1. **BACKGROUND**

Kew’s Venue Hire and Commercial Media department serves to generate revenue from Kew’s valuable gardens and property assets, which encompass a diverse range of beautiful and historic buildings suitable for events and filming. RBG Kew Enterprises is a limited company and wholly owned subsidiary of the Royal Botanic Gardens, Kew (“RBG Kew”), and which exists to generate an income to support Kew. All profits are covenanted to the organisation providing invaluable support for Kew’s mission.

A variety of corporate and private events are held within the Gardens, ranging from conferences, awards ceremonies, receptions and dinners, to birthday parties and wakes. A substantial amount of venue hire events are wedding ceremonies and receptions.

The events can range in size and scale from a small meeting for 25 guests, to a wedding for 200 guests utilising three or four venues onsite. Additionally, the Venue Hire department looks after commercial media and manages photography and film shoots across the Gardens.

The Venue Hire team currently manage a portfolio of 6 venues onsite, and held 166 events in 2016. The Historical Event Data at Appendix B shows in detail the distribution of events by month and day of the week.

The majority of the events broadly fall into the extended ‘wedding season’ of April to October, during which time there are frequently multiple events taking place on the same day. Events often take place at weekends, but can occur any day of the week including Bank Holidays.

1. **CONTRACT BRIEF**

**2.1 Overview**

The majority of Venue Hire events and Commercial Media shoots require a security presence to ensure the smooth running of the events.

Events which take place in RBG Kew’s smallest venue, the Orangery Conference Room, are an exception and do not require security.

The overall aim of the contract is to provide high quality, reliable, safe, professional security at a cost that represents value for money.

Kew is a world heritage site and aims to hold world class events, therefore our aim is to provide venue services to a standard of excellence that befits the surroundings.

Event security staff are integral to the guest experience and must provide an exemplary standard of customer care. As such, the appointed supplier must provide customer service training for all staff deployed to RBG Kew. Role descriptions for each position are included at Appendix D.

**2.2 Staffing levels**

Staffing levels required will vary on an event by event basis according to the specific requirements of the event. RBG Kew will advise on the number of staff required for each event, and will be willing to pay a minimum call time of 5 hours or fewer. The expected level of staff required for each venue is as follows:

Cambridge Cottage – 1 or 2 stewarding staff, one of which to be SIA licensed. Primary staff member to be of supervisory level. Cambridge Cottage is a former royal residence incorporated into Kew in 1904. This elegant listed building is set within its own private gardens and how houses a permanent exhibition of botanical art. It can accommodate smaller events including wedding ceremonies and receptions and daytime and evening corporate events, of 100-150 guests.

Nash Conservatory – 1 supervisor, 6 stewarding staff. The Nash Conservatory is the oldest of the 19th C glasshouses at Kew and is of major historical and architectural importance. It provides a versatile event space for daytime and evening events, including conferences, drinks receptions and wedding ceremonies for up to 200 guests.

Princess of Wales Conservatory – 2 stewarding staff. The Princess of Wales Conservatory is Kew’s most varied glasshouse with ten climatic zones covering environments from arid desert to tropical rainforest, and holds priceless botanical collections. It is used for evening drinks receptions of up to 200 guests.

Orangery – 1 supervisor, 5 stewarding staff, two of which to be SIA licensed. The Orangery is beautifully restored 18th C building formerly filled with citrus trees, and today housing one of Kew’s main day catering outlets. It is used for evening events and can host wedding receptions and corporate events for up to 400 guests.

Sir Joseph Banks Building – 1 supervisor, 4 stewarding staff. The Sir Joseph Banks Building is one of Kew’s most modern structures, built in 1985, and is a contemporary subterranean building holding a dedicated events space used mostly for corporate events for up to 230 guests.

Marianne North Gallery – 1 supervisor, 2 stewarding staff, one of which to be SIA licensed. The Marianne North Gallery, opened in 1882, houses a permanent exhibition of 832 paintings and offers a unique experience for small events of up to 80 guests.

A map showing all current venues is at Appendix A. Further locations at Kew may be added to this portfolio of venue hire locations throughout the duration of the contract, details of which will be provided if and when appropriate.

