**OUTDOOR EVENT MANAGEMENT PARTNER**

**REQUIRED BY SPENNYMOOR TOWN COUNCIL**

Spennymoor Town Council are looking for a highly experienced, innovative and highly reputable partner that specialises in small and large outdoor events management. The partner is required to provide a high-quality service for several outdoor events across a three-year period between 2022 - 2025.

The partner should be a well-established outdoor events management company with a reputation for providing high quality products and services which deliver value for money. The partner must be experienced in delivering services away from the normal day to day trading premises, in more than one location at any one time, for events that vary in size from 500 up to 6,000 attendees.

The partner must have Health and Safety and public safety as its key priorities and be experienced and competent in dealing with and managing such as COVID 19 restrictions at events.

The partner must be experienced at the successful writing and submitting of applications to a Safety Advisory Group within a large Authority such as Durham County Council for large scale events.

The partner must within the price, provide a fully self-sufficient events management provision with no utilities, facilities or power provided by the Council other than the land where the event will take place.

It is expected that the partner will have a highly qualified, skilled, experienced and dedicated management and delivery teams to enable the relationship between the Council and its customers to prosper and grow.

It is also anticipated that the partner will explore all avenues with regards to training local people to a SIA Certificated\* level or equivalent training course that will enable them, through the partnership, to work on Town Council events, as well as other events within the region on behalf of the partner, following their achievement of the certification.

\*In the absence of the above standards, bidders must be able to demonstrate a products equivalence to the standards, by either:

* Certification to an alternative standard, where it can be demonstrated that this is an equivalent in scope and detail, or
* Evidence of internal policies and procedures which can be relied upon to achieve the same or higher standard

**Quotations should be returned to the Council by 12.00 noon on Thursday 30th September 2021**

‘PRIVATE AND CONFIDENTIAL’

FOR THE ATTENTION OF THE TOWN CLERK.

TOWN HALL, HIGH STREET, SPENNYMOOR, CO DURHAM, DL16 6DG.

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**1.1 Background Information**

Spennymoor Town Council is based in the heart of Spennymoor, one of the North Easts most stylish and vibrant towns with a population of over 20,000 residents.

Our current outdoor event programme consists of the following;

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| **Event Title** | **Event Description** |
| **Armed Forces Day** | This is a free family event held in June in Jubilee Park with entertainment for all the family**.** The event takes place between 12.00 – 3.00pm on a Saturday |
| **Party in the Park** | This is a free family event in Jubilee Park held on a Friday evening in August of each year. The Event has been running for four years and is attended by local families. The entertainment is organised by the Town Council. The event runs from 6.00pm until 11.00pm on a Friday evening. |
| **Town Show** | A free family day event that includes free rides for children, a horticultural show and a small number of stalls. The event is held between 11.00am and 3.00pm on a Saturday in September. |
| **Fire Works Night** | This is a free family event held on the 5th November each year at High Whitworth playing fields with a firework display for the public. The event begins at 5.45pm and finishes at 6.40pm. With catering trading situated at the entry / exit point of the event and in proximity and adjacent to the field where the event and public are located. |
| **Christmas Switch On** | This is a free family event that is held on a Saturday evening in November attended by young children and their families to watch the Christmas Tree switch on, it is held in the town centre of Spennymoor. However, the catering trader is required to be available throughout the full day for any casual public trade. |

While current attendances vary between 200 – 6,000 for each of the events, the Council are looking for a partner to enhance our current excellent reputation to ensure customer satisfaction levels are maintained or increased and help attendance growth over the period of the contract.

It is important to understand that the Council reserves the right to cancel an event without any compensation paid to its partner, however this must be done one month in advance of the event date and in writing. Also, as each event is free to the public attendance numbers prior to each event can only be estimated and cannot be guaranteed

**1.2 Alcohol Sales**

The Council hold a Premises Licence for Jubilee Park and the successful events management company would look to support the Council and the Bar and Catering Service Partner by assisting in and with the following the stipulations of the licence.

It is therefore critical that the successful events management partner always ensures compliance with the relevant rules and legislation and where the licencing laws are associated with the Premises Licence.

