

**Request for Quotation
Lambeth Country Show 2020**



Event Medical Services

For Purchases Valued Below £100,000

SUMMARY INFORMATION

Reference number	LCS20-Lot14
RFQ closing date	Monday 13 January 2020 (4pm)
Anticipated contract start date	As soon as is reasonably practicable following appointment
Contract end date	Friday 28 August 2020

CONTACT DETAILS

Officer Name	Tim Fanucci	Phone	020 7926 7102
Cluster	Resident Services	Address	Civic Centre, SW2 1EG
Team / Section	Events	E-Mail	TFanucci@lambeth.gov.uk

PROJECT SPECIFICATION

London Borough of Lambeth is offering a real opportunity for an experienced and suitably qualified supplier to provide event medical services for the Lambeth Country Show 2020. The successful bidder will be required to undertake a full medical risk assessment and produce an Event Medical Plan, as well as supply provisions that support these assessments and plans – in addition to liaison with London Ambulance Service and other key stakeholders. The successful bidder will also be required to attend up to a total of 5 planning/SAG meetings during the course of the project leading up to the event. The successful bidder must also be registered with the Care Quality Commission (CQC) and have an overall rating of Good or higher.

Level of medical cover required (subject to further assessment for 2020)

	Dates	Start	Finish
Build	13 – 17 July 2020 (inclusive)	08:00	20:00
Show	18 & 19 July 2020	07:00	21:30
Break / De-Rig	20 – 22 July 2020 (inclusive)	08:00	20:00

BUILD

Monday 13 – Thursday 16 July inclusive (08:00 – 20:00)

1 x Ambulance & Crew
1 x Golf Buggy and Medic

Friday 17 July (08:00 – 20:00)

2 x Ambulance & Crew
1 x Golf Buggy and Medic
1 x Event Control Room (ECR) Operator

LIVE SHOW

18 & 19 July (07:00 – 21:30)

1 x Duty Manager
1 x Medical Coordinator



- 1 x ECR Operator
- 3 x Enhanced Care Doctors
- 6 x Nurses
- 6 x Paramedics
- 2 x Ambulances
- 1 x ATV Ambulance
- 1 x Golf Buggy with driver
- 2 x Welfare Staff
- 15 x First Aid Staff
- 9 x Emergency Care Assistants

BREAK / DE-RIG

20 – 22 July inclusive (08:00 – 20:00)

- 1 x Ambulance & Crew
- 1 x Golf Buggy and Medic

Medical Treatment Areas and additional information

A fully functional and readily identifiable medical centre should also be provided. The specification of the medical centre will be as follows:

- At least 4 fully equipped resuscitation beds for the reception of seriously ill or injured patients.
- A reception and triage facility, to ensure that all patients are assessed on arrival, and seen in order of medical priority.
- An area equipped for the assessment and treatment of up to 10 patients with less serious conditions.
- An observation / holding area for patients requiring a period of observation or more prolonged care prior to discharge.

Parking for ambulances and medical support vehicles will be accommodated within the production compound immediately adjacent to the main medical centre. Designated RV points/patient transfer points shall be established within the emergency & major incident management plan in consultation with London Ambulance Service. The medical centre will be required to be readily identifiable, as such with adequate signage and/or tent branding/colour scheme.

The event Duty Manager and Medical Coordinator shall be responsible for strategically planning and coordinating the medical resources onsite to ensure that there are suitable and sufficient provisions in place. The Event Medical Coordinator will also be responsible for liaising with the LAS Liaison Office.

Medical personnel working in pit areas shall be suitably competent and experienced in working in such environments. They shall be able to advise pit security officers on casualty handling, triage and rapid evacuation of casualties from the pit area to a medical facility.

2019 CASUALTY FIGURES

Saturday 21 July – 76 (25 required ambulance response: buggy / transfer). 0 conveyed to hospital.
Sunday 22 July – 81 (0 conveyed to hospital)
TOTAL – 157 (0 conveyed to hospital)

Please provide a full quotation to include all estimated travel and accommodation costs, where applicable. Appendix A provides further background information on the event, as well as RFQ submission requirements.

The successful supplier will be required to undertake this full scope of works as outlined above, but must also be prepared that this scope may vary and can be dependent on changes made by the event organisers at any stage leading up to the event.

