**Service Specification to provide Delivery of Notting Hill Carnival Toilets 2019, 2020, and 2021**

1. **Introduction**
	1. The Royal Borough of Kensington and Chelsea and Westminster City Council (the ‘Councils’) currently provide public toilets for attendees and participants of the Notting Hill Carnival.
	2. The two Councils intend to issue an Invitation to Tender for a contract to provide toilets for the 2019 Carnival (with an option to extend to the 2020 and 2021 Carnivals).
	3. The Contract will cover the requirements of both councils and both councils will be party to the contract with the contractor.
	4. The Notting Hill Carnival (“the Carnival”) is the largest celebration of Caribbean culture in Europe, visited by over a million Londoners and tourists each year and making a significant contribution to London’s economy and its status as a culturally diverse global city. The Event takes place over the Sunday, traditionally Children’s Day, and Monday of the August Bank Holiday each year (25th & 26th August 2019), and runs from 10am – 7pm.
	5. The Carnival area is bordered by Notting Hill Gate to the south, St Anne’s Road to the west, Harrow Road to the north and Chepstow Road to the east. All roads within this space are closed by the local authorities, which are implemented and managed by the Metropolitan Police Service. No access is granted to unauthorised vehicle traffic within the Carnival footprint and all parked vehicles are removed from the public streets (authorised vehicles include, but are not limited to; parading float vehicles and emergency service vehicles).
	6. The Carnival route, within the Carnival Footprint, authorises performing groups to follow clockwise along Ladbroke Grove, Kensal Road, Elkstone Road, Great Western Road, Westbourne Park Road, Chepstow Road, Westbourne Grove and Westbourne Gardens; each entering and leaving these roads at approved points. All performing units are judged at a Judging Zone, which is currently located on the route at Great Western Road, approximately 100m South of its junction with Tavistock Road.
	7. Static Sound Systems within the footprint also make up a large part of the carnival event and attract large crowds to each. At the 2018 event there were 33 sound systems located on the public highway. There are also a number of community stages located within parks inside the carnival footprint (Emslie Horniman’s Pleasance, Powis Square).
	8. The anticipated provision level is for a minimum of Four Hundred and Eighty (480) units (per day), no less than Forty-Five (45) accessible with sufficient urinal capacity to match the number of units provided. Sufficient hand cleansing facilities are to be provided at each location for the volume provided.
	9. The maximum budget available for the services in the first year will be £170,000.
	10. There is also a requirement for one site to be open and staffed on the Saturday evening prior to the Carnival to facilitate the Panorama Steel Band event.
	11. Panorama is an annual national steel pan competition which attracts c. 5,000 attendees. Panorama is an opportunity for steelpan bands from across the UK to come together to demonstrate the versatility and beauty of steelpan music. It is the national steelpan band championship competition and should be recognised as an important cultural event. This traditionally takes place in a park at the north of the carnival footprint (this is subject to event location). Roads around the event are closed to vehicle traffic, allowing toilet units to be placed on the public highway, as well as inside the park event space.
	12. As Notting Hill Carnival takes place mostly on residential streets, rather than a green field site, Set Up is largely within parking bays within the area and public highways – short disruption periods for residents and businesses would be beneficial (both pre and post event). Vehicle access is restricted with no vehicle access during event hours and minimal overnight between the Sunday and Monday event days.
	13. The Notting Hill Carnival is organised ‘Notting Hill Carnival Ltd.’ For further details please visit their website: <https://nhcarnival.org/>. The local authorities work with the event organisers to facilitate a safe and spectacular carnival event.
2. **The Vision**
	1. **Development:**

**Location Review**

The Councils will work with the Contractor to determine the most suitable locations for toilets in year one. As part of the outputs we would require a report after the first year to inform improvements for future years, making recommendations to improve the overall service and provision. Please refer to the maps accompanying this document for current toilet locations, number of units and positioning in relation to other elements of the Carnival footprint.

**Operational Implementation**

As a minimum requirement, the Councils require the provision, supplies and maintenance of toilet facilities to be as per those specified in the Procurement Documents. The Councils will require a full first draft methodology and operational plan to be submitted by 31 May 2019.

