



**CCS Framework: RM6124 Communications Marketplace  
Bid Pack for Mini-Competition**

**Attachment 2:**

**Invitation to Tender: Specification of  
Requirements**

**Provision of Exhibition Stands and Event  
Space for the Emergency Services Network**

**Contract for  
Home Office Emergency Services  
Mobile Communications Programme,  
a programme within the Home Office**

May 2024  
Contract Ref: project\_2533

Final: v1.0

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## 1. THE CONTRACTING AUTHORITY

- 1.1 The first duty of the Government is to keep citizens safe and the country secure. The Home office plays a fundamental role in the security and economic prosperity of the UK. The Home Office is the lead Government Department for immigration and passports, drugs policy, crime, fire, counter terrorism and police.
- 1.2 Further detail can be accessed here: [Home Office - GOV.UK \(www.gov.uk\)](https://www.gov.uk)

## 2. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

- 2.1 The Emergency Services Mobile Communications Programme (ESMCP) is looking to appoint a suitably qualified third-party exhibition design company to design, manufacture, transport, install, derig, and store stands for conferences and exhibitions to support the strategic objectives of the Emergency Services Network (ESN).
- 2.1.1 We will work closely with the chosen company to develop and realise the stand in a creative, eco-friendly and impactful way that is relevant and accessible to our audiences. The Agency will be required to work with the ESN brand guidelines and under the direction of ESN's in-house graphic designer, to design and develop a series of event stands, across a range of locations and dates. There are usually 3-4 exhibitions requiring an ESN stand per year across the UK. These stands may range from 9m<sup>2</sup> to 32m<sup>2</sup>.
- 2.2 The objectives of the stands are to:
- 2.2.1 Showcase ESN - the UK's new network delivering emergency services mobile communications - and its partners
- 2.2.2 Create an audience experience which encourages engagement, interaction and understanding of ESN
- 2.2.3 Deliver a clear understanding of all ESN services
- 2.3 After a review of requirements for each project and scale the stand should meet the objectives outlined above, appeal to the specific target audiences and meet our requirements for brand visibility and accessibility.
- 2.4 The budget for the requirement is **REDACTED** per year to be split across the 3-4 exhibitions per year.

## 3. DEFINITIONS

Expression or Acronym	Definition
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ESMCP	means Emergency Services Mobile Communications Programme
ESN	means Emergency Services Network

## 4. THE REQUIREMENT

### 4.1 The Exhibition Stands and Event Spaces requirement includes:

- 4.1.1 Area to showcase physical demos
- 4.1.2 Networking area
- 4.1.3 On-stand displays of digital content and impactful graphics
- 4.1.4 Limited on-stand storage
- 4.1.5 Project Management services

### 4.2 Following sign-off of detailed designs, the Agency will undertake design, specification and production (including graphics) of all exhibition elements.

### 4.3 The Agency will be required to maintain (reporting any repairs required and cost to ESMCP) and store any ESN exhibition stand and materials throughout the duration of the contract.

### 4.4 The contract will involve the Agency liaising directly with all the different exhibition organisers to submit information and complete all documentation through various exhibitor zone portals, regarding the build and break down, by deadlines specified within online manuals (which the exhibition organisers provide).

### 4.5 We will expect the Agency to:

- 4.5.1 provide recommendations, design and delivery of a number of stands, at a range of events, across various locations, times and dates.
- 4.5.2 provide expert advice and recommendations on products available
- 4.5.3 carry out relevant on-site visits, in compliance with event organisers Health & Safety regulations
- 4.5.4 order and provide sundry items; i.e. carpets; furniture; spot lights; literature racks; lecterns; TV screens and other items as required. These may be rented from a 3<sup>rd</sup> party by the Agency or provided in-house by the Agency.
- 4.5.5 provide transport, delivery and on-site build of stand, at various locations across the UK
- 4.5.6 dismantle, collect and store stands and materials following events for the duration of the contract
- 4.5.7 provide costs for a range of options for each event stand