Payment Terms:	Scheduled advanced interim payments plus final clearance payment upon completion of scope of works.
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Appendix A

ABOUT THE SHOW

The Lambeth Country Show has been taking place since 1974, growing out of the Horticultural Show organised by Lambeth Horticultural Society on the same site and the Horse Show on Clapham Common. The event is considered to be the jewel in the crown of the event season and attracts over 120,000 people across the weekend with a capacity of 64,000 set for any one time. It has over 250 concessions on-site made up of food, crafts, third sector organisations, community groups and council services. There are ten separate categories / applications of stallholder / concessions which people can apply for online, as well as there being a performer category for arts and entertainment. The site layout is dictated by the number of applications and size required by the individual applicants. This process is key to the success of the Lambeth Country Show and requires a close working relationship between all parties. The Lambeth Country Show is passionately safeguarded by the local community and closely scrutinised by local Councillors. The event is broken down into key areas which are as follows:

Main Stage

The Main Stage is programmed by an appointed performance company who programme both the Saturday and Sunday in collaboration with London Borough of Lambeth. Saturday is a mixture of commercial artists from varying genres such as pop, funk, soul and disco. The Sunday has become known as Roots Day and attracts high profile reggae acts with some based in the UK and some flying in from the Caribbean and Africa to perform. The Main Stage attracts an audience of between 5,000 – 20,000, depending on the act performing. The size of the Main Stage typically used is 13m x 10m.

Main Arena

Programmed by London Borough of Lambeth, the Main Arena includes Jousting, Falconry, Dog Displays, Owl Displays, Stunt Shows and a number of other acts. The arena attracts an audience of between 1500 – 5000 at any one time depending on the act performing.

Village Green

This area is very popular with young families. The area is surrounded by craft covered row marquee plots on either side of the stage. The Village Green is programmed by London Borough of Lambeth in partnership with Oxjam Clapham. A Food Village Market and the Health & Wellbeing Marquee are all located within this area too. The size of the Village Green Stage typically used is 10m x 8m.

The Farm

This area showcases farm animals from Vauxhall City Farm, sheep shearing shows, bird displays, concessions, stallholders and other low level entertainment. Farmers from all around the UK enter their livestock in Lambeth's very own Best in Show with awards being presented in several classes throughout the weekend. There is also attendance from Farming Associations with workshops and educational programmes.

Flower Show

The oldest area of the show which draws large crowds. The main horticultural tent houses two sectors; the Professionals and Amateurs. The amateur competition brochure is produced by London Borough of Lambeth in partnership with the Lambeth Horticultural Society. The Royal Horticultural Society also bring with them a range of traders, as well as providing a host of workshops and talks throughout the weekend as part of their 'RHS on Tour' programme. The Vegetable Sculpture Competition also draws huge crowds throughout the weekend.

Arts & Culture Village

This area is home to the cultural diversity of Lambeth arts, dance and theatre with marquees showcasing arts and crafts workshops and various programming from external organisations. The main programming is split between two marquees – Performance and Workshops. The village also includes local organisations such as Black Cultural Archives and The Chocolate Museum.

Discovery

This area was introduced in 2016 with great success. It consists of a marquee housing numerous science based organisations as part of their annual outreach programmes. This area has now expanded to include an eclectic array of masterclasses; ranging from Main Stage artists to other national organisations. There are several other immersive experiences for people of all ages to enjoy such as VR workshops, planetariums and robotics.

Activate

This area is produced by London Borough of Lambeth Events in collaboration with Lambeth Sports. The area consists of participation marquees, as well as activities taking place in the tennis courts, basketball courts and multi-use games arena (MUGA) within the park. There are also various concessions within this zone such as charities and some food and drinks stalls.

Active Travel

This was another new zone introduced in 2016 and organised in partnership with Lambeth's Sustainable Travel Team. It is located within Activate and makes use of the park's Bowling Green as an activity space. It hosts a wide range of cycling elements such as cycling groups, bike market and HGV awareness.

Eco Village

Located between the Flower Show and The Farm, this area features organisations and activities based around the environment and sustainability. It is the place to sign up to new initiatives and learn about how you can care more for our environment and be more sustainable in life. The zone runs 100% on solar power.

Demonstration Village

A new area introduced in 2018 that included the show's very first Cookery Theatre featuring international and local chefs along with other activities such as wood carving and blacksmith metal works.

Children's Funfair

The children's funfair is supplied by a reputable funfair operator and is split into two areas within the show site. The fair operators create their own zone for camping on-site and manage this themselves for the duration. The funfair arrives for set up 2-3 days prior to the event opening. They de-rig 1-2 days post event. They are required to supply a list of rides and expected time of arrival on site to London Borough of Lambeth and the Production Service supplier. The event's Health & Safety Advisor will carry out checks on safety and insurance documents for all rides.