**Social Value Act**

As Public Authorities the Councils have a responsibility to procure services which improve the economic, social and environmental well-being of the area. Those responding to this tender that can demonstrate how they can contribute to this will be looked upon favourably.

**Forward Planning**

The Councils are seeking to appointan organisation to work strategically with both boroughs and the event organisers over the next three years to identify ways to continually improve the toilet offering in the most effective way.

1. **The Brief**
	1. It is the aspiration for both Councils to improve the Carnival environment for those attending and participating at the Carnival and crucially to reduce the impact of the event on our residents. For the years 2019, 2020 and 2021, we want to improve the toilet provision at the Notting Hill Carnival Event at an affordable cost to both Councils, ensuring value for money and high-quality provision.
	2. The Councils are therefore inviting organisations to tender for the delivery of these Services. Proposals must take into account:
* An affordable toilet infrastructure for the numbers as outlined
* Providing robust infrastructure that can withstand opportunistic attempts to sabotage ie slashing materials with knives
* A fully costed maintenance plan to include (list not exhaustive):
	+ Cleaning during each day of the event at least twice (between core hours of 12:00 and 18:00)
	+ Restocking of toilet rolls and hand wash as required throughout the event
	+ Overnight cleaning of all units (Sunday night) for all to be operational for 09:00 on Monday
	+ Overnight cleaning of all units (Saturday night) for all to be operational for 09:00 on Sunday – this refers to units in use during the Panorama Event
	+ Maintenance response for event days and overnight Sunday
	+ 24/7 contacts
* Demonstration of how your service can contribute to the economic, social and environmental well-being of the area.
* Plan of how the service will be evaluated after the first year and how this data will be used to improve the service and make recommendations for the following two years.
* Provide a sustainability plan which demonstrates how the environmental impact of the toilets will be minimised from delivery to site to return from site including but not exclusively:
* Resource allocation
* Delivery and fleet logistics
* Air Quality
* Odour
* Noise
* Cleansing
* Provide details of environmental certification (where relevant)
* Damage costs – proposals could consider a variety of options e.g. insurance, fixed cost, percentage costs. Proposals should also take into account how the build and provision could reduce the impact of damage costs also.
* Demonstrate how the toilet facilities will cater for the needs of wheel chair users and disabled people with mobility and sensory impairments
1. **Requirements and key outputs**

* 1. The Councils are seeking to appoint an individual, organisation or consortium to provide the installation, maintenance and removal of Toilets at Notting Hill Carnival 2019, 2020 and 2021.
	2. The Councils envisage the work to be carried out in three broad stages. These timelines are indicative, and the Councils can be flexible as required.

**Stage 1: 27th March - April 2019**

Service provider appointed on or around 27 March 2019.

Key tasks:

* Initial meeting with the Councils.
* Receive full brief and site visit to ensure full understanding of the brief.
* Clarification of any additional information needed to produce a schedule and draft operational plan.
* Ensure the Ccouncils remain informed of progress via regular reports.

Outputs:

* Diary dates for production meetings.
* Confirmation of key contacts between the Councils and contractors.
* Confirmation of additional unit capacity; Public and Employers Liability insurance submitted; waste carrier and other relevant waste disposal licences evidenced.

**Stage 2: May 2019**

Key Tasks:

* Submit draft operational plan and timeline for delivery, provision and implementation of new toilet facilities.
* Provide details of any sub-contractors proposed to be used.
* Draft Contingency Plan
* Ensure the Councils remain informed of progress via regular update reports.