- 4.5.8 continually improve the way in which the required services are to be delivered throughout the contract duration.
- 4.5.9 provide a sufficient level of resource throughout the duration of the contract in order to consistently deliver a quality service.
- 4.5.10 have staff assigned to the events contract who have the relevant qualifications and experience to deliver the contract.
- 4.6 The Contract Term shall be for TWO (2) years with an option to extend for up to a further ONE (1) year. The option to extend the contract term shall be at the sole discretion of the Contracting Authority.
- 4.7 The Authority can confirm that the first event under the requirement will be the Emergency Services Show on 18-19 September 2024 at NEC, Birmingham.
  - 4.7.1 The requirement for this show is:
    - 4.7.1.1 4m x 3m stand space with ESN branding
    - 4.7.1.2 Power and storage space
    - 4.7.1.3 1 x interactive display screen
    - 4.7.1.4 Furniture for networking
  - 4.7.2 The Authority is looking for a Stand that:
    - 4.7.2.1 Is simple and practical
    - 4.7.2.2 Clearly utilises ESN branding
    - 4.7.2.3 Is environmentally friendly
    - 4.7.2.4 Has a build methodology that is easy to follow and compliant with relevant methodology requirements.
    - 4.7.2.5 Achieves the objectives as listed above in Specification of Requirements Section 2.2

## 5. KEY MILESTONES AND DELIVERABLES

- 5.1 The following Contract deliverables shall apply:

Deliverable	Description	Timeframe or Delivery Date
1	Have an initial meeting with client to discuss ways of working and upcoming events	Within week 2 of Contract Award
2	Provide stand design and sundry options	Within 2 weeks of commission for

		each event specification
3	Delivery and build of produced/hired items for events on site	As required by event organisers, usually 1 day prior to event start date
4	Breakdown of stand and equipment in line with venue/organisers requirements	As set up venue, often last day of event or day after
5	Quarterly reporting and 6 monthly meetings with client throughout the duration of the contract	Every 3 months and every 6 months
6	Secure storage for any stands, promotional materials and branding assets	Duration of the contract period

## 6. QUALITY

- 6.1 The build must be durable and easy to clean. The structures must be compliant with relevant statutory and non-statutory requirements e.g. Health & Safety regulations, the Public Sector Equality Duty (Equality Act 2010), the Government Buying Standards for wood products, be constructed of fire retardant materials and follow best practice procedures. Consideration must be given to accessibility of any stand to ensure full access to all event attendees.

## 7. PRICE

- 7.1 Suppliers will be evaluated based on a firm guaranteed maximum price for three different sized stands (12 metre squared, 20 metre squared, and 28 metre squared).
- 7.2 Suppliers will also be evaluated based on a firm price for storage costs per squared metre of Storage per day.

## 8. VOLUMES

- 8.1 There will be approx. three UK based Events per financial year and potentially one European event per financial year which will require stands or promotional activity.

## 9. LOCATION

- 9.1 The location of the Services will be carried out from the Agency's own premises and on location at event venues across the UK. Suppliers will be required to travel to other locations within the UK and potentially Europe to fulfil the requirements of the brief. No associated claim for T&S shall be paid by the Client.

## 10. SOCIAL VALUE

- 10.1 Across the whole delivery of the Contract, suppliers should demonstrate best-practice in net zero and sustainability in accordance with Theme 3 Model Award Criteria 4.1 and 4.2 of the Social Value Model. See here: [Procurement Policy Note 06/20 – taking account of social value in the award of central government contracts - GOV.UK \(www.gov.uk\)](#).

- 10.2 MAC 4.1: Additional environmental benefits:

Activities that demonstrate and describe the tenderer's existing or planned:

- Understanding of additional environmental benefits in the performance of the contract, including working towards net zero greenhouse gas emissions. Illustrative example: conducting pre-contract engagement activities with a diverse range of organisations in the market to support the delivery of additional environmental benefits in the performance of the contract.
- Collaborative way of working with the supply chain to deliver additional environmental benefits in the performance of the contract, including working towards net zero greenhouse gas emissions.
- Delivery of additional environmental benefits through the performance of the contract, including working towards net zero greenhouse gas emissions. Illustrative examples:
  - Enhancing the natural environment such as habitat creation, increasing biodiversity such as increased numbers of pollinators.
  - Green space creation in and around buildings in towns and cities, e.g. green walls, utilising roof tops for plants and pollinators.
  - Improving air quality.

- 10.3 MAC 4.2: Influence environmental protection and improvement

Activities that demonstrate and describe the tenderer's existing or planned:

- Understanding of how to influence staff, suppliers, customers, communities and/or any other appropriate stakeholders through the delivery of the contract to support environmental protection and improvement.

