

The **acc** Liverpool Group

TENDER REF: TT000056

**TENDER FOR THE PROVISION OF
EVENT CREW SERVICES**

Briefing Document

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1. Overview

The ACC Liverpool Group (ACC Liverpool) campus is home to a world-class family of venues, experiences and services for the local, national and international events market.

Our Group includes Destination Venue ACC Liverpool, home to BT Convention Centre, Echo Arena and Exhibition Centre Liverpool and our ticketing agency TicketQuarter.

The versatile BT Convention Centre facilities include a 1,350 seat auditorium, 18 breakout rooms, 3,725m² of exhibition space and a range of sustainable credentials having been designed to produce half the CO₂ emissions it would without any environmentally-friendly measures.

Sister venue Echo Arena Liverpool is an 11,000-seat arena with 22 hospitality VIP Boxes and a packed programme of entertainment and sporting events throughout the year.

In September 2015, ACC Liverpool expanded its offering with the opening of Exhibition Centre Liverpool, adjacent to BT Convention Centre and Echo Arena, providing an additional 8,100m² exhibition facility, taking the total to 15,225m² of interlinked and flexible event space.

A pedestrian link bridge connects the new and existing venues making it the only purpose-built interconnected arena, convention centre and exhibition facility in Europe. A 216-bedroom Pullman hotel, which forms part of the development, opened in February 2016.

ACC Liverpool works closely with clients helping to ensure the success of their events and delivering the best possible service. All of the Supplier's staff will be required to be pro-active in providing a first class, customer focused service to all clients.

Our vision is to be a successful world class arena, convention centre and exhibition centre that serves its customers to the best of its abilities and attracts visitors to Liverpool, thereby contributing to the long term growth and prosperity of our enterprise, our city and its people.

The awarded Contractor must be a true partner and work closely with The ACC Liverpool Group to promote continuous improvement and help The ACC Liverpool Group enhance their brand and service quality.

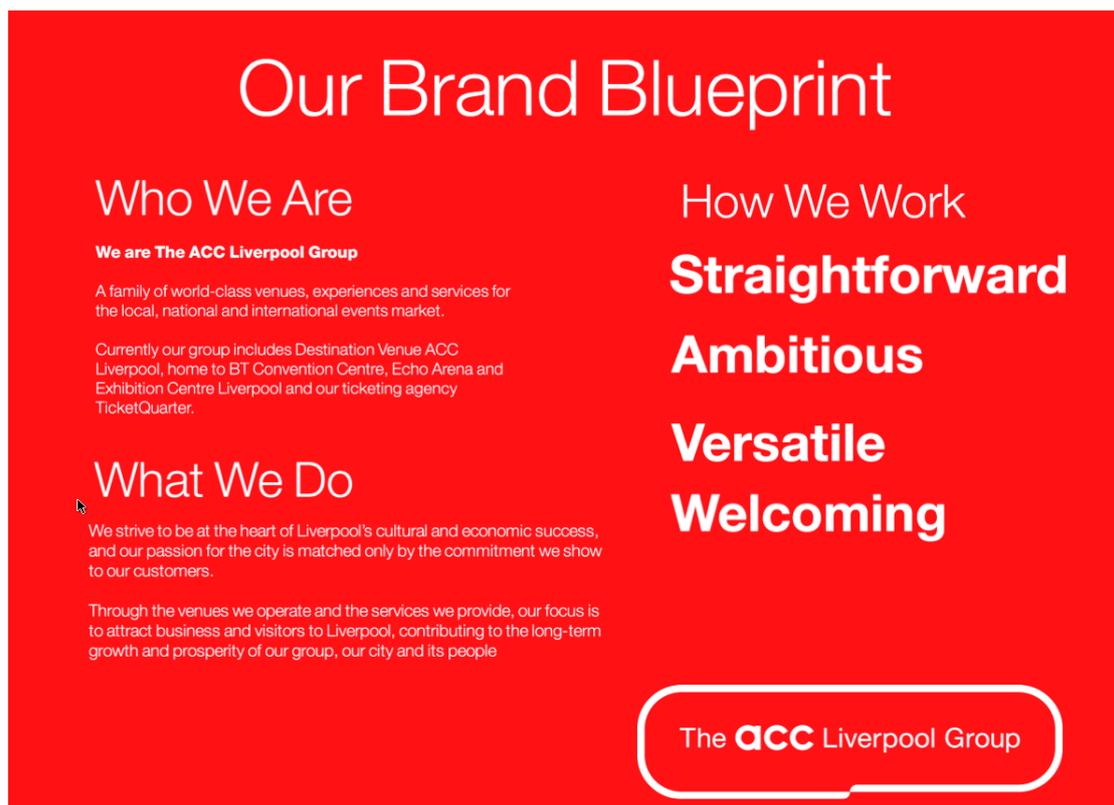
2. Vision

The unique skill of what the ACC Liverpool Group does is in the complexity of bringing together many diverse individual groups of people with different expertise and experiences, to create seamless, coherent and impactful events that deliver a unique experience for your clients and visitors.