Feedback to be provided by the Councils:

* Feedback on operational plan
* Feedback on contingency plan
* Meeting to discuss any shortfalls or risks which need to be mitigated

Outputs:

* Draft operational plan including cleansing plan
* Draft staffing plan
* Draft Staff Welfare Plan
* Draft contingency plan
* Draft Risk Register
* Draft Sustainability Plan

**Stage 3: June – August 2019**

Key tasks:

* Submission of full operational plan submitted
* Submission of full Contingency Plan submitted
* Submission of staff welfare plan submitted
* Full risk assessment submitted
* Full Method Statement of sites submitted
* Full health and safety at work assessment submitted
* Work with agencies and departments within the Operation Safety Planning Group (OSPG) to ensure toilet facility plans are aligned with wider event operational plans
* Meeting to discuss final and additional requirements for the service provider and the Councils.
* Agree on organisational and communications structure for the event, including 24/7 contacts
* Successfully implement, build, maintain and then remove all toilet infrastructures between the Saturday and Tuesday of the August Bank Holiday (or have agreed with all parties during the proposal and planning process other timescales).

**Outputs:**

* Operational plan including cleansing plan
* Staffing plan
* Schedule
* Contingency Plan
* Public Liability Insurance
* Staff Welfare Plan
* Risk assessment
* Method Statement of sites
* Health and safety at work assessment
* Communications Structure
* Sustainability Plan
* Delivery of the above in line with the budget allocated for this provision.
	1. The Contractor will be responsible for keeping the Councils informed of the progress of the work. Upon appointment there will be an initial meeting to clarify the objectives, working approach and timetable of meetings and presentations, however we expect the following to be indicative of the minimum meeting requirements:

|  |  |
| --- | --- |
| **Meeting** | **Frequency** |
| Project Team / Client Meetings | Minimum 5 on site |
| Conference Calls | 2-4 weekly during planning |

**Post Event**

The Councils will require a report evaluating the first year’s services and then the following years’ service for 2020 and 2021. It should address the following:

* Capacity at locations, are there locations where capacity is low or too high?
* Potential increase of toilets at certain locations
* Potential new locations
* Potential to remove locations
* Change or adaptations of infrastructure to increase efficiency
* Critical evaluation of service to address both positive and negative impacts and where improvements can be made.

This should be received by the Councils no later than 30th November 2019, 2020 and 2021.

1. **Selection and Appointment**
	1. Organisations or consortia wishing to tender will submit a proposal on a fee basis to include all expenses and printing for completing the work as outlined in this brief exclusive of VAT. A maximum budget of up to £170,000 is available. The tender should also clearly state the cost of completing each part of the work (based on the four stage process) as well as an outline of any damage costs.
	2. Proposals must detail the proposed project team, relevant experience and specific input into the project.
	3. The proposal should demonstrate the organisation or consortium’s appreciation and understanding of the Contract and give an outline of how they intend to approach the work in terms of methodology and timetable.
2. **Tender process**

* 1. Given the complexity of Notting Hill Carnival, the Councils are especially looking to appoint an individual, organisations or consortia who in particular can demonstrate:
* Detail why your organisation is suitably equipped and qualified to deliver all areas of the services outlined in this tender document. Your response should be supported by relevant examples of where you have provided similar services at events of a similar scale to NHC and experiences of working to tight timescales in complex environments, and experience and understanding of working with requests from multiple stakeholders
* A clear understanding of the brief and the complexities of the event and the event environment
* Proposed units and materials to be installed
* Proposed methodology for operational delivery, installation and removal, including an awareness of the pressures of Carnival timings
* An understanding of operational challenges that may be faced
* Proposed methodology for cleansing, staffing and maintenance of units during the event
* Commitment to sustainability
	1. Each Tender submission should also contain:
* Response to the brief to include an outline of working methods and processes;
* A detailed timetable and initial key milestones;
* An understanding of the operational limitations such as timing and access demonstrating how you plan to work successfully within this;
* Details of fixed fee exclusive of all expenses and VAT. The fee proposal is to be presented in a clear manner, identifying the overall fee and supported by a stage by stage breakdown, presented in sufficient detail and a style that enables a clear understanding of the fee, services, programme and deliverables for each stage, with any specific exclusions stated.
* Lead organisation track record and references;
	1. Tenders should be submitted through the CapitalEsourcing website by noon on Friday 15 March 2019. Please see the Instructions to Tenderers.
	2. Selection and Appointment will be based on the following criteria:
* Understanding of the brief demonstrated in response.
* Evidence of successfully designing and delivering services that are innovative, ambitious and affordable.
* Relevant skills and experience especially previous operational experience of the event or similar.
* Understanding of the installation and removal of the units after the event and a clear understanding of the limitations, hazards and public location of Notting Hill Carnival
* Operational methodology for the event that understands scope.
* Outline of how you plan to review operations post event
* Cost breakdown

The detailed Award Criteria and their weightings are stated in the Instructions to Tenderers and in the Technical Envelope on capitalEsourcing.