- Activities to reconnect people with the environment and increase awareness of ways to protect and enhance it. Illustrative examples:

- Engagement to raise awareness of the benefits of the environmental opportunities identified.
- Co-design/creation. Working collaboratively to devise and deliver solutions to support environmental objectives.
- Training and education. Influencing behaviour to reduce waste and use resources more efficiently in the performance of the contract.
- Partnering/collaborating in engaging with the community in relation to the performance of the contract, to support environmental objectives.
- Volunteering opportunities for the contract workforce, e.g. undertaking activities that encourage direct positive impact.

## **11. CONTINUOUS IMPROVEMENT**

- 11.1 The Agency will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.
- 11.2 The Agency should present new ways of working to the Authority during quarterly Contract review meetings.
- 11.3 Changes to the way in which the Services are to be delivered must be brought to the Authority's attention and agreed prior to any changes being implemented.

## **12. STAFF AND CUSTOMER SERVICE**

- 12.1 The Agency shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service.
- 12.2 The Agency's staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard.
- 12.3 The Agency shall ensure that staff understand the Authority's vision and objectives and will provide excellent customer service to the Authority throughout the duration of the Contract.
- 12.4 The Buyer may require the Agency to ensure that any person employed in the delivery of the Deliverables has undertaken a DBS check.
- 12.5 The Agency shall ensure that no person who discloses that he/she has a conviction that is relevant to the nature of the Contract, relevant to the work of the Buyer, or is of a type otherwise advised by the Buyer (each such conviction a "Relevant Conviction"), or is found by the Agency to have a Relevant Conviction (whether as a result of a police check, a Disclosure and Barring



Service check or otherwise) is employed or engaged in the provision of any part of the Deliverables.

## 13. COMMISSIONING PROCESS

- 13.1 Once the contract is in place, the Authority will commission projects for specific events by raising a request through the Variation Procedure set out in Clause 24 of RM6124 Core Terms and Joint Schedule 2 (Variation Form).
- 13.2 Signed projects will be added as schedules to Annex B of the Client Letter of Appointment - DPS Schedule 6.

## 14. SERVICE LEVELS AND PERFORMANCE

- 14.1 The Authority will measure the quality of the Agency's delivery by:
- 14.1.1 Reviewing the quality of design, materials used, build and breakdown of stands and exhibitions materials.
- 14.1.2 Reviewing standards of customer service from the Agency

SLA	Service Area	SLA description	Target
SLA1	Customer service	The Agency will respond to any request for Variation (see Joint Schedule 2 (Variation Form)) within a maximum of 5 working days. A response will include confirmation of receipt of request, and an initial price for services.	REDACTED
SLA2	Design delivery	The Agency will provide draft stand designs within a maximum of 15 working days from receipt of the request for Variation from the Client.	REDACTED
SLA3	Production	The Agency will complete any manufacturing or production of assets at least 2 days in advance of the Event at which they will be installed	REDACTED
SLA4	Reporting	The Agency will share Lessons learnt reports within a maximum of 10 working days of the end of any event	REDACTED

- 14.2 A Default will lead to the Agency establishing a Rectification Plan for the Authority's approval. The Agency will implement the Rectification Plan and the Authority will monitor progress.

14.3 If the Agency drops below a Service Level Agreement, **REDACTED**

## **15. SECURITY AND CONFIDENTIALITY REQUIREMENTS**

15.1 Agency staff shall be suitably trained in data protection and data handling for dealing with any event attendee information under the Data Protection Act 2018.

15.2 Storage facilities shall be secured so stands and assets are kept in high quality condition and accessible to Agency and client if required.

## **16. PAYMENT AND INVOICING**

16.1 Invoicing will be submitted once quotes and spend for each event have been agreed with the client.

16.2 Any costs for storage, as required, shall be agreed in advance and invoiced annually.

16.3 Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.

16.4 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.

16.5 Invoices should be submitted to: **REDACTED**

16.6 All invoices should contain a Purchase Order number, provided by the client, before submitting for payment

## **17. CONTRACT MANAGEMENT**

17.1 ESMCP will appoint a dedicated contact manager to work with the Agency and share appropriate event details in advance. The Agency shall provide a consistent project manager for event management. Attendance at 6-monthly Contract Review meetings shall be at the Agency's own expense.

## **18. MANAGEMENT INFORMATION/REPORTING**

18.1 Agency should provide a lessons learnt feedback report after each event to support continual improvement of goods and services delivered.

18.2 Where possible, the Agency should provide reports on attendees to ESN stands and activities where metrics are available for collection.