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

3. Values

We regard to The ACC Liverpool Group's brand values to be:-



The graphic is a red rectangle with white text. At the top, it says 'Our Brand Blueprint'. Below this, there are two columns of text. The left column has three sections: 'Who We Are', 'What We Do', and a list of venues. The right column has two sections: 'How We Work' and a list of values. At the bottom right, there is a white rounded rectangle containing the text 'The ACC Liverpool Group'.

Our Brand Blueprint

Who We Are

We are The ACC Liverpool Group

A family of world-class venues, experiences and services for the local, national and international events market.

Currently our group includes Destination Venue ACC Liverpool, home to BT Convention Centre, Echo Arena and Exhibition Centre Liverpool and our ticketing agency TicketQuarter.

How We Work

Straightforward

Ambitious

Versatile

Welcoming

What We Do

We strive to be at the heart of Liverpool's cultural and economic success, and our passion for the city is matched only by the commitment we show to our customers.

Through the venues we operate and the services we provide, our focus is to attract business and visitors to Liverpool, contributing to the long-term growth and prosperity of our group, our city and its people

The **ACC** Liverpool Group

4. Scope of Services

This requirement is for the provision of Event Crew Services for the ACC Liverpool Group (the Customer). The Customer requires a preferred supplier (the Supplier) to undertake the potential event crew service requirements and the potential requirements of their individual clients. There are two main teams that require Event Crew Services; Event Support and Production. Similar skills are required for both but there are some instances where the services required differ. The requirements are therefore split out into the two teams below.

The Customer will provide a site specific induction to nominated crew chiefs at the commencement of the contract which will allow the Supplier to undertake a site specific risk assessment. The Customer will provide training to nominated crew chiefs to encourage crew to work independently where possible.

The service requirements may include providing event support for a range of events including;

Conference / Exhibition Events	
<u>Event Support Requirements</u>	<u>Production Requirements</u>
Moving various types of equipment from stores to halls for example; technical and rigging equipment, stages, tables, seating and moveable walls	Moving technical equipment from stores to halls
Building stages	Building truss under supervision
Unloading and loading trucks for internal venue requirements	Rigging, de-rigging and folding drapes
Laying dance floors	Unloading and loading trucks for internal venue requirements
Floor Mark Outs	Running cables on gantries
	Setting ceiling drapes on gantries

Entertainment and Sporting Events	
<u>Event Support Requirements</u>	<u>Production Requirements</u>
Moving various types of equipment from stores to halls for example; stages, tables, seating and moveable walls	Drape changes – moving equipment around the arena; rigging, de-rigging drapes; building truss
Setting of barriers and cable ramping	Building and dismantling followspot towers
Building stages	Moving technical and rigging equipment from stores to halls

General	
<u>Event Support Requirements</u>	<u>Production Requirements</u>
Setting up and removal of seating, tables, stages and moveable walls	Moving truss during LOLER inspections
Portering	Assisting with drape audit during LOLER inspections
Forklift Truck Drivers	Forklift Truck Drivers
MEWP Operator	MEWP Operator
Banksman	

The above lists are not exhaustive.

The Customer prides itself on its high standards of customer service and expects this same high standard from its suppliers. Exceptional customer service will be expected at all times and particular attention will be paid to the service levels noted below;

Service Levels required by the Customer:

- The Supplier will provide an order acknowledgement and quotation to the Customer within 24 (twenty four) hours of the request being sent
- All event crew must be trained in manual handling
- All event crew must receive inductions from the Supplier
- All crew chiefs must attend an initial site induction at no cost to the Customer
- The Supplier must undertake a site specific risk assessment at commencement of the contract and on the anniversary of the Contract start date each year thereafter. If there are any significant changes to the site throughout the term of the contract, the Supplier must undertake an additional risk assessment to incorporate these changes
- Crew must arrive on site with their own PPE, (as a minimum steel top capped boots, hard hat and high vis, ear protection and gloves) and any other equipment deemed as necessary determined by their risk assessment carried out at the induction.
- Crew chiefs must arrive on site with their own basic tools (as a minimum adjustable spanner, podger and mallet)
- Crew must be polite and presentable at all times, please refer to section "Crew Presentation" below
- The Supplier should use all reasonable endeavours to provide continuity in terms of the crew members supplied
- If requested, the Supplier will provide crew with IPAF, MEWP and Forklift licenses
- The crew provided by the Supplier must be competent to undertake the tasks requested in each instance.
- Crew can be booked on a minimum call system typically 4 hours.

