

**INVITATION TO TENDER**

**For Website, App, Registration and associated wider event service functionality**

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# Introduction

Liverpool Vision now invites quotations for the supply of a series of proprietary solutions to provide the IFB2018 Website, delegate support APP and a portfolio of wider but associated event service functionality in support of the delivery of our next iteration of the successful International Festival for Business, being delivered in Liverpool in June 2018. Timescales are as follows: -

* Basic Website Functional for Official Launch – 27th February 2017
* Full Website Functional for 1 Year Out Launch – 12th June 2017

There are a total of 16 modules that are being tendered for, as follows:

1. International Festival for Business Website
2. Website integrated mobile app
3. Delegate registration solution
4. Build – manage & pay for your own exhibition space
5. Exhibitor – sponsor lead management solution
6. Social media wall
7. Event organiser module “formal” & “blue skies” events
8. Campaign communication solution
9. Festival invitation module
10. Informal networking
11. Interactive venue floor plan
12. Festival host city hospitality solution
13. Festival formal business matching
14. Delegate appointment & schedule
15. Formal dinner event mgt solution (targeting event black tie/opening/closing ceremonies)
16. Analytical module

**Each of the above modules have their own table of requirements. For the modules that your organisation intends to bid for, please respond to each of the included elements.**

For more information on each of the above modules, please see section: [2. Specification of Goods or Services](#_2._Specification_of_1)

Tenderers will need to respond to the requirements listed, considering the evaluation criteria specified and submitting via the process and timelines as indicated in addition to the general requirements specified in section 3 and 4.

***NB: Please note that Liverpool Vision retains the right to select one supplier, multiple suppliers (dependent on proven integration capability) or none (if any one or all of the bids be adjudged by the selection panel as being of an inadequate standard).***

# About Liverpool Vision

Liverpool Vision is a company limited by guarantee, wholly owned by Liverpool City Council.  Its business plan, activities and finances are overseen by a Board of Directors, chaired by the Mayor of Liverpool.  Vision’s purpose is to generate jobs and investment in the city.  It does this by marketing it as a business, investment and leisure location, through the Marketing Liverpool team and by working with the private sector in the city and internationally to generate investment projects.

Liverpool is a global city, one that’s proud of its heritage and culture but also passionate about looking to the future. That makes it an inspiring and exhilarating place to do business.

With a global perspective and exceptional economic strengths, Liverpool is recognised as one of the UK’s leading business destinations. Blue-chips, start-ups, entrepreneurs and emerging talent are attracted to Liverpool by investment opportunities, business benefits and an outstanding quality of life. That’s where we fit in at Liverpool Vision.

Liverpool Vision is the city’s economic development company that integrates economic development and business and enterprise support designed to accelerate the city’s growth and build a sustainable economy.

We are the company creating an environment for growth, generating a long term impact in both the supply and demand sides of the economy. Liverpool Vision also plays a huge role in transforming perceptions of Liverpool, by communicating positive messages about the city to local, national and international audiences, reaching many hundreds of businesses and opinion formers.

Liverpool Vision has three (directorates) related functions:

* Marketing Liverpool.
* Invest Liverpool.
* International Festival for Business.

Each directorate is overseen by an experienced director, leading a dedicated team of staff. They are supported by a small support function providing business planning and development services, financial management and human resources skills.

Marketing Liverpool includes the Liverpool Convention Bureau.

You can find out more at [www.liverpoolvision.co.uk](http://www.liverpoolvision.co.uk) and [www.itsliverpool.com](http://www.itsliverpool.com)

# Overview / Background

**About International Festival for Business:**

The International Festival for Business is the festival of ideas, learning and connections that inspires internationally ambitious companies to grow.

A biennial gathering of UK and international businesses which is hosted in its home city of Liverpool. It celebrated its second event from 13 June to the 1 July 2016. As one of the largest business events staged in the UK, it included over 100 individual events, welcomed more than 14,000 delegates with almost 2000 attending from overseas. The festival allows participants to attend seminars and events, meet potential clients via a match-making system and also receive advice from experts.

The festival is co-funded by the Department for International Trade, the Local Growth Fund and supported by the City of Liverpool, with further support from sponsors and partners.

The 2016 festival delivered £250m worth of trade and investment deals and helped around 30% of participants explore exporting for the first time.

As a guiding principle, the International festival is not biased to any one nation and provides equal opportunities for all.

