

## **Invitation to Tender - advert**

Herne & Broomfield Parish Council is calling for tenders for the Provision of Booking and Operations Management Services for the new Herne Community Centre at School Lane, Herne, Kent CT6 7AP

Tender documentation, including terms of reference, understanding of the brief, experience and community engagement can be obtained from:

The Contracts Finder web site: [www.mytenders.co.uk](http://www.mytenders.co.uk)

Herne & Broomfield parish council web site:

<http://www.herneandbroomfieldpc.kentparishes.gov.uk>

or email the parish office: [clerk@hbparishcouncil.co.uk](mailto:clerk@hbparishcouncil.co.uk)

The tender period closes on 31 January 2018

Parish Clerk

01227 742700

### **Booking Management Service and an Operations Management Service.**

#### **As part of this service the successful applicant will:**

- Provide a portfolio of their experience.
- Provide a team of dedicated staff, able to respond to bookings and enquiries within 3 hours during normal operation hours.
- Track all booking documents and be responsible for collecting pre-payments, invoicing and collection of fees due. Detailed accounts must be provided monthly to coincide with invoicing. Produce projected figures for bookings 6 monthly.
- Develop a strong financial bookings base, with maximised bookings in peak times and judging when to take a booking as part of a long-term booking plan.
- Have experience in building a customer base of regular users. Work with regular users, to support them in building their businesses and activities with preferential rates, if required. Help users to improve their businesses and therefore increase the usage of the building.
- Use targeted marketing, particularly through social media and develop a dedicated website. Manage a marketing budget, to be agreed with the parish council.
- Provide a member of staff to be on call.
- Provide staff for events requiring support and or host i.e corporate hirers, parties.
- Provide continuity of service through staff holidays and sickness.
- Provide and oversee cleaning staff to attend after the final booking or before the first booking of every day, who will supply their own equipment and materials.
- Arrange for the building to be checked and secured at the end of each day.
- Carry out and log weekly safety checks of the site to ensure it is always safe and report any issues back to the parish clerk. Any issues arising from mismanagement of the company would be the responsibility of the company not the Parish Council.
- Notify the Parish council of any required maintenance.
- Report Emergency repairs to the parish clerk to be authorised by the parish council.
- Apply for available grants towards projects for residents using the community centre.
- Look at additional funding streams to enhance the facility.
- Attend and report to the Community Centre Management Committee Meetings.
- Agree Hire fees with the parish council, which will be reviewed 6 monthly.

- Adhere to all legal and planning restrictions and parish council's booking conditions. The building does not have a premises licence.
- The Management company must have their own Public liability insurance cover for bookings and events that it oversees.

The Tenderers cost will be on a percentage basis of the hall hire fees, net of VAT.

**The Parish Council will be responsible for:**

All running costs for the building but users would be expected to be prudent with the use of energy and consumables.

Building and Contents Insurance.

Public liability insurance of the site.

Any Parish Council use requirements (e.g. for meetings) will be notified to the company in advance and will include all Thursday evenings for the medium size room at no cost to the parish council.

**Term of Contract - two years.**

Tenders must be posted to Monica Blyth, Parish Clerk, Parish Office, Herne Mill, Mill Lane, Herne, Kent CT6 7DR, in a sealed envelope marked as 'Response to Tender HCC' and include:

1. The tenderers cost (as a percentage of the booking fees)
2. A portfolio of their experience.
3. Examples of community engagement experience and how this had a positive effect on the local community.