- If required, crew can be booked with a plus one/plus two system. This is a crew call, plus one or 2 hours to be confirmed on site.

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

5. Contract Management

Meetings – If requested, the Supplier's account manager will attend meetings to discuss performance, upcoming workloads and options for improving the services provided.

Reports - If requested, the Supplier will provide management reports to a nominated contact. Management reports should include categorised spend data for the period requested and any other information requested.

Performance – The Supplier's performance will be measured against expectations agreed between the parties and as detailed in the service levels listed above. If performance levels fall below minimum agreed, the Customer will be obliged to take a formal review of the contract.

Event Crew Uniform and Appearance

The Supplier must supply all staff with a suitable uniform, the style, branding and standard of which must be agreed with the Customer. All of the Supplier's staff will be expected to wear approved uniforms whilst on site.

The Customer expects the level of personal appearance and uniform to be of a high standard, appropriate for the event being staged and project the professionalism of the Supplier at all times.

The Customer reserves the right to require different uniforms for the Arena, Convention Centre and Exhibition Centre.

The Supplier shall at all times recognise the importance and impact of the Event Crew service and will hire staff that are reliable, professional and tactful in demeanour. At no time will the Supplier allow a shortfall in the presentation of the Event Crew service thus providing maximum reassurance to the Customer's staff of its professionalism.

The Supplier's staff shall adhere to the Customer's requirements in respect of uniform standards, housekeeping and service delivery. Use of any personal items such as personal radios, mobile phones or reading materials is prohibited whilst on duty, as is the consumption of food and/or drink, unless during agreed break times.

Staff Retention

The Supplier shall use its best endeavours to maintain a consistent Event Crew team for the duration of the Contract.

6. General Information

The duration of the contract is twelve months with an option to extend, at the sole discretion of the Customer, for a further twelve month period. The contract start date is anticipated to be on 1 July 2017.

The Customer can give no guarantee as to the volume and split of Event Crew Services requirement as this will vary depending on the events.

The Customer reserves the right to split award this Contract should the tender results show that there is no one company that scores highest for both Event Support and Production requirements.

This appointment will be on a non-exclusive basis. The Customer 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 Customer.

Sustainable methods of transport are always encouraged and preferred by the ACC Liverpool Group. However, 2 free of charge car park passes will be issued to the successful Supplier on commencement of this Contract. There may also be the potential to arrange a reduced rate for additional vehicles parking in the Customers car park.

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7. Your ITT submission

Now we have outlined the details of the Contract, we would like to know a little more about your organisation and the skills you could potentially bring to this Contract. Listed below are a number of areas we would like you to cover in your submission:

Section A - Organisation information

Question	Please provide your response below
Full name of your organisation	
Trading name of organisation (if different from above).	
Date of formation	
Registered number if a limited company (please supply a copy of the certificate of incorporation and any certificate of change of name)	
Registered address of organisation and address of principal trading office	
Contact for this tender – name and role within your organisation	
Phone number	

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Fax number	
E-Mail Address	
Address and phone number of office from where business would be conducted in support of any after sales service if different from 1.5 and 1.6 above.	
Full names and addresses of all directors/company secretary/ partners/associates or proprietor.	
Have any of the persons named in 1.10 above been subject to bankruptcy proceedings or been involved in an organisation which has been subject to liquidation proceedings or had receivers appointed? If yes, please give details.	
Have any of the persons named in 1.10 above, been convicted of any criminal offence, apart from minor traffic offences? If yes, please give details.	
If your organisation is a member of a group of companies, give the name and address of the holding company.	
If your organisation is a member of a group of companies, is the holding company in a position to guarantee your performance of the contract?	

Section B – Experiences

Question	Please provide your response below
Please provide details of contracts/orders fulfilled within the last two years which have been of a similar volume and level of complexity.	
Has your organisation ever had a contract/order cancelled due to failure to perform? If yes, please provide details.	
Has your organisation ever suffered a deduction for liquidated and ascertained damages in respect of any contract/order within the last 3 years? If yes, please provide details.	
Is there any material non-employment related litigation (pending, threatened or determined) or other legal proceedings against your organisation that may affect your organisation's ability to deliver the contract/order? Exclude County Court proceedings and debt collection below a threshold of £5,000. If your answer to this question is "yes" please provide a detailed statement of such litigation or proceedings.	