1. **SERVICE REQUIREMENTS**

The appointed supplier will be responsible for the following during venue hire and commercial filming events:

* Ensuring the security and integrity of the venues. The majority of the venues are Grade I or Grade II listed and require protection during events. This may also include the contents of the venue, such as botanical collections.
* Working closely with the Venue Hire Operations & Commercial Media team to deliver events as scheduled to the client’s requests and to the highest possible standard.
* Liaising with other stakeholders as required, including but not limited to internal departments such as the RBG Kew Constabulary, facilities management, cleaning and horticultural teams; and external parties including the London Borough of Richmond-upon-Thames registrars and local residents.
* Assisting the Venue Hire team in managing external event suppliers (such as caterers, production, floristry, entertainment and marquee suppliers) with particular regard to facilitating access and egress from the site, managing vehicle movements onsite in accordance with RBG Kew’s Vehicle Policy and ensuring that venue rules and regulations are adhered to.
* Ensuring that RBG Kew meets licensing obligations with regards to alcohol service and provision.
* Providing assistance and a high level of customer service to event guests and day visitors, protecting their safety throughout the event.
* Managing the interface with day visitors to the Gardens who will often be in the same and surrounding areas.
* Providing of support to supplement existing onsite First Aid provision as needed.
* Managing emergency evacuation procedures during events as required.
* Dealing effectively and diplomatically with any incidences of difficult behaviour with the potential to cause harm to any guest, staff member, supplier or the venue itself.
  1. **Insurance**

The successful supplier will be required to ensure that as a minimum they have the following insurance cover in place;

* Public liability insurance of £5m for each and every occurrence or series of occurrences arising out of any one occurrence.
* Employer’s liability insurance of £5m for each and every occurrence or series of occurrences arising out of any one occurrence.
* Professional indemnity of £2m.
  1. **Health & Safety**

The successful supplier will be required to sign and adhere to RBG Kew’s Contractor Code of Practice.

1. **OPERATIONAL REQUIREMENTS**

**4.1 Overview**

The appointed supplier will be responsible for providing adequate numbers of staff trained in event security and customer service to facilitate the events. The nature of the venue hire business is that events confirm on a variety of lead times, dependant on type of event – weddings typically confirm approx. 6 -18 months in advance, corporate events typically confirm 6 months to a week in advance. Security staff will typically be required prior to supplier access to set up for an event, until all event activity has finished and all guests and suppliers have departed from site.

Commercial Media bookings can be more variable, working on shorter lead times of 2 weeks – 2 days prior to the shoot. Most shoots are full days with early starts and approximate shift length of 8-10 hours. Typically 1-3 stewards are required for each shoot. Bookings can be variable but tend to be busier within March-May and September-October, with the summer months quieter.

Venue Hire and Commercial Media shoots can be based indoors, outdoors, or both, so weather conditions will need to be taken into account by the supplier.

The supplier will be advised of current forward bookings for the following three months on a monthly basis, and will be advised of exact requirements for each venue hire event the week preceding. The supplier will be advised of commercial media requirements on an ad hoc basis upon confirmation of the shoot, due to the short lead times involved.

The supplier will need to be able to provide staff from a minimum of 48 hours’ notice. The supplier will be expected to employ staff of a good calibre with the qualifications, language ability and experience required to perform their duties efficiently and effectively.

The supplier shall establish a management structure with clearly defined lines of authority, responsibility and accountability. Details of this structure should be clearly shown within the proposal.

**4.2 Provision by supplier**

The supplier will need to ensure the following:

* All staff are trained in customer care and event security. General training will need to be provided and paid for by the supplier.
* That a number of staff who are SIA licensed are available to service events, as required
* That a number of staff who hold driving licenses are available to drive buggies onsite, as required
* Staff trained in First Aid are preferred but not required
* Staff can provide their own, or supplier can provide them with, appropriate uniform to include black suit, white shirt, smart black shoes or boots, with black coats, hats, gloves and umbrellas as required by the weather
* That appropriate PPE equipment (such as hi-vis tabards) are provided as required
* That staff observe exemplary timekeeping.

Please note subcontracting is prohibited within this contract.

**4.3 Provision by RBG Kew**

Kew will provide the following;

* An adequate number of radios compatible with RBG Kew’s onsite communications system
* Onsite induction and familiarisation training as and when deemed appropriate by RBG Kew Venue Hire team, with a general level of two training sessions to be conducted per year.
* Individual photocard passes or general staff passes as deemed necessary by the RBG Kew Security Manager
* All keys and other equipment required for the purpose of the event

1. **CONTRACT MANAGEMENT** 
   1. **Client Liaison Meetings**

The performance of the contract will be monitored regularly through monthly reporting of KPIs and quarterly review meetings. The supplier will be responsible for submitting the reports and arrangement of the review meetings.

* 1. **Key Performance Indicators**

The contract will be monitored through the Key Performance Indicators detailed in Appendix C.

**Appendix A - Site locations**

A site map showing venues, access and egress points:

*[will be provided at ITT stage]*

A floorplan for each venue:

*[will be provided at ITT stage]*

**Appendix B** – Historical event data



**Appendix C** – Key Performance Indicators



**Appendix D** – Roles & Responsibilities