The Council and its partners will promote and deliver the ‘Challenge 25’ standard which requires anyone who appears under the age of 25 to produce photographic evidence of proof of age from a passport, driving licence, or PASS accredited scheme before alcohol is supplied. The successful partner will ensure the following:

**Verification of age** – The partner will oversee existing safeguards which are in place to ensure that alcohol is not served to or purchased on behalf of under-age children. The actions of staff operating the policy should be regularly monitored.

**Minimise the risk of proxy sales** – The partner to work with the Council and the Police to minimise the risk of proxy provision/ proxy sales (alcohol purchased or obtained for young people by relatives or older friends)

**Training of staff** Training records for staff to be maintained and available to the Council on request and refresher training delivered annually.

**1.3 Quotation Submission**

As part of the quotation submission **all prospective partners must consider all the requirements of the Council and complete all the following areas with a statement and where necessary financial information and other relevant information for each of the sections**. As these will be evaluated as part of your submission;

Prospective partners should note that all tendering companies must arrange a site visit with the Council Officer not less than ten days before the tender return day to ensure that each company understand the locations and facilities available to them to enable them to make an informed tender submission. Failure to do so will result in your tender not being considered. This can be arranged through the Council’s office at the Town Hall.

The following areas are essential for the Council to ensure that it is working with a proven and competent partner therefore the following areas must be evidenced as part of the potential partners submission on a **PASS or FAIL** basis; therefore, please demonstrate in full each of the following areas to enable your proposal to be considered.

* Confirmation and evidence that all event plans (a minimum of one must be for an outside event for a minimum of 6,000 people attending) will include a stewarding plan with a list of stewards and SIA staff. With only SIA staff properly licensed to carry out physical intervention. With a list of the badge numbers for each of the SIA staff which can be checked against the SIA’s database to check they are safe and genuine.
* Confirmation and evidence that ALL stewards are trained to a minimum standard of at least an NVQ level 2 in spectator safety or event stewarding.
* Confirmation and evidence that your company have at least two vital insurance policies (As a minimum). These must be Specialist Employers Liability insurance covering the security industry. This must be in the name of the company providing the contract. Also, your Public Liability Insurance with a minimum of £10 million cover.
* A copy of your stewarding risk assessments and a health and safety policy.
* Confirmation that if your company are deploying volunteers you confirm that you understand and agree they have a legal duty under the health and safety at work act to insure volunteers as they are deemed to be employees (even if there is no in-kind benefits or payment) and that you comply with this requirement.
* All event plans produced must provide details of all third-party contractors and their liability insurance.
* All event manuals must list the roles and responsibilities of staff including the event manager, event safety officer and any special responsibilities such as crowd management, noise management or supervisors.
* Confirmation and evidence that all emergency procedures produced are in accordance with the HSE Event Safety Guide (often known as the event purple guide book), setting out how to deal with emergency situations. While recognising that this will vary depending on the event, however, they must include things like who makes decisions, what to do in the event of the evacuation of an area or the entire site.
* Confirmation of the welfare policy, lost child, vulnerable adult etc and detail of who is responsible for dealing with it. With evidence of the relevant policy and paperwork to occupancy the policy.
* Confirmation and evidence of your Communications Policy which identifies, how will everyone communicate, what will be communicated etc; also details of all back up plans.
* As the partner is also advising the Council on how to manage our events, confirmation and evidence of your company’s professional indemnity insurance is required, as this will not be covered under any existing insurance policies and will covers the professional advice and guidance that you provide to the Council.
* Confirmation and evidence that all documentation is in the company name of the tendering company as no sub-contracting can take place without the Councils approval for these vital services. This is to ensure that we are dealing with one organisation who have control over the crucial safety elements of the event. It also to ensure that in the event of an accident, insurance claim or incident the lines of accountability and liability are clear.

The Council will base its decision on the following information provided by prospective partners on the proviso that they have successfully evidenced the above pass or fail section. Companies who have not passed all the above areas will not be considered by the Council.

For the purpose of evaluation of the following, the Council will use the Party in the Park as its event to consider its preferred partner for all events; and only with the written agreement of the partner will the Council commission any other outside event management work from another company over the three-year period. The Council reserves the right to use other partners on additional or new events to those mentioned in the specification within the three-year period.