Production Compound / Event Control

Situated at the top of the main site within the park, the production compound houses the following cabins - Concession management, Events Office, Production Office, Security Office, Police compound including Specialist Units: Dogs and Mounted Unit, PA announcer, Event Medical and limited emergency parking for 3 vehicles. Event Control is located on the top floor of Brockwell Hall. ELT meetings with key stakeholders also take place in designated rooms within the hall.

Camping

An exhibitor, performer and contractor campsite is provided with hot water showers and toilets located within Brockwell Park. This campsite is required to be in operation from Monday 13 July to Wednesday 22 July.

CONSTRAINTS AND CONDITIONS

Lambeth Council's Events Service holds overall management for the Lambeth Country Show coordinating all the service providers, performers, stakeholders, partners, concessions and stallholders. The event is unusual in that it has historically been an open public space at all times and no restriction of access has been put on entrance to the park unless stipulated during the event by the ELT. This has created challenging circumstances during site set-up and de-rig, which all suppliers and services have had to consider during their method statements and risk

assessments. A major change in 2018 was an agreed introduction of an internal perimeter fence within Brockwell Park surrounding the event show site along with mandatory bag searching.

Any further changes to the event need Council approval and therefore open and transparent communication between all service providers, contractors, suppliers, stakeholders and partners is vital. Any supplier must have an understanding of this process to be able to deliver the services expected and must be able to work closely with Lambeth's Event Production Team and other external contractors and suppliers - pre, during and post event.

The events steering committee is made up of the following:- Metropolitan Police, London Ambulance Service, London Fire and Rescue, Transport for London, Lambeth Events Service, Emergency Planning, Community Safety, Emergency Response Planning Service, Animal Safety, Streetcare, Transport and Highways, Parking Services, Public, Food Hygiene, Licensing, Parks and Green spaces, Production Service Contractor, Health and Safety Consultancy, Food Safety Consultancy and various other services, partners and stakeholders as required relating to the delivery of the event.

Though the core elements and deliverables of the Lambeth Country Show are a commitment of the Council, we as the client welcome the professional expertise and guidance of the selected contractor in offering alternatives for improved delivery, reflecting the London Borough of Lambeth objectives and aims for service improvements.

ENVIRONMENTAL CRITERIA, SUSTAINABILITY & ETHICAL SOURCING

The Show is a real opportunity to model sustainable behaviour and engage with the community on how we can reduce the resources that we use and why this is important to Lambeth, to London and the planet. In 2015, the show committed to being as environmentally sustainable as possible and set out policies and an action plan to help reduce the carbon footprint of the show. The show was assessed against Julie's Bicycle Creative Industry Green criteria based on emissions data and evidence submitted, comparing the 2015 and 2014 shows, and received 3 stars (the highest possible!) in recognition of efforts to embed environmental sustainability into operations and activities.

Leave No Trace

We expect all suppliers to conduct their operations in a manner, which minimises the risks of detrimentally impacting the environment of the event site. To protect the site all suppliers (and their transport providers) should comply with all onsite traffic management direction and speed limits, move around the site in a manner that causes the least reasonably practicable damage to the ground and avoiding any low hanging trees. When carrying out construction/deconstruction operations; manpower and plant equipment should be provided in such quantities as to avoid the need to hurry work. Extreme care should be taken when manoeuvring vehicles on any grass and when utilizing materials handlers to pick up and drop off stillages and equipment cages. Work areas should be kept clear with any construction/deconstruction waste clearly identified to site management personnel at the earliest opportunity.

Zero Waste to Landfill

We expect all suppliers to reduce their waste through design, good practice and appropriate forethought as to the environmental impact of packaging decisions.

Waste Disposal

A licensed waste carrier must be utilised for all waste disposal. All waste must be disposed of in accordance with all relevant and applicable environmental legislation and best practice.

Carbon Auditing

London Borough of Lambeth will be conducting a carbon audit and therefore the successful supplier will be expected to provide us with details of their transport arrangements for the event (i.e. how many vehicles will be coming to the event site, what type are they, emission characteristics, where have they come from). The successful supplier will also be expected to

assist with carbon auditing, as well as preparing data and information to assist with either an application to Julie's Bicycle Creative Industry Green or A Greener Festival Award post event.

Sustainable Procurement

Procurement at Lambeth is committed to the achievement of best value for money, standards of excellence and best practice in the procurement of supplies, services and works which help to deliver the Council's key corporate objectives. We believe in procurement practices that balance the needs of the economy, the environment and society. We are committed to identifying and reducing, on a cost effective basis, the sustainable risk associated with the goods and services we buy. Our procurement activity will reflect best sustainability practice.