In 2018, the festival will take place from 12th to 28th June and aims to attract a much larger number of UK and international participants.

Please refer to the attached slide deck in pdf format for wider information which explains how the Festival look and feel is emerging currently to assist your interpretation of how the services that we detail within our requirements will provide value add to the whole experience for all stakeholders and delegates attending the 3-week Festival.

**MISSION:**

* Enable all delegates and participants attending to secure tangible business benefits and value
* Inspire, influence and stimulate business ideas and understanding within an enjoyable environment

**VISION:**

To become ***the*** global event destination for businesses across a number of sectors who want to share knowledge and ideas, trade, innovate, network and learn. It celebrates the energy, social contribution and value of global business.

**STRATEGY:**

In attracting visitors, the IFB strategy will:

* Encourage and support relevant UK and international conference and event organisers to bring and host their event during the festival.
* Work with the Department for International Trade to bring international delegations to explore UK businesses and opportunities.
* Work with leading UK and international memberships organisations to help them see the benefits of encouraging their members to participate.
* Enhance the visibility of the festival in the UK and international to attract a greater number of individual participants.

Demonstrate a ROI for our festival investors, partners and sponsors via:

* Supporting participants to secure business deals, partnerships and opportunities with a value of more than £300m.
* Attract 2000 individual visitors to the festival per day
* Holding meetings with others which are relevant, valuable and worthwhile.
* Encourage participants to explore opportunities for trade and investment
* Help create jobs

**PURPOSE**

*Why are we doing this project?*

The International Festival for Business is now heading towards its 3rd iteration and, whilst it has delivered significant success to date, there is a now a renewed focus and need to better communicate with our target audience, enhance the quality of the experience and develop a more bespoke programme of events in order to become more relevant and appealing. As such we wish to build upon the success of IFB2014 and IFB2016 Festival iterations and now deploy the latest event technology to deliver the optimum benefits for any and all attendees.

*What is the problem we are trying to solve?*

The website, absence of a delegate APP and wider event service, supporting technology, meant that attending delegates, exhibitors and stakeholders were not able to fully exploit the benefits offered by the International Festival for Business event, thereby not meeting their fullest expectations from the time that they spent at the event.

*Why are we doing it now?*

**Why?**

We truly believe that we listen attentively to both the positive and negative feedback from our independent evaluation processes. As such having now taken the time to understand the feedback we wish to act to secure and operate the best website, APP and wider event service supporting technologies to facilitate a quantum leap in the delegate experience at IFB2018.

**Why now?**

Quite simply because we wish to appoint the best suppliers at the earliest opportunity in the approach to IFB2018 to allow us to mature the application of these technologies to allow maximum benefit to transfer to attending delegates.

**Problem:**

What are the opportunities we want to make the most of?

The festival aims to provide a single platform for businesses from a variety of sectors who are aiming to grow and develop. The broad nature of the festival is a challenge as we are aiming to attract visitors and businesses from a wide range of sectors. This is being addressed in 2018, by ensuring our programme of events has sector specific days and single market focus weeks, i.e. ‘China week’, ‘India week’, ‘Americas week’. However, many may fail to see direct relevance unless we communicate our offer effectively and become visible within those sectors.

**Please note that the auditoria component of the Festival effectively allows 3rd Party International Trade & Investment focused “Formal Events” to deliver their events at the Festival which requires a joint ticketing arrangements. Additionally, within the “Blue Skies” zone, “Festival Owned” shorter Innovation – International – Business Topic focused events are delivered each day simultaneously to the “Formal Events” usually attended by the “Day Delegate” audience. As such ticketing for these “Blue Skies” events is delivered utilising a ticketing platform chosen by Liverpool Vision (IFB2018).**

In addition, many UK businesses hesitate in taking the export leap and, research by the DfIT, shows this is often down to a perception issue and lack of knowledge in understanding whether their product will appeal to overseas buyers. The festival has a mandate to help businesses make an educated choice and understand the full scope of opportunities in trading further afield.