Each other event (other than the Party in the Park) will be priced by the successful company on an individual event basis and based on the information provided by the Town Council a minimum of three months before each event.

**1.4 Event Details to enable you to price;**

The Party in the Park is a ‘FREE’ Community Event held in Jubilee Park in Spennymoor which is planned for a Friday evening in August of each year. The event includes artists playing live on a large stage throughout the event with in the region of 6,000 people attending. The event opening times are from 5.30pm until 11.00pm with the event team being set up commencing at 8.00am and everything in place for public access from 4.00pm with de rigging continuing into the early hours of the following day. An event locations map is enclosed with details of entrance and exits identified. The event is licenced for the playing of live music, the sale of food and alcohol (these will be commissioned through a single delivery partner). However as there is no alcohol to be brought onto the site by the public, bag and person searches are required by the fully qualified and certificated events team at the entrance points as well as during the event. The partner must also ensure that they record all numbers of people entering the event must ensure the strict age limit on entry is complied with.

**Specification**

Period of Partnership The period of the partnership will be for three years from the commencement date agreed by the two parties. With an informal review to be undertaken following each event.

No sub-contracting of any works or services can take place without the written authority of Spennymoor Council.

The Partner should create the opportunity to train local people in SIA/ Level 2 Award in Understanding Stewarding at Spectator Events/First Aid or equivalent with a view to them being involved/used in our Events.

**You must provide information and/or evidence in your tender submission including**

* Evidence of large events which must be a minimum of three examples of 6,000 or more people attending, where your company has undertaken the SAG application and full management of the event from start to finish.
* Evidence of your company’s relevant insurance policies, to include public liability Insurance at £10 million pounds cover as a minimum, and all other relevant insurance. Copies of Certificates must be included as part of any tender submission.
* Production and Implementation of a noise management plan for the event, including liaison with the relevant agencies and public
* Provision of all associated crowd control barrier fencing and herris fencing for 920 metres.
* Provision of appropriate tower lighting to ensure lighting of with full details of what you propose to provide including the specification of the lighting and the number of lighting towers for the following areas;

1. four entrance / exit points
2. toilet area
3. back stage area
4. key public area points x 3

* The organisation will produce and implement a fire risk assessment for the event including the provision of appropriate firefighting equipment.
* Provision of a covered event central control point and a suitable event controller and four staff.
* Provision of a secure licenced radio system and radios for all event management staff, partners and Council staff to enable effective and clear communication throughout the event.
* An event management control system for all event staff as well as Council event employees and partners.
* Supervision and delivery of event rigging and de rigging arrangements for all event suppliers and partners.
* Provision of S.I.A. trained staff or equivalent for the event x 16. Any none SIA Trained staff must be trained to a minimum Level 2 Award in Understanding Stewarding at Spectator Events and Level 3 First Aid Trained or equivalent.
* Provision of a qualified dedicated Event Manager x 1 and a Safety Officer x 1.
* Provision of 17 portable toilets, plus 1 urinal area and 2 accessible toilet.
* Provision of a lost children point and two appropriately cleared and qualified staff to man the location.
* Provision of Green Room with seating to cater for six acts/bands with refreshments of tea, coffee biscuits and mineral water / juice.
* Relevant First Aid and Ambulance provision in line with the HSE Event Safety Guidance and the projected numbers attending.
* Employee Uniform The uniform that the partners’ employees will wear must be of high-quality standard
* Copies of your major incident and evacuation policy and plans
* Copies of your terrorism policy and plans
* Financial position (accounts) Please provide your companies last two years audited accounts, these must demonstrate that you have been trading at a profit for a minimum of the last two years.
* Sole Trader Rights While the council are looking to award this work to a single supplier the Council reserve the right to provide or arrange other service partners for works that the successful partner has not priced for as part of their core offer, but only after the partner has confirmed that they were not able or interested in supplying the service.
* Entrance and Exit Arrangements - For the avoidance of doubt, you are required to have **ALL** your staff on site by a given time at each event and these staff **WILL NOT** be allowed to leave the site without approval of the Council Officer and due to Health and Safety reasons.
* Customer Complaints - Should the Council receive a written customer complaint the partner must provide a written statement / response with 24 hours detailing what had occurred. Should the Council find that the partner was at fault, the Council reserves the right to deduct payment for any sum that the Council was required to pay to the customer.
* Payment arrangements: The Town Council will make payment in full on the production of an agreed invoice and payment will be made within 30 working days.