Ethical Sourcing

London Borough of Lambeth seeks to conduct its business to the highest possible ethical standards and we work to ensure that our suppliers operate according to the principles enshrined in our ethical sourcing policy.

London Borough of Lambeth expect contractors to pay the London Living Wage based upon internal Lambeth guidance. Where this is not achieved it should be made explicitly clear and further dialogue will be conducted.

Please provide a copy of your latest Environmental and Sustainability Policies, and any relevant bodies the company may be a member of, or standards achieved (eg. ISO 20121, ISO 14001)

EQUALITY AND DIVERSITY

London Borough of Lambeth are committed to equality and diversity and in meeting our legal obligations under the Equality Act 2010.

Our equalities priorities

Lambeth is one of the most diverse places in the UK and Europe. It is important that every community feels at home here, secure both in their separate identity and also as part of Lambeth as a whole. We must therefore work, in a cooperative fashion, with all our communities to ensure their ambitions are met because no single model of service provision can possibly meet such a complex patchwork of needs.

We see real strength in the diverse and changing nature of our population. We feel it is because of the different skills, strengths, ambitions and needs within our borough that cooperative working can be achieved here, in a way that would not be possible in some other places. Indeed, our citizens consistently say that diversity is one of the top things that they value about living, working and studying in Lambeth. However, our citizens are also concerned that within a context of constrained public resources that the council does all it can to protect and support the most vulnerable.

We recognise that we cannot prioritise every area and so we have worked with a range of citizens to come up with key equality outcomes we will focus on between now and 2020. These are our equalities objectives:

- Older, disabled and vulnerable people can live independently and have control over their lives.
- Those at risk of poverty and hardship are financially resilient.
- Employment levels rise for:
 - those with mental ill health
 - other disabled people
 - parents
 - young people (aged 18-24 years)
 - black residents
- Lambeth's looked after children have improved educational, employment and youth justice outcomes and they are independent once they leave care.

- Community and equality organisations are enabled to participate fully in Lambeth's commissioning processes.
- Black residents, unemployed residents and long term residents benefit from Lambeth's physical regeneration.

We also believe it is important to formally set out our commitment to embedding equality considerations into everything we do. Our equality commitments have been developed together with our communities and are set out below.

Equalities in what we do

Lambeth is a cooperative borough where all sections of our diverse community are valued. We believe the borough's diversity is one of its greatest assets and so we are committed to ensuring everyone is confident that their voice will be heard and taken seriously. When interacting with council-provided or –commissioned services all people can get involved, will be treated with respect and treated without discrimination. We recognise that we have a duty to support the most vulnerable in our borough and so in addition to the protected characteristics enshrined in law we also consider socio-economic equality in all of our strategic work.

Equalities in the workplace

Lambeth employees value diversity; and we employ a diverse workforce that works cooperatively with citizens to achieve our outcomes. This means reflecting the borough's diverse communities at all levels throughout our organisation, and removing barriers which prevent the existence and promotion of equality of opportunity. We are committed to transparency in all our workforce practices. We have the same expectations of the organisations we work with.

CONTRACT MANAGEMENT

The Potential Provider should identify a nominated contract manager as a single point of contact, responsible for the safe and successful delivery, to specification, of the contract deliverables and day to day contract management, in addition to on-site project management where the scope of services is deemed sufficient to necessitate this requirement.

The Contract Manager will take responsibility for all communication and interfaces with any 3rd parties delivering services on behalf of the Service Provider and will take responsibility for resolving any issues with 3rd party performance or operational issues.

The Council can request that a Contract manager be removed from the contract and a replacement appointed. Except in cases of gross misconduct, these requests will be discussed and agreed with the Service Provider. Removal of a Contract Manager will be a last resort if performance issues can't be resolved.

The Contract Manager will ensure a structure is in place to address key responsibilities and act as points of escalation.

The Contract Manager will provide the Council with performance reports as agreed at the commencement of the contract and at pre-arranged time intervals. The Contract Manager will also attend contract meetings at pre-arranged times during the life of the contract. The purpose of these meetings is to promote good work relationships at an operational level and to discuss, but not limited to:

- Operational performance
- Service reviews
- Change requests
- Service enhancements
- KPI's

The Service Provider will provide the Council with contact details of key personnel who can be contacted (including out of hours) in the event of emergencies.

An Equalities Impact Assessment (EIA), which has been carried out by Lambeth Council, shows that there is no anticipated discrimination. Suppliers are expected to carry out their activities with due regard for their obligations under the Equality Act 2010. This expectation will form part of the monitoring process during the contract management phase.

