



Events Management Contract Particulars

The Council has pledged to develop a focused programme of high quality events for residents. The Council is looking for an experienced and highly reputable partner that will provide a high quality service for a number of outdoor events throughout the years 2018, 2019 and 2020.

Service Specification

1. Partner Organisations

- (i) The Council (the client) is seeking a delivery partner (the contractor) who should be a well-established outdoor events management business with a proven track record of providing high quality and value for money events and activities, a high level of experience of delivering events at varying locations and for both large and small event attendances.
- (ii) The client will expect that within your submission you will provide details of a fully self-sufficient event management offer with no utilities, power or facilities provided by the Council other than the land where the events will take place and appropriate direction as to each events' requirements.
- (iii) It is expected that the contractor will have a skilled, experienced and dedicated management and delivery team to ensure that the residents of Stanley are satisfied with events provided and that the reputation of the client is enhanced as a result.
- (iv) The Town Council is a community led organisation. Local organisations, charities and service providers will wish to participate in the Town Council's events. The contractor will be required to accommodate such groups as the client may direct in the planning and delivery of events (including obtaining Safety Advisory Group permissions etc) subject to provision of proper insurances and risk assessments to the contractor. This does not mean that local charity groups should be permitted to compete with profit-making activities of the contractor, (e.g. the provision of catering) but that their participation and attendance at events is encouraged and supported by the Town Council and the contractor must support this.
- (v) The successful bidder will be the Council's preferred supplier for events for the next 36 months. The events specified in this specification will not be let to an alternative supplier unless there are issues which would require the contract to be terminated under the standard terms and conditions. The Council reserves the right to approach other partners for quotes relating to additional or new events within the 36 month period.
- (vi) The preferred supplier will be given the opportunity to quote for any new or additional events on an individual event basis against specifications provided by the Town Council.

2. Additional Requirements

- (i) **Sole trader rights:** while the Council are seeking to award a contract to a single supplier the Council reserves the right to provide or arrange other service partners for requirements that the contractor has not included in their core bid, but only after the partner has confirmed they are unable or un-interested in supplying the service.
- (ii) **Customer complaints:** should the Council receive a written customer complaint the partner must provide a written statement/ response with 2 working days detailing what has occurred. Should the Council find that the partner was at fault the Council reserves the right the deduct payment for any refunds or compensation that the Council may be required to make to the customer.
- (iii) **Subcontracting:** the contractor must as part of their submission provide the Council with a full list of supplies or services they intend to procure from outside businesses. Authorisation must be given in writing from the client to sub-contract any element of the provision of any event not agreed in advance.
- (iv) **Uniform:** the contractor must ensure that all employees engaged in the provision of services are appropriately dressed in a uniform which clearly identifies them as part of the organised event. Examples should be presented as part of the prospective partner's submission.
- (v) **Payment Terms:** The client will make payment in full on the production of an agreed invoice and payment will be made within 28 working days. Payment will be made on a per event basis.
- (vi) **Water, Stock and Waste Management:** the contractor will be responsible for bringing onto site any relevant stock and stores including water. The contractor is also responsible for the removal of litter, waste and refuse at the conclusion of the event. It should be noted that access onto site to replenish stock during the conduct of events will not be permitted.

3. Staff Management & Supervision

The contractor's staff will be under the management and supervision of the contractor, however it expected that they will provide reasonable assistance to the client's monitoring staff and respond appropriately to issues brought to them during the course of events.

4. Marketing & Branding

The contractor is providing a service to the Town Council. All the events delivered are Stanley Town Council events and should be promoted as such. The contractor's own corporate branding may be featured on staff uniforms but will be less prominent than the Council's name, logo and branding at all event venues, posters, banners and press releases.

5. Events Programme

- (i) The client's current outdoor event programme consists of the following events:

Event Title	Event Description
Armed Forces Day	Free family event held up the length of Stanley Front Street on the last Sunday in June. The event has been running for two years and attracts a wide range of residents, from young families with children to elderly people, veterans, teenagers etc. The event comprises displays and personnel from the armed forces, a stage with PA for musical performances and entertainment, a fun fair and other entertainment and the usual catering concessions you would expect with an outdoor event of this type. Fairground rides are subsidised at this event to keep the prices to £1 per ride.
Play in the Park	Free community event for all residents of Stanley, held throughout the school summer holidays. There are funfair rides, inflatables, educational shows and activities for various age groups. The events are held in local parks and community fields around the Stanley area to enable residents from across the parish to attend a Play in the Park event close to them. Catering vans are on site and toilets are provided. Local groups and organisations are also encouraged to attend to provide activities, education and entertainment for kids and families. Last year 5 Play in the Park days were delivered and it is envisaged this would be repeated. All activities including fairground rides are free to the public at these events.
Christmas Festival	The event is held on the first Saturday in December and comprises a small Christmas Market to enhance the normal general market, a funfair on the top end of Front Street which runs all day. A stage is provided for christmas music during the day and at dusk some entertainment is provided and the Christmas tree illuminated with a traditional countdown. Fairground rides are charged at the operator's usual price at this event.

