p>This course is designed to cover the key elements that are required in a business plan and to assist the small owner/manager to develop a realistic and comprehensive business plan that could be presented to third parties assessing the business or applying for funding.</p>	<p>1 x Full Days</p>
<b>FM002</b>	<b>Financial Management</b>	Duration
	<p>This programme should cover topics such as how to read accounts, Break-even: Operating &amp; Cash-flow; Structure and Interrelationship of Financial Statements – the Balance Sheet, Profit &amp; Loss &amp; Cash Flow Statement; Balance Sheet; Income Statement; Profit vs. Cash Flow; Critical Performance Factors; Business Planning; Annual Budget; Funding; Costing &amp; Pricing; How to manage your debtors etc</p>	<p>6 x 3 hour sessions</p>
<b>FM003</b>	<b>How To File a Tax Return/manual and ROS on line</b>	Duration
	<p>The practical workshop is to inform small business owner/managers about business tax obligations, the payment of tax and filing of tax returns under self-assessment. Using ROS system can be included for part of the day.</p>	<p>Half-day Workshop (1 x 3 hours)</p>
<b>FM004</b>	<b>Basic Booking and Taxation</b>	Duration
	<p>The course will cover all the working elements of setting up a simple</p>	<p>2 Full Day</p>



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	bookkeeping system. It will also provide participants with an understanding of the Irish taxation system and calculating tax liabilities.	Workshop or 4 x 3 hour sessions
<b>FM005</b>	<b>Introduction to VAT</b>	Duration
	This workshop will provide an overview on VAT for small business owners; topics include registration process, thresholds, VAT rates, revenue returns and record keeping.	Half-day Workshop (1 x 3 hours)
<b>FM006</b>	<b>Taxation for the small business</b>	Duration
	This 3 hour workshop should cover the basics of taxation for small business including regulatory obligations, Corporate tax, PAYE, PRSI and VAT, deductible expenses, allowances and reliefs, calculation of tax, how to complete a tax return, pros & cons of leasing for SME's etc.	Half-day Workshop (1 x 3 hours)
<b>FM007</b>	<b>Book keeping using excel</b>	Duration
	The course will cover all the working elements of using Excel as a book-keeping system. Participants should have a basic knowledge of book-keeping and are advised to do the basic book-keeping course prior to signing up for this course. Participants should also be familiar with excel. At the end of this course participants should be able to explore the package further and use it to maintain a proper manual bookkeeping system for their small business. This is a very practical course and trainees will work on Excel for most of the day producing proper books of account, VAT returns and financial reports.	1 Full Day Workshop or 2 x 3 hour sessions
<b>FM008</b>	<b>Costing and Pricing- Getting the right price</b>	Duration
	This course aims to provide the participants with an understanding of calculating costs and actual price for their product/service to enable profitable returns. This is in essence a costing and pricing course. The workshop should cover: How to implement an effective cost mechanism; Taking overheads into consideration; Time Management; Below the selling line etc.	Half-day Workshop (1 x 3 hours)
<b>FM009</b>	<b>Debt Collection Workshop</b>	Duration
	The workshop should cover how to manage your debtors, handling new accounts, paper documentation, collect bad debts, third party legal options, systems etc.	1 x full day
<b>FM010</b>	<b>QuickBooks online –Computerised accounts beginners</b>	Duration
	To provide participants with the skills to use QuickBooks Accounts Software in computerising the books and records of their business. <i>Participants will be responsible for licence fees.</i>	2 Days Workshops with 2 mentoring sessions
<b>FM011</b>	<b>Quick Books online- computerised accounts advanced</b>	Duration
	To provide participants with QuickBooks Accounts skills to use the more advanced features of Computerised Accounts Software. <i>Participants will be responsible for licence fees</i>	1 Full Day Workshop with 1 mentoring