DOCUMENT MANAGEMENT

Client issued documents and drawings will be issued in line with London Borough of Lambeth's document control procedures (documented and outlined to contractors). It is the responsibility of the contractor to ensure that they are working to and from the latest issued documentation provided.

Any updated contractor documents, be they quotations or commodity specifications must be version tracked and sent to London Borough of Lambeth's nominated point of contact for the specific contract. Any relevant information stored by the contractor that may come under the auspices of the Information Commissioner should be treated appropriately as determined by the Data Protection Act. The contractor should treat any and all information/documentation issued by London Borough of Lambeth as confidential and under no circumstances be distributed to any third parties without prior consent.

The Freedom of Information inter-agency protocol adopted by local authorities and other public authorities will operate where information is requested from the London Borough of Lambeth and its sub-groups' records regarding the Lambeth Country Show. The involvement of another public authority is necessary prior to the decision about the disclosure or non-disclosure of information by a single agency.

All financial information relating to contractors involved in the show will not be disclosed to the public and kept confidential at all times.

RISK MANAGEMENT

LBL Risk Management Policy Statement: "London Borough of Lambeth recognises and accepts its responsibility to manage risks effectively in a structured manner in order to achieve its objectives and enhance the value of services provided to the community."

In alignment with the London Borough of Lambeth's Risk Management Policy, contractors are responsible for ensuring that their financial management is adequate and effective, with a sound system of internal controls in place, facilitating the effective exercise of the company's functions and including arrangements for the management of risk.

REPORTING PROCEDURES

The Contractor's main point of contact for all matters pertaining to medical and onsite medical coordination shall be the London Borough of Lambeth Project Manager for the event.

SUBCONTRACTING

Where any of the proposed services or commodities are to be subcontracted, this intention and details of all such subcontract agreements should be made clear in your proposal.

STAFF AND CUSTOMER SERVICE

The Authority requires the Potential Provider to provide a sufficient level of resource throughout the duration of the contract in order to consistently deliver a quality service to all Parties.

Potential Provider's staff assigned to the Event Medical Services contract shall have the relevant qualifications and experience to deliver the Contract.

The Potential Provider shall ensure that staff understand the Authority's vision and its objectives and will provide excellent customer service to the Authority throughout the duration of the Contract.

The Potential Provider is requested to participate in apprenticeship schemes that are local to Lambeth to provide opportunities for residents.

Employment opportunities are to be made available to local workers within the borough.

The Potential Provider must allow the freedom for all employees to join a trade union and for them to not be treated unfairly as a consequence of belonging to one.

PRICE

All submitted prices are to exclude VAT.

Lambeth's commitment to the London Living Wage (LLW) is requested within this RFQ specification outlining that employees be paid the LLW of at least £10.75 per hour.

PAYMENT

An agreement will be put in place for payment upon completion of the scope of works.

Before payment can be considered, each invoice must include a purchase order number, detailed elemental breakdown of work completed, or to be carried out, along with the associated costs.

RFQ SUBMISSION

All bidders are required to submit the following:

- Formal company letterhead quote in pdf format (to include a full rate card)
- Latest Care Quality Commission (CQC) inspection report
- Environmental & Sustainability Policy
- Public Liability Insurance (min 5 million GBP)
- Employer's Liability Insurance (min 10 million GBP)
- Professional Indemnity Insurance

Failure to submit any of the above will result in your quote not being assessed.

Quotations submitted are to remain valid for a period of at least 28 days from the date of submission.

SUPPLIER DECLARATION

Upon submitting a bid, you agree to the following statements:

- I have read and understood Lambeth's procurement guidance for suppliers, "[Selling to the Council](#)"
- I accept the draft Terms and Conditions indicated within Appendix B.

- If I am selected to provide the above services and/or supplies this form and the information on it will form part of my contract with the London Borough of Lambeth
- If I am selected to provide the above services and/or supplies I will complete the Council's Supplier Self Certification form. Failure to complete this form will result in my quotation not being accepted
- Lambeth is under no obligation to accept the final results of the quotation competition or the lowest price for any particular item submitted by a supplier
- Non-delivery of services or products will result in non-payment by the Council
- False representation could result in de-selection from any competition or termination of contract
- It is a criminal offence to give or offer any gift or consideration whatsoever as an inducement or reward to any servant of a public body. I understand that any such action will empower the Council to cancel any contract or commission currently in force and may result in my exclusion from future work
- Lambeth has the right to use this information for the prevention and detection of fraud

Bidders also certify that the information you have supplied is accurate to the best of your knowledge, has been prepared by your firm with the absence of collusion and that you accept the conditions and undertakings in this form.

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