

Date 08 July 2021
Procontract Ref: DN555512

Dear Service Provider,

Re: Invitation to Ilford Market Management Operator Supplier Engagement Event

London Borough of Redbridge is aiming to launch a new 40 stall high quality street market in Ilford Town Centre in Autumn 2021. We want to work with the best market operators to develop and provide a market to complement the existing vibrant town centre, including all major retailers and an exciting new Mercato Metropolitano food and leisure centre in the Cultural Hub.

If you are a market operator, we want to meet and work with you.

We are hosting a 'Meet the Buyer' event for potential Market Operators as a face to face event and the event will also be open to join online via Microsoft Teams. The event will take place:

10.30am -12.30pm **Wednesday 21st July 2021** at Lynton House, Ilford. The event will provide Market Operators with the opportunity to hear more about the project and to ask questions. The Event agenda is within.

We will provide presentations about the newly refurbished town centre public space, market facilities, the Ilford Market project and the Council's aspirations for a Market Management Operator contract.

We are keen to receive the views of all potential market operators. Our aim is to develop a high-quality market to enhance our commercially active town centre. Feedback from operators will contribute to our design of the tender process and help us understand the level of interest from market operators.

We hope that provision of a new Ilford town centre market is of interest to you and that you can attend our engagement opportunity. Register your interest by sending an email to Dawayne.Williams@redbridge.gov.uk
Please include 'Market Operator event' in the subject title of your email to help us to respond to your email promptly.

Background Information

The impetus to deliver a new market on High Road Ilford is a part of the wider regeneration of the town centre. The public realm has been refurbished to a high standard including new public seating and facilities, planting and greening, state of the art street lighting and infrastructure to support a new 40 stall market. The improvements focus on quality of provision and a more environmentally sustainable town centre.

Ilford station is on the Elizabeth Line, with central sections of the Line planned to open early in 2022.

In late 2018 consultations with the public, existing traders and local businesses recommended a change in operational policy and the delivery of a new market facilitated by an experienced and innovative market operator. This coincided with refurbishment of the town centre and the previous market ceased operations in March 2019.

Redbridge now aims to re-establish Ilford Market including a focus on:

- High Quality of goods, services, layout and stall design
- Green innovation, recycling and reduction in single use plastics
- Support for business 'start-up' initiatives for local residents
- Delivering social value
- Promoting night time economy by having, night time events or market days to complement Ilford late business day and the Mercato Metropolitano offering

The improved method of operation under the Food Act 1984 incorporates a more appropriate legislative framework to provide street markets. The Act permits an 'arms-length' established operator to deliver the day to day operation of the market. Previously, Ilford could only host restrictive 'market events' and licensed street traders under the London Local Authorities Act 1990. A recent consultation survey aimed at residents, businesses and traders, provided over 300 responses confirmed the days, times, style and an overwhelming desire for a new high quality provision of a new street market.

Timeline of the project.

The project is currently in the pre-tender phase with tender invitations opening at the end of July 2021 with the proposed contract award to the new market operator in October 2021.

Supplier Market Engagement Event

Meeting Details	Agenda	Times
<p>Ilford Market Operator 'Meet the Buyer' Event:</p> <p>Wednesday 21st July 2021 Duration: 10.30am to 12.30pm Venue: The Hub (12th Floor Lynton House) The meeting will also be hosted online via Microsoft Teams (meeting link and instructions to follow)</p>	1. Introductions	10.30
	2. Ilford Vision and Aspirations Sharon Strutt Redbridge Head of Regeneration	10.40
	3. Ilford BID update Cyril Bekoe – Ilford BID Manager	11.00
	4. Ilford Public Realm, Culture Hub and Mercato Metropolitano Marc Clark – Programme Manager Redbridge Regeneration	11.15
	5. Ilford Market – 'What We Want' Ed Chaplin Redbridge Head of Community Protection and Licensing	11.30
	6. Procurement Process key dates Greer Ndefo Redbridge and Waltham Forest Supply Chain Specialist	11.45
	7. Q&A Panel – Supplier Questions	12.00
	8. Close	12.30

Senior Council officers from the project team will be attending the meeting to facilitate a two-way discussion with interested suppliers.

Yours sincerely

Dawayne Williams

Economic Development Officer (Town Centres)
Regeneration and Culture Directorate
London Borough of Redbridge

MARKET ENGAGEMENT

Council Questions

1. What are your views on the Council's key aspirations – Green innovation, recycling, waste management, sustainability, entrepreneurship?
2. Days and Hours of operation?
3. Do you consider that a mixed retail goods and food market is the best way forward?
4. How would you achieve a high-quality infrastructure, a branding look and feel, and aesthetic qualities?
5. Are our aspirations for varied and unique Sunday markets achievable?
6. Would you consider that our aspirations for seasonal markets e.g. Eid, Diwali, Christmas, International Food fayres can be fulfilled?
7. What key challenges would you foresee in delivering the service from October 2021
8. With regard to the procurement process, what are your views on:
 - a) Contract duration and extension provisions?
 - b) Minimum mobilisation period?
9. What other factors will influence your decision to bid to deliver this service?

Please provide your responses to the above questions in the questionnaire form attached by
Thursday 27th July 2021