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		session
<b>FM012</b>	<b>Computerised Payroll</b>	Duration
	To provide participants with the skills to computerise the payroll records within their business. <i>There will be no provision of Payroll Participants will be responsible for licence fees</i>	4 x 2.5 hour sessions
<b>FM013</b>	<b>Tax &amp; VAT for a start up business</b>	Duration
	To provide participants with a good basic understanding of the TAX system, profitable income, tax calculation, USC and PRSI and a total understanding of why and how to register for VAT and how to operate the VAT s	1 Full Day
<b>FM014</b>	<b>Procurement and Tendering</b>	Duration
	To provide participants with the necessary skills and knowledge on preparing and writing successful tenders from identifying tender opportunities, understanding public procurement policies, preparing the tender documents and managing the debrief. At the end of the workshop participants should be able to assess and identify bid opportunities & client needs, know how to build a relationship with clients & a successful bid team and write incisive, focussed, competitive winning tenders. Training should be supported by industry examples, case studies and questionnaires.	1 x Full Day
<b>FM015</b>	<b>Computerised Accounts</b>	Duration
	Teach participants how to prepare a set of books daily and management for a standard SME company	5 x Full Days
<b>Human Resources</b>		
<b>HR001</b>	<b>Managing People- Employment Law Made Easy</b>	Duration
	To provide small business owner/managers with the skills to effectively manage people in accordance with employment legislation	1 Full Day Workshop
<b>HR002</b>	<b>Managing People- Discipline and Dismissals</b>	Duration
	To provide owner/managers will the skills to deal effectively and in accordance with employment legislation including issues that may arise in relation to discipline and dismissals.	1 Full Day Workshop
<b>HR003</b>	<b>Managing People- How to deal with Absenteeism</b>	Duration
	To provide owner/managers will the skills to deal effectively with absenteeism in the workplace.	Half-day workshop (1 x 3 hours)
<b>HR004</b>	<b>Managing People- The rights of Part Time and fixed term workers explained</b>	Duration
	To provide small business owner/managers with the skills to effectively manage people in accordance with employment legislation for part-time and fixed term workers.	Half-day Workshop (1 x 3 hours)
<b>HR005</b>	<b>Managing People -Staff Retention</b>	Duration
	To provide owner/managers will the skills to deal effectively with staff	Half-day



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	retention	workshop (1 x 3 hours)
<b>HR006</b>	<b>Managing People- Motivation</b>	Duration
	To provide owner/managers will the skills to deal effectively with motivation of staff.	Half-day workshop (1 x 3 hours)
<b>HR007</b>	<b>Human Resource Management and Employment Legislation</b>	Duration
	To assist owners/managers to be competent in decision making and in their interaction with employees, to have the knowledge to draw up procedures for compliance with employment legislation including Contracts of Employment, Staff Handbooks, Annual Leave, Sick Leave, Recruiting Staff , Discrimination, Grievance Procedures, Terms Implied by Statute, Health & Safety Acts, Letting Staff Go, JLCs , Trade Unions etc	2 x full days (4 x 3 hours sessions)
<b>HR008</b>	<b>Succession Planning</b>	Duration
	The workshop should cover issues surrounding the passing on of the business and assets to the next generation; explore the options available e.g. a buy-out, sale or a simple handover of the reins; the valuation of the business and methods of valuation; Planning for / dealing with taxation in respect of a business transfer and Protecting the value of generated wealth.	1 x Full Day (9.30am to 4.30pm)
<b>HR009</b>	<b>Personal Development and Goal Setting</b>	Duration
	The aim of this programme is to assist participants with reviewing their personal and professional goals, determine actions to be taken, manage time to achieve goals etc.	1 x Full Day
<b>HR010</b>	<b>Stress Management</b>	Duration
	The aim of this programme is to examine the existence of stress in life and to provide practical and proactive techniques and strategies to manage it. By the end of the workshop participants should have addressed the following issues: Is stress a normal part of life? Good vs. bad stress; Panic attacks; Taking stress seriously etc.	1 x Full Day
<b>HR011</b>	<b>Time Management</b>	Duration
	The aim of the workshop is to enable participants to eliminate time wasting and learn how to prioritise work and work more efficiently and effectively. The programme should cover time management from both a strategic and operational aspect.	1 x Full Day
<b>Information Technology</b>		
<b>IT001</b>	<b>Working with a wordpress website</b>	Duration
	To provide participants with the skills to build website and more importantly with the skills/ability to update and maintain same. An element of the programme should also include some training skills on image editing, and quality improvements for your website.	1 x Full Day



