

INVITATION TO TENDER FOR THE SUPPLY OF PRINTED THERMAL TICKET SERVICES

Document 3 – Scope of Services

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1. Introduction

1.1. The tender is intended to provide The ACC Liverpool Group (the Company) with a preferred Supplier to provide printed thermal tickets, as detailed in this document.

The awarded Supplier's remit will include the following:

- Provision of printed thermal tickets as per The Company's required specification (detailed in Section 3 of this document)
- Storage and delivery of the tickets to The Company.

The Company's requirements are driven by their Clients and their events.

The Supplier must be a true partner and work closely with the Company to promote continuous improvement and help the Company promote and enhance their brand and service quality through the provision of high quality, pro-active and innovative services.

The duration of the awarded contract will be two years with an option to extend, at the sole discretion of The Company, for a further twelve month period. The contract start date is anticipated to be on 1st of November.

1.2. The products and services that may be supplied under this Contract are detailed in Section 3 below.

1.3. The prices for the products and services are to be detailed in the ITT document – Pricing Document (Document 4).

1.4. Proposals to vary the prices on renewal or extension of the Contract once it has been awarded, must be made by the Supplier to The Company in writing, three months before the expiry date of this Contract.

2. General Requirements

Without limiting the obligations that will be detailed within the Form of Agreement once the contract has been awarded, the Supplier will be required, amongst other services, to provide the following:

2.1. Point of contact

The Supplier should nominate an Account Manager to liaise with The Company, ensuring alternate provision for cover is available, e.g. during annual leave, sickness, etc. The Supplier's Account Manager may be required to attend regular meeting with The Company to report on and discuss performance, plan up and coming projects and discuss options for improving service provision.

2.2. Response times

Due to the nature of the event industry, a swift and very responsive service will be required from the Supplier.

2.3. Out of hours contact

The Supplier should provide a contact telephone number for out of hours or emergency support.

2.4. Health and Safety

The Supplier should, when requested, provide a copy of all their safe working method statements and risk assessments.

3. Products and Services

3.1. Ticket Technical Specification

Table 3.2, details the Company's technical specification of the printed thermal tickets with an estimate of the quantity per order, frequency of ordering and call off quantity/delivery quantity.

Table 3.2

Printed Thermal Ticket Specification	Details	Approx. order frequency	Approx. quantity per order	Approx. quantity per call off/delivery
Size	5.5" x 82mm narrow edge leading suitable for BOCA thermal printers (models are Mini – Plus and Lemur – S	Quarterly	250,000	80,000/125,000
Printed	Full colour to face and black on reverse			
Material	White top coated thermal card 190 microns			
Security	Holographic feature			
Stub	Vertically perforated 1.3" from the LHE to form stub			
Compatibility	The thermal tickets must be compatible with Boca printers. Tenders will be asked to submit sample in order to test compatibility with our Boca printers			

Appendix 1 and 2 provides front and back pictures of our current Printed Thermal Tickets.

The awarded Supplier must be able to match this current design and specification.

Tenderers are welcome to suggest amends to our current specification that would provide a cost saving for the organisation, any amends would have to be compatible with Boca printers.

3.3. Estimated Volume and Estimated Call Off/Delivery Frequency

The Company can give no guarantee of volume or frequency of delivery.

The Company estimates that they will raise four Purchase Orders of 250,000 tickets per year (totalling 1mill tickets ordered per year). Please note, this will not equate to just four deliveries per year; The Company will usually call off quantities of 80-120,000 tickets for delivery from each Purchase Order.

For example the Company will issue a Purchase Order for 250,000 tickets to the Supplier. The Company may then communicate they want two (separate) deliveries of 125,000 tickets; upon receipt of the first batch of 125,000 units the remaining 125,000 tickets on the balance of the Purchase Order will be called off by the Company's assigned Contract Manager in due course; The Company will endeavour to give the Supplier adequate notice.

The Company may request a variety of quantities per delivery.

The Tenderer should highlight any concerns or impacts they foresee with this to The Company.

The awarded Supplier must have the capacity to produce 1,000,000 printed thermal tickets.

3.4. Delivery Procedure

The Company's standard delivery requirement is free of charge within 5 working days from receipt of a Purchase Order by the Supplier.

From time to time, due to the nature of the industry, a swifter delivery service may be required from the Supplier. The Company may request an urgent delivery of a print item, e.g. same day or late notice next day delivery.

The awarded Supplier must have the capabilities to store and deliver printed thermal tickets.

4. Service Levels required by the Company

4.1 The Company prides itself on its high standards of customer service and expects this same high standard of customer service from its Supplier. Exceptional customer service will be expected at all times and particular attention will be paid to the service levels.

The Supplier shall provide professionally managed service, and should be capable of meeting the required specification, the required volume and be able to deliver to The Company.

Due to the nature of the industry, a swift and very responsive service will be required from the Supplier. The Company will try to give appropriate notice of their print requirements. However there will be instances, where the Supplier will have very short notice of The Company's print requirements. On these occasions The Company will expect the Supplier to show initiative and produce and deliver tickets in a very short timeframe.