Our offer to the delegates positions the following opportunities for any attending delegate to the Festival as below: -

1. **S**ELLING your product, service or investment offer in our International Marketplace comprising of 100 high quality exhibitors displaying a vast array of innovative products and services from around the world.
2. **M**EETING International Buyers – Investors – Innovators – Sellers – Business Partners in a formal “Meet The Buyer” appointment mechanism or informally through our planned APP which will allow you access to attending delegates to arrange a more speculative business meeting. If you are a UK business this means that you can effectively carry out International Business, meaning that you need to travel short haul to Liverpool to expedite business without investing in all of the costs of travelling around the globe to effect the same objective.
3. Take advantage of our **I**NSPIRING free to enter day programme of Blue Skies Events, which include your opportunity to hear the latest advice on International Business Topics, trending Innovations. Finally, at the end of the day prepare to be “wowed” by our sparkling Blockbuster Speaker programme of World Class orators.
4. **L**EARNING across a range of daily “Sector Themes” about how to overcome the latest issues and barriers to growth, in our purpose built suite of Auditoria in our Event Zone.
5. As an ambitious business you will doubtless wish to access the opportunity of **E**XPORTING your products and services to markets that you have yet to enter. The Festival for Business is the perfect platform to seek both export opportunities and accompanying advice to de-risk your entry into new markets and prepare your organisation for the legal, logistical and intellectual challenges that this venture can sometimes bring. We partner both with Exporting Is GREAT and International Promotion Agencies who will be in attendance to assist you during your visit. Additionally, you will have the opportunity to grow your business by attending one of our How to Do Business with our 3 headline markets, one per week, comprising “The Americas” – “India” & “China”, whilst also being in the presence of International Country and UK Core City Pavilions, who will explain to you the offer that they can provide to your business directly from the Marketplace within the Festival venue itself.

**PEOPLE**

1. The End User / Consumer / Stakeholders / Key Audiences

**End User**

* Enterprising SMEs worldwide on a quest to expand
* Corporates looking to go beyond their traditional business models and connect with a wider business audience
* Global start-ups that want to find new markets
* Influencers and innovators who want a wider network
* Established businesses looking for ways to innovate
* Young people looking to enter the world of business and enterprise
* Thought leaders

**Stakeholders**

* Sponsors – mostly large corporate organisations
* UK government
* Nationwide businesses as per end user
* London and South East businesses (as the UK’s global centre for business)
* Liverpool City Region businesses (as host city)
* North West region businesses (as host region)
* Existing database of 30,000 businesses/past participants
* Key UK and international business membership organisations
* UK and international conference and event organisers
* IFB sounding board (as our lead advisers)
* Internal IFB delivery team
* Liverpool Vision team (host organising body)
* Suppliers

2. The International Festival for Business Web Project Team

* Phil Southward, Head of Operations
* Jenny Douglas, Head of Partnerships
* Chris Heyes, Head of Commercial
* Aimee Welsh, Operations & Events Manager
* Nathan Alemany, Head of Marketing

# Structure of the Invitation to Tender

This Invitation to Tender (‘ITT’) is divided into a number of specific sections:

## 1. ITT Instructions.

These instructions should be followed to ensure that your response covers all areas and is in the correct format and structure. By submitting a response to the ITT you are declaring that you comply with all the relevant sections and stipulations.

## 2. Specification of Goods or Services

This section provides the details of LV’s specific requirements and your Response should ensure these are referred to.

## 3. Responses Required

Sections 3, 4 and 5 indicate the information that tenderers are to provide.

## 4. General company information required

This section requests certain general information about you or your organisation.

## 5. Additional information required

This section provides you with an opportunity to submit additional information in support of your submission.

# 1. ITT Instructions

Please note that by submitting a response to this ITT that you agree and comply with all parts of the ITT Instructions section.

## *1.1 General Instructions*

1.1.1 This document is made available on the condition that the information contained within it is used solely in connection with the competitive process for this ITT and for no other purposes.

1.1.2 Whilst reasonable care has been taken in preparing this document, the information within it does not purport to be comprehensive or to have been independently verified. LV accepts no liability or responsibility for the adequacy, accuracy or completeness of any information stated. No representation or warranty, express or implied, is given by LV or any of its representatives with respect to the information contained herein or upon which this ITT is based. Any liability for such matters is expressly disclaimed.

1.1.3 LV reserves the right, without prior notice, to change, modify, or withdraw the basis of its request and/or to reject all proposals and terminate negotiations at any time. In no circumstance will LV incur any liability in respect of time, effort or costs incurred in regard to either discussions, meetings or time spent in respect of reviewing and/or responding to this document or any subsequent material.

1.1.4 This document is not intended to provide the basis for any investment decision. The recipients of this document must make their own independent assessment of the requirements after making such investigations and taking such professional advice as it deems necessary.