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<b>IT002</b>	<b>Search Engine Optimisation</b>	Duration
	To provide participants with the knowledge of Search Engine Optimisation; search engine ranking guidelines; future web marketing trends; competitor analysis and links; user behavior; converting visitors into customers; web site content.	Half-day Workshop (1 x 3 hours)
<b>IT003</b>	<b>Develop online videos to market your business</b>	Duration
	To provide participants with the skills to develop an online video and market it via social media and/or through your website.	1 x Full Day
<b>IT004</b>	<b>Your office in the cloud</b>	Duration
	This programme is designed for small businesses and offers a comprehensive approach to learning about the cloud	Half-day Workshop (1 x 3 hours)
<b>IT005</b>	<b>Facebook for Business beginners</b>	Duration
	This workshop is aimed at providing participants with an understanding of the key differences between various social media tools and to set up their own Facebook Business Page.	Half-day Workshop (1 x 3 hours)
<b>IT005</b>	<b>Facebook for Business advanced</b>	Duration
	For existing Facebook Business users to understand best practice with regard to using Facebook in terms of further develop their Facebook presence using advanced techniques and applications.	Half-day Workshop (1 x 3 hours)
<b>IT006</b>	<b>Twitter for Business beginners</b>	Duration
	To provide the tools to give a better understanding of twitter and how to use it effectively as a marketing tool.	Half-day Workshop (1 x 3 hours)
<b>IT007</b>	<b>Twitter for Business advanced</b>	Duration
	For existing Twitter users to understand best practice with regard to using twitter in terms of further develop their twitter presence and using it effectively as a marketing tool	Half-day Workshop (1 x 3 hours)
<b>IT008</b>	<b>Linkedin for Business</b>	Duration
	To inform participants exactly what Linkedin is, its benefits and how it can add value to their business	Half-day Workshop (1 x 3 hours)
<b>IT009</b>	<b>Instagram for Business</b>	Duration
	To inform participants how they can use Instagram to increase their following and use it as a marketing tool.	Half-day Workshop (1 x 3 hours)
<b>IT010</b>	<b>Selling online – what you need to know</b>	Duration
	This seminar will provide an overview of the technologies involved in creating an online web store, payment methods, shipping and also the legal aspects such as consumer’s rights and taxation issues.	Half-day Workshop (1 x 3 hours)





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<b>IT011</b>	<b>Promote your business using Google ADwords</b>	Duration
	The aim of the seminar is to provide participants with a basic understanding of how Google Ad Words works and how best to use its features to ensure optimisation of marketing efforts.	Half-day Workshop (1 x 3 hours)
<b>IT012</b>	<b>Business Blogging</b>	Duration
	To help participants decide whether business blogging is a relevant tool for their business.	Half-day Workshop (1 x 3 hours)
<b>IT013</b>	<b>Email Marketing</b>	Duration
	This workshop will assist participants to develop a new email strategy? Learn the key factors to consider in planning and a few advanced techniques to ensure success.	Half-day Workshop (1 x 3 hours)
<b>IT014</b>	<b>Trading online Voucher Information seminars</b>	Duration
	The Trading Online Voucher Scheme offers small businesses and retailers the opportunity to apply for 50% match funding to a maximum value of €2,500 to develop and improve their online trading presence. This free training seminar is the first step in applying for the Trading Online Voucher. Participants will learn how to make a successful application to the scheme and how best to use and get value from the voucher to support their online trading proposition. The seminar will also provide useful free and cost effective tips to leverage your website by better utilising your social media platforms and Google tools.	Half-day Workshop (1 x 3 hours)
<b>IT015</b>	<b>Cyber Security</b>	Duration
	This workshop will provide information on business risks and potential actions to protect their business.	Half-day Workshop (1 x 3 hours)
<b>Marketing and Sales</b>		
<b>MS001</b>	<b>Branding and Packaging for Small Business</b>	Duration
	This workshop will address the key elements of developing a brand and why branding & packaging is effective in differentiating the business.	1 Full Day workshop with one to one mentoring
<b>MS002</b>	<b>Essential Marketing and Sales</b>	Duration
	To provide participants with a practical understanding of how to combine digital and traditional media tools and provide them with an insight into how and effective PR campaign can work for the small business with a tight budget	6 x 3hr sessions
<b>MS003</b>	<b>Improve your Negotiating Sales Skills</b>	Duration
	This workshop aims at providing participants with the skills to plan and manage sales negotiations, to structure their approach and ultimately to achieve more sales.	Half-day Workshop (1 x 3 hours)