4.2 The Company has the following service level requirements:

- To produce the thermal printed tickets to the Company's required technical specification.

- To deliver the Company's thermal printed tickets to the Company's site (ACC Liverpool, Kings Dock)

In addition to the service requirements and levels above, the Supplier will also be required to offer peripheral services listed below.

5. Contract Reviews and Performance Measurement

5.1. If requested the assigned Account Manager will be expected to attend review meetings with The Company to report on service performance, discuss and plan upcoming work and consider options for improving provision of the service.

5.2. The Supplier may be required to provide management reports detailing incidents and any other issues to be brought to The Company's attention. These reports shall be in a format agreed with the Company.

5.3. The Supplier and the Company will review the format of the meeting agenda and management reports periodically to ensure they remain relevant to the requirements of the Contract.

5.4. The Supplier's performance will be measured on the basis of timely and accurate delivery of services, added value and team working ability.

If these standards are not maintained to The Company's satisfaction, the Company reserves the right, at its sole discretion, to terminate on grounds of breach of Contract.

6. Administrative Procedures

6.1. Communications

Communications relating to the overall strategic delivery of the Contract shall be directed between the Suppliers Account Manager and The Company's Contract Manager.

Communications relating to the operational delivery of print requirements for individual events and projects will involve a number of contacts across The Company. The relevant contact for each individual event and project will be provided.

The Company's Contract Manager

Kevin Eustace –Ticketing Services Manager, shall be the dedicated point of contact for the Supplier in respect of any goods/services provided under the terms of this Contract.

Contact details:

Name:	Kevin Eustace
Address:	The ACC Liverpool Group Kings Dock

Liverpool Waterfront
Liverpool L3 4FP.

Telephone No: 0151 239 6026
Email: Kevin.Eustace@accliverpool.com

Or in the absence of the above to:

Name: Henry Brown
Address: The ACC Liverpool Group
Kings Dock
Liverpool Waterfront
Liverpool L3 4FP.

Telephone No: 0151-703 7233
Mobile: 07850250350
Email: Henry.Brown@accliverpool.com

Supplier's Account Manger

TO BE ADDED who shall be the dedicated point of contact for the Company in respect of any goods/services provided under the terms of this Contract.

Name: **TO BE ADDED**
Address: **TO BE ADDED**
Telephone No: **TO BE ADDED**
Fax No: **TO BE ADDED**
Email: **TO BE ADDED**

Or in the absence of the above to:

Name: **TO BE ADDED**
Address: **TO BE ADDED**
Telephone No: **TO BE ADDED**
Fax No: **TO BE ADDED**
Email: **TO BE ADDED**

Oral communication of instructions or information in connection with the Contract shall be confirmed in writing using minutes of meetings or formal correspondence as appropriate and until confirmed shall not be binding.

6.2. Purchase Order Procedure

6.2.1. The Company will administer the supply of the products and services by means of Purchase Orders. The Company will issue each Purchase order with the following information as a minimum:-

- scope of services
- date for completion of the services
- not to exceed value for the Purchase Order (where appropriate)

6.2.2. The Purchase Order Procedure will be as follows:-

- The Company may request a quotation from the Supplier. The basis of remuneration for the provision of the thermal ticket services through the contract shall be as per the schedule of rates provided via this tender.
- Subject to acceptance of the quotation, The Company's Procurement Department will issue a Purchase Order by email to the Supplier.
- The delivery of the tickets will be on a call off basis. Only the Contract Manager will be authorised to instruct delivery. The instruction of delivery will be confirmed via email and the Purchase Order number must always be quoted.
- Following delivery of the printed ticket requirements detailed in the email via the Contract Manager. The Supplier will subsequently issue an invoice quoting the Purchase Order Number. The invoice must only be for the quantity received/delivered by The Company.
- The Company's Finance Department will pay the invoice within 30 days of the invoice date.
- It will be both The Company's and The Suppliers responsibility to keep an accurate track of the balance left on each Purchase Order.

7. Terms of appointment

7.1 The Company can give no guarantee as to the volume as this will vary depending on event and business requirements. The Company can confirm that they only intend to appoint one Supplier. However, this appointment will be on a non-exclusive basis. The Company may use others to provide the same requirements as available from the appointed Supplier if the solution provided on each occasion is not acceptable to The Company.

7.2 The duration of the contract is two years with an option to extend, at the sole discretion of The Company for a further twelve month period. The contract start date is anticipated to be on 1st of November. The contract can be terminated by either party giving the other three months' notice.

7.3 The basis for remuneration for provision of print services through the contract shall be the schedule of rates provided.

7.4 The Supplier must agree any changes, omissions or additions to the scope of works once a Purchase Order has been finalised with The Company in advance of making such change, omission or addition

7.5 The Supplier will abide by The Company's site rules.

7.6 The Supplier will observe the confidentiality of any commercially sensitive information relating to The Company's and venue clients.