* 1. The Technical envelope will make up 60% of the evaluation. And the commercial envelope will score 40% of the evaluation.
1. **How to apply**
	1. Please respond to this tender via the capitalesourcing website: [www.capitalesourcing.com](http://www.capitalesourcing.com)
	2. This specification will be sent out by Friday 1 February 2019 and the deadline for submissions will be noon on Friday 15 March 2019.
	3. The successful organisation or consortium will be notified by 27 March 2019.
2. **Structure of Documents**

8.1 The Procurement Documents are comprised of:

* The Instructions to Tenderers
* The Invitation to Tender in electronic form on capitalEsourcing containing:
* Specification of Requirements for Operational Provision
* Site Locations for RBKC and WCC
* The Terms and Conditions of Contract
* Schedules, Forms and Certificates

# Tender Requirements

9.1 All requests for clarification must be sent through the Message facility in capitalEsourcing. Please see §4.3 of the Instructions to Tenderers.

9.3 Tender prices shall be in pounds sterling.

9.4 Tenders for the provision of ‘Delivery of Notting Hill Carnival Temporary Toilets 2019, 20 and 21’ shall remain valid for 6 months and fixed for the duration of the contract. A tender expressed to be valid for a shorter period may be rejected by the Councils.

9.5 All information contained in the Tender shall be treated by the parties as confidential.

## Costs and Expenses

10.1 The supplier is responsible for preparing all information necessary for the preparation of its tender and all costs, expenses, and liabilities incurred shall be the responsibility of the supplier. Further, it is the responsibility of the suppliers to obtain for themselves, at their own expense, any additional information necessary for the preparation of their tender.

## Alternative Tenders

11.1 Should the supplier consider that it could offer any advantage to the Councils, it may submit alternative tenders to the base tender required by the tender documents and state the technical and/or economic advantages of such alternative tenders. Alternative tenders will not be considered, unless the base tender is fully responsive to the requirements of the tender documents.

## Changes to Tender

12.1 The Councils reserve the right to make changes to the Tender and issue supplementary instructions at any time. Under no circumstances shall the Councils incur any liability in respect of such events.

## Freedom of Information Act

13.1 The Councils are subject to the provisions of the Freedom of Information Act 2000 and the Environmental Information Regulations 2004 (FOI). If the supplier considers that any information supplied by him is either commercially sensitive or confidential in nature, this should be highlighted and the reasons for its sensitivity given. In such cases the relevant material will, in response to FOI requests, be examined in the light of the exemptions provided for under FOI.

13.2 Suppliers shall treat all information supplied by the Councils in connection with this Tender as confidential. Information may be disclosed by suppliers insofar as is necessary for the preparation, submission, and evaluation of tenders.

## Price

14.1 Suppliers must fully complete an outline and break down of their total pricing and all documents required for the Commercial Envelope. Any additional services the Supplier wishes to add to the tender must be highlighted in a separate matrix. Where applicable, any maintenance or ongoing costs over the life of the contract should also be identified and added into the final contract price.

14.2 All prices submitted shall be in pounds sterling, excluding VAT. Travel, delivery costs and any other expenses will also be included in the price.

14.3 Unless otherwise stated, payment frequency will be in accordance with the applicable contract terms.

## Terms & Conditions

15.1 The offer made by the supplier is intended to be made in strict accordance with the terms and conditions of contract which accompany this document.

15.2 The Councils reserve the right not to accept “conditional tenders”.

15.3 The Supplier must confirm they adhere to the terms and conditions provided.