- (ii) The exact programme is subject to change from year to year as additional or differently specified events may be required by the client following review and feedback from local residents. The contractor must have the flexibility, resources and experience to be in a position to provide other types of events as required; for example outdoor music or cinema events, sporting events etc.

6. Assessment Criteria

- (i) Prospective partners bidding for this contract **must consider** all the requirements of the Council below and address each area with a statement. Where specified financial and other relevant information must be supplied. These will be evaluated as part of your submission. **Incomplete submissions will not be considered.**
- (ii) It is a requirement that you arrange a site/ location visit with the client officer (see contact information below) a minimum of five working days before the final submission date to ensure that you are familiar with the Council's facilities and event locations. **Failure to do so will result in your submission not being considered.**

- (iii) The Council's choice of partner will be based on the information provided by prospective partners and the comments made during the site/ location visits. The Council may request further informal interviews with potential contractors prior to making a final decision.
- (iv) The weighted evidence requirements below in item (v) are in the following categories: Quality, Safety, Experience, Resources and Financial. There are some disqualifying requirements and some are weighted by percentage. The weighted requirements will form 60% of the final assessment. Price will form 40% of the final assessment.
- (v) Evidence required as part of submission:

Criteria	Requirement	Weighting
Experience	A statement of experience and brief background information concerning the company.	5%
Experience	Evidence of previous applications and approvals from the Durham County Council Safety Advisory Group and ongoing liaison with partners.	5%
Experience	Evidence of the production and implementation of a fire risk assessment for outdoor events including the provision of appropriate firefighting equipment	5%
Experience	Evidence of the production and implementation noise management plans for events, including evidence of liaison with relevant agencies and public consultation	5%
Experience/ Quality/ Safety	Provide a minimum of three examples of outdoor event management contracts that you have previously managed for events of between 500-1,000+ people. Please provide details of your events management plans and risk assessments for each event.	10%
Resources/ Safety/ Experience	Provision of a suitably qualified Event Manager and site safety officer (Statement of experience and qualifications to be supplied to the client)	5%
Resources/ Experience	Provision of a suitably experienced, dedicated contract manager (Statement of experience and qualifications to be supplied to the client)	5%
Resources	Please confirm that you have or are able to provide the following requirements for events: Outdoor toilet facilities; crowd control barriers; event control points (with appropriate comms systems); Fairground rides and inflatables; PA systems; staging; xmas market stalls; medical cover	5%
Safety	H&S policy / training; please provide your company's Health and Safety Policy(ies) and training plans/ cards of the individuals who will provide the services at events..	10%
Safety	Evidence of DBS Clearance for staff engaged in the provision of the event	5%
Financial	Financial position (accounts); please provide your company's previous two years audited accounts, these must demonstrate that you have been trading at a profit for a minimum of the last two years.	PASS/FAIL
Quality	Evidence of your company's insurance policies and values including relevant event management insurance.	PASS/FAIL

- (vi) Please provide any additional detail and information such as photos or other material that you feel will enhance your proposal.

7. Bids

Bids to provide the service should be submitted hard copy, in writing to the Council's offices at Civic Hall, Front Street Stanley, DH9 0NA by 12.00 noon on the **19th May 2018** and marked:

PRIVATE AND CONFIDENTIAL
FOR THE ATTENTION OF THE CLERK - REF: EVENTS
CIVIC HALL, FRONT STREET, STANLEY, DH9 0NA.

For further information or an informal discussion in respect of this matter please see contact information below.

Contract Monitoring

- (i) The contractor will report full details of provision, attendance, health and safety issues, medical issues and an overview of each event to the Projects & Initiatives Committee at appropriate intervals.
- (ii) Regular Meetings will be held between the client officer and the contract manager to discuss the planning and delivery of events and to brief the contractor in respect of the requirements of the Projects & Initiatives Committee.
- (iii) The client reserves the right for the Client Officer to carry out random and unannounced inspections of the contractor's mobile or portable facilities to monitor standards of health and safety, customer service and delivery.

Outcomes

8. Publicity

The client and the contractor shall work closely together to ensure that all events are properly and professionally marketed and advertised and opportunities are taken to promote the Town of Stanley, the Town Council and the success of the event. The contractor's staff should be fully aware that a core purpose of their activity is to promote the Town Council's role and the partnership in the local community.

9. Success Criteria

The criteria used to measure whether an event has been successful will be

- The quality and reach of the pre-event publicity
- Delivery of all elements of the event agreed and advertised
- Event Attendances
- Public satisfaction with the events provided
- Event Safety and safeguarding of the public

Contract Value and Duration

The Council has budgeted £40000 for the delivery of these events 2018/19. This sum is subject to review annually when budgets are set.

It is envisaged that the contract will run for 36 months. The contract is subject to renewal at the discretion of the Council.

Information

For an informal discussion in relation to the requirements of the contract, please contact the Town Clerk using the details provided below.

Key Personnel

Alan Shaw
Town Clerk
Stanley Town Council

Town Clerk

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01207 299109

James Harper
Community Development Manager
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Client Officer

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TBC

Contract Manager