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<b>MS004</b>	<b>PR &amp; Communications</b>	Duration
	This full day workshop will cover the basic theory and practice in public relations. Suggested topics will include: An appreciation of Public Relations, Writing Press Releases, PR Literature, How to get your story into local media, photography and media, Organising PR Functions etc.	2 x full days (or other as appropriate)
<b>Management</b>		
<b>MGT001</b>	<b>Office Management Skills</b>	Duration
	Provide participants with a better understanding of how to be a good office manager	1 Full Day workshop
<b>MGT002</b>	<b>Taking care of Health and Safety issues in the workplace</b>	Duration
	To inform participants about Health & Safety legislation that is applicable when running a small business and provide guidelines about what is required in order to be compliant with Health and Safety. A n information seminar titled 'Health & Safety, Your Obligations' will detail the provisions of the Safety, Health & Welfare at Work Act, outline the employer's obligations, how to comply with the Act and manage safety issues. This seminar will be supported by individual mentoring/ risk assessment as appropriate.	Half-day Workshop (1 x 3 hours)

### 3. Training Tender Evaluation

The successful proposals will be selected following an evaluation process by the Local Enterprise Office in Tipperary on the most economically advantageous tender and also including the following tender criteria:

- Expertise and experience in a similar role (25%)
- Quality and innovation of approach (20%)
- Content (20%)
- Value for Money (25%)
- Management and Administration (10%)

Prices are to be shown ex VAT and are to be fixed for a 2 year period from the date of submission.

Local Enterprise Office Tipperary may decide, following evaluation of tenders, not to proceed or to proceed with any or a limited number of elements of the proposal.

Local Enterprise Office Tipperary may also decide to appoint more than one training provider where deemed appropriate and in particular for programmes where demand is high.,



## **4. Guidelines**

- a) Submissions should demonstrate that the core modules of the programme are practically based and targeted specifically at the small business sector.
- b) Proposers must also demonstrate expertise, skills and knowledge in dealing with this sector.
- c) Evaluation forms and attendance record sheets must be submitted on completion of programme(s).
- d) Proposers may tender for more than one of the listed programmes/workshops.
- e) Each proposal should outline content, fee structure and delivery.
- f) Tipperary Local Enterprise Office reserves the right to postpone or cancel courses if there is insufficient demand or funding.
- g) Tipperary Local Enterprise Office may repeat any of the courses more than once in a calendar year subject to demand.
- h) Trainers selected and appointed to the delivery panel require the prior approval in writing of the Local Enterprise Office to substitute trainers. Sub Contracting is not permitted under any circumstances.
- i) Tipperary Local Enterprise Office reserves the right to end a contract if in its professional opinion the quality of work produced by the trainer is of an unacceptable standard, the trainer fails to meet agreed deadlines or in the event of misconduct.
- j) All trainers who conduct training for Tipperary Local Enterprise must submit a current Tax Clearance Certificate,
- k) All trainers who conduct training for Tipperary Local Enterprise must submit a copy professional indemnity insurance and
- l) All trainers who conduct training for Tipperary Local Enterprise must submit a copy of Health and Safety statement.
- m) In most cases, Local Enterprise Office Tipperary will be responsible for room hire and refreshments which should be excluded from your quotation. The trainers are expected to provide all training materials and have their own presentation equipment where required.
- n) Your availability to deliver training if selected should also be specified.
- o) Locations, dates and times will be organised directly by the Local Enterprise Office Tipperary
- p) Compliance with GDPR Regulations



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### **5. Freedom of Information**

Tenderers should be aware that under the Freedom of Information Acts 1997 & 2003, information provided by them during this procurement process may be liable to be disclosed.

### **6. Enquires:**

If you have any queries or require additional information please do not hesitate to contact Ms. Fiona Crotty (0761 06 6223).

### **7. Submission of Tender:**

The closing date for submission of all applications **is 12 noon Wednesday 14<sup>th</sup> November 2018**

Applications can be submitted **by post** together with supporting documentation to

Training Tenders 2019.2020  
Tipperary Local Enterprise Office,  
Ballingarrane House,  
Cahir Road,  
Clonmel,  
Co. Tipperary  
E91 E183

Or by **e-mailing** [quotations@leo.tipperarycoco.ie](mailto:quotations@leo.tipperarycoco.ie).

If you are submitting your application and supporting documentation by email please ensure that your name or company name together with the course reference is in the subject line of the email.

### **Please Note:**

- (1) Quotations received after the closing deadline will not under any circumstances be considered.
- (2) Only fully completed applications that have all the necessary supporting documentation enclosed will be considered.