**1.5 Monitoring and Performance Management;**

The Council reserve the right for the Facilities Manager to carry out random and unannounced inspections of the partners mobile or portable facilities to monitor standards of Health and Safety, customer service and delivery.

Supplier Details/Subcontracting; the partner must have authorisation from the Council to sub-let or sub contact any work on or for any Council events.

The Partner should attend an Event De-brief Meeting with the Town Council.

Each of the below areas represent a pass or fail or a percentage value to the total **100%** score.

1. A minimum of three examples of outdoor event management contracts that you the company have previously managed for over 6,000 people attending together with details of your event management plans and risk assessments etc. **(10% weighting)**
2. Development of the Event Management Plan which must include a detailed description of how you would manage the event with relevant risk management and risk assessment plans. Together with copies of the relevant polices and procedures associated with being compliant with a SAG Application with Durham County Council and fully compliant with the HSE Event Safety Guide **(20% weighting)**
3. Management team; Please provide detail of the names, Job Descriptions and qualifications of the proposed management and Job Descriptions and qualifications of all the operational / delivery team which you propose to manage and operate the outdoor event. **(5% weighting)**
4. H&S Policy / Training; Please provide your companies Health and Safety policy and training plans / cards of the individuals who will provide the service at the event. It should also be noted that you will be required to provide a minimum of one fully trained and qualified fire warden for each event. **(5% weighting)**
5. **Please note you must complete each section of the above as they represent 40% of the total scoring with the remaining 60% for the financial offer as per the table below.**

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| **DESCRIPTION OF EVENT @PARTY IN THE PARK (and based on 5,000 attending).** | **PRICE TO SUPPLY THIS SERVICE** |
| All Event Management & Liaison with Safety Advisory Group |  |
| The Event Safety Application and delivery of costs (DCC SAG Advisory Group) |  |
| Event Manager Costs |  |
| Event Safety Manager Costs |  |
| Event delivery team cost (Please also provide full details of the number of staff and the number of hours per member of staff expected to work the event) |  |
| Full Noise Management Plan and Implementation and Reports |  |
| Crowd Barrier Fencing of 920 metres |  |
| Tower Lighting x 9 Locations |  |
| Fencing (16 panels inclusive of couplings and feet) |  |
| Provision of Toilets (17 chemicals, plus 1 urinal pod and 2 accessible) |  |
| Full Fire Risk Assessment and provision of extinguishers |  |
| Provision of accurately recording numbers entering the event at each location and collectively. |  |
| Provision of Green Room Marque with furniture and refreshments which must include tea / coffee/ water and soft drinks for all Artists next to stage |  |
| Provision of Event Control Room Marque with furniture on site |  |
| Provision of full secure radio and communication system for 25 people |  |
| Staffing Costs to include all Management, Assembly, Event Staff, Lost Children and Rigging and De Rig. |  |
| Provision of Lost Children Location and relevant qualified staffing (minimum of 2). |  |
| Provision of appropriate First Aid Personnel and appropriate Ambulance provision as per HSE Guidance. Please also provide detail what you will supply. |  |
| Any other supply and or delivery costs (please provide full details if there are any) |  |
| Full major incident /evacuation / terrorist plan / Covid plan. |  |
| Cost of training local community people in certificated event management. |  |
| Cost of briefing and managing Council support staff on the event. |  |
| Cost to attend Pre event and post event de-brief meeting with the Council |  |
| Any other related costs (please describe) |  |
| **TOTAL COST** | **£** |

Please provide additional detail and information which you feel is relevant and enclose any additional supporting information such as photos or other additional information that you feel will enhance your proposal.

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Please Note the successful company will be required to price each individual event on an event by event basis, following the award of works by the Council.