Section C - Financial Details

Question	Please provide your response below
Please state the full name and contact details of the person in your organisation who is responsible for financial matters.	
Please provide a statement of turnover for the nearest 12 month period.	
Are there any outstanding claims or litigation against your organisation with regard to systems and/or service delivery? If yes, please give details.	
Please state the name and address of your bankers.	
Please supply your VAT registration number.	

Section D - Professional Conduct

Question	Please provide your response below
<p>Has your organisation or any employee committed a criminal offence relating to the conduct of your business or profession? If so please provide details.</p>	
<p>Is your organisation currently involved with any legal proceedings (including arbitration) with any other organisations including local authorities?</p>	
<p>Are there any issues, currently or likely, in relation to your organisation that may give rise to any conflict of interest? If so, please provide details.</p>	

Section E – Your Services

1. Details of your range of services;
2. Details of the standard induction, training, kit and health and safety equipment that your crew are provided with as standard.
3. Details of your commitment to customer service
4. Details of how you would manage the customer care process from the initial contact from the Employer, through to delivery of the services required.
5. Details of the usual PO to payment process you follow and if there is any degree of flexibility in your systems.

Section F – Communication and Support

Please provide details of the dedicated account manager who will be responsible for delivery of this contract and details of their experience and expertise.

Describe your plan for delivery of this contract. The service delivery plan should include, amongst other things, mobilisation of the contract – this is particularly important if your organisation does not currently have a base in Liverpool, ongoing delivery of the services, how communication will be managed with ACC Liverpool, your out of hours service capabilities and any contingency planning.

Section G – Intention To Subcontract Part Of The Services

Please indicate whether your organisation intends to sub contract any element of this contract. If so, please provide details of sub contractors in the appropriate section within Document 2 – Pricing Schedule attached.

Section H – Additional services

Please provide details of any additional product or service offerings which you feel would be relevant and how they could be utilised by ACC Liverpool. You may also provide an outline of those factors which differentiate your organisation from those of your competitors

In addition to this, please demonstrate how you will ensure a value for money service.

Section I - Costs

Please complete Document 2 – Pricing Schedule by providing a price per contract line and any additional pricing information as requested.

Your proposal should include details of the % commission you will award to ACC Liverpool from the total revenue earned from the clients who contact you in connection with their event at ACC Liverpool. This proposal should also include details of how you would envisage this process being administrated.

8. Selection Criteria

Tender submissions will be evaluated by the panel detailed below:-

Kevin Greenhall	Venue Services Manager
Gemma McLoughlin	Event Support Administrator
Xavi Pames	Production Manager
Nick Ward	Operations Manager
Naomi Thomas	Procurement Manager (Tender Facilitator)

The evaluation panel will use the following guidelines, listed in no particular order, to select a contractor:-

- depth of experience and expertise in provision of event crew
- range of services
- customer service standards
- induction and training levels
- location of staff
- competitiveness of pricing
- ability to offer value added services
- compatibility with ACC Liverpool's vision, mission and brand values

Note: Tenderers will be required to attend the site at Kings Dock to familiarise themselves with the premises before submitting their tender proposals. Please see section 9 Next Steps.

9. Next Steps

Please see below an indicative project timetable (these times may be subject to change):-

11 May 2017

Contract Documents added to Contracts Finder and ACC Liverpool Group Website

15 May 2017

Confirmation of participation in the tender process. Please confirm your intention to provide a tender submission via email to purchasing@accliverpool.com

18 May 2017 – Site Visit for all interested tenderers

Site visits for tenderers to familiarise themselves with the site. This will be 1 group visit open to all tenderers and will be an afternoon session.

22 May 2017

Tenderers have the opportunity to raise questions regarding the ITT until 12 noon on this date. Please submit any questions via email to purchasing@accliverpool.com

25 May 2017

Deadline for tender submissions 11am.

Please submit your ITT response by 11am via email to purchasing@accliverpool.com and post two hard copies as detailed below:-

FAO Naomi Thomas – Procurement Manager

The ACC Liverpool Group Ltd, Kings Dock, Liverpool Waterfront, L3 4FP

W/C 5 June 2015

Tender submissions will be evaluated and a short list of tenderers invited to present to the evaluation panel

W/C 12 June 2017

Q&A Session at the ACC Liverpool Group for shortlisted tenderers

W/C 19 June 2017

Award confirmed and contract documentation issued. Mobilisation work to commence

1 July 2017

Contract begins