1.1.5 The information in this document shall be kept confidential by the Tenderer and may not be copied, reproduced, distributed or passed to any other persons, at any time, without the prior written authorisation of LV. Ownership in any response to this ITT shall be vested in LV upon delivery of the same and such response shall only be returned at the sole discretion of LV and at the recipient’s cost.

1.1.6 This ITT is not a purchase order and does not constitute an offer capable of acceptance. This ITT does not commit LV or any official of it to any specific course of action. The issue of this ITT does not bind LV or any official of it to accept any proposal, in whole, or in part, whether it includes the lowest priced proposal, nor does it bind any officials of LV to provide any explanation or reason for its’ decision to accept or reject any proposal. Moreover, while it is the intention of LV to enter contract negotiations with the selected Tenderer, the fact that LV has given acceptance to a specific Tenderer does not bind it or any official of it in any manner to the Tenderer.

1.1.7 Without prejudice to any prior obligations of confidentiality you may have, no publicity relating to this ITT or to the acceptance by LV of any ITT response or to the letting of any future contract shall be released by you without the prior written approval of LV.

1.1.8 You shall be deemed to have examined before the submission of your tender response, all the provisions in this ITT as well as regulations and other information relevant to your tender response, and to have fully considered the risks, contingencies, and other circumstances, which could affect the tender response. You shall be responsible for obtaining all information by the making of reasonable and prudent inquiries and, by prior arrangement.

1.1.9 By submitting a Tender Response the Tenderer represents that it has read and understood the ITT. The Tenderer will consider the contents of any submitted tender response as an offer to contract.

1.1.10 Any attempt by Tenderers or their advisors to influence the contract award process in any way may result in the Tenderer being disqualified. Specifically, Tenderers shall not directly or indirectly, at any time:

(a)      Revise or amend the content of their Tender in accordance with any agreement or arrangement with any other person, other than in good faith with a person who is a proposed partner or supplier;

(b)      Enter into any agreement or arrangement with any other person as to the form or content of any other Tender, or offer to pay any sum of money or valuable consideration to any person to effect changes to the form or content of any other Tender;

(c)      Enter into any agreement or arrangement with any other person that has the effect of prohibiting or excluding that person from submitting a Tender;

(d)      Canvass LV or any employees or agents of LV in relation to this procurement; or

(e)      Attempt to obtain information from any of the employees or agents of LV or its advisors concerning another Tenderer or Tender; or

(f)       Offer, pay, promise to pay, or authorize the giving of any financial or other benefit to any person for the purpose of obtaining an improper advantage, or otherwise conduct themselves in a manner contrary to any anti-bribery or anti-money laundering legislation and/or regulations in the broadest sense (whether issued by the EU, the US, the UN or any other body) or any other such rule or legislation that may apply from time to time.

1.1.11 Tenderers are responsible for ensuring that no conflicts of interest exist between the Tenderer and its advisors, and LV and its advisors and Partners. LV reserves the right to disqualify any Tenderer that is guilty of any misrepresentation in relation to its Tender or the tender process.  Any Tenderer who fails to comply with the requirements of this clause may be disqualified from the procurement process at the discretion of LV.

1.1.12 Only information provided as a direct response to this ITT will be evaluated. Information and detail which forms part of general company literature or promotional brochures etc. will not form part of the evaluation process. Marketing material should not be included with your tender response. Supplementary documentation may be attached where you have been directed to do so. Such material must be clearly marked with the name of the organisation and the section to which it relates. All sections must be answered unless advised otherwise.

1.1.13 Please note that we may require clarification of the answers provided or ask for additional information.

1.1.14 The response should be submitted by an individual of the organisation, company or partnership who has authority to answer on behalf of that organisation, company or partnership.

1.1.15 Should there be any obvious typographical errors or misunderstandings in the ITT documentation then clarification should be sought. However, if the response is found to misrepresent facts, the documents will be deemed void. In the case where the error or misrepresentation is not discovered until after the contract is awarded, we reserve the right to determine the contract and costs incurred by us as a result of the determination shall be recoverable from the Tenderer under the contract.

1.1.16 If applying on behalf of a **consortium**, please list the names and addresses of all other members of the consortium. Any contract will be entered into with the nominated lead organisation and all members of the consortium, who will in these circumstances each be required to execute said contract together with all ancillary documentation, evidencing their joint and several liabilities in respect of the obligations and liabilities of the contract. It will be for members of the consortium to resolve their respective duties and liabilities amongst each other. For administrative purposes, any associated documentation will be sent to the nominated lead organisation.

1.1.17 If sub-contractors are proposed to assist in the delivery of the service, please list the business names, registered offices, addresses and specific areas of service which they will deliver.

1.1.18 It is the responsibility of tenderers to ensure that their tender is delivered not later than the appointed time. LV does not undertake to consider tenders received after that time unless clear evidence of posting is available (i.e. a clear post mark and/or certificate of posting). It should be noted that mail is not delivered directly to the recipient but through a central post room. This may delay receipt of post, and allowances should be made.

1.1.19 Whilst LV is committed to selecting a supplier or suppliers, it reserves the right not to accept any proposals or award the contract.

1.1.20 LV does not bind itself to accept the lowest or any tender, and reserves the right to accept a portion of any tender, unless the tenderer expressly stipulates otherwise on his tender. The right is also reserved to award more than one contract.

1.1.21 Where a framework contract is intended, LV reserves the right to appoint one or more suppliers to such framework and to run various subsequent mini competitions in the award of specific pieces of work, pursuant to the contract.

## *1.2 Freedom of Information*

1.2.1 LV is subject to The Freedom of Information Act 2000 (“Act”) and The Environmental Information Regulations 2004 (“EIR”).

1.2.2 As part of its duties under the Act or EIR, it may be required to disclose information concerning the procurement process or the contract to anyone who makes a request.

1.2.3 If the prospective Tenderer considers that any of the information provided in their response is commercially sensitive (meaning it could reasonably cause prejudice to the prospective Tenderer if disclosed to a third party) then it should be clearly marked as "Not for disclosure to third parties” together with valid reasons in support of the information as being exempt from disclosure under the Act and the EIR.

1.2.4 LV will endeavour to consult with the prospective Tenderer and have regard to comments and any objections before it releases any information to a third party under the Act or the EIR. However, LV shall be entitled to determine in its absolute discretion whether any information is exempt from the Act and/or the EIR, or is to be disclosed in response to a request of information. LV will make its decision on disclosure in accordance with the provisions of the Act or the EIR and will only withhold information if it is covered by an exemption from disclosure under the Act or the EIR.

## *1.3 Responding to the ITT*

1.3.1 **Two written copies** of your response should be submitted in a sealed envelope, stating “Website, App, Registration and associated wider event service functionality” and marked for the attention of: Connor Reilly,Purchasing Assistant, Liverpool Vision, 10th Floor, The Capital, 39 Old Hall Street, Liverpool, L3 9PP, **this should include a soft copy, stored on an electronic memory device.**

We appreciate the environmental impact and request therefore that where practical duplex printing on environmentally friendly paper is used and that additional materials not directly related are **not** included.

Certain documentary requirements that are indicated by asymbol need only be submitted in electronic format.

If delivering by hand, please be advised that because of a barrier system in a shared building, you will need to ask reception in the Capital Building to phone Liverpool Vision (0151) 600 2900 that your submission has arrived for collection.

Envelopes must **not** indicate the identity of your organisation.

1.3.2 In responding to this ITT you specifically agree the following:

1.3.2.1 Having examined all parts of the ITT that the supply of the Goods and/or Services to LV will be at the rates/prices as provided. All prices must be quoted on the basis indicated in the accompanying documents, except where the tenderer proposes alternative priced procedures, and should **exclude VAT.** Discounts for prompt payment should be stated. The basis of the price shall be inclusive of all costs and delivery to LV.

1.3.2.2 That any other terms or conditions or any general reservations which may be printed on any correspondence emanating from the tenderer in connection with this tender or with any contract resulting from this tender, shall not be applicable to the on-going relationship between LV and the selected supplier(s).

1.3.2.3 That any contract whatsoever that may result from this tender shall be subject to the laws of England and Wales as interpreted in an English Court.

1.3.2.4 The prices quoted and all other information supplied in this tender are valid and open to acceptance by LV for a period three calendar months from the tender return date specified in the ITT

1.3.2.5 The essence of competitive tendering is that LV shall receive bona fide competitive tenders from all companies tendering. In recognition of this principle, any response is declared to be a bona fide tender, intended to be competitive and that you have not fixed or adjusted the amount of the tender by or under or in accordance with any agreement or arrangement with any other person.

1.3.2.6 You declare that you have not done and undertake that you will not do any of the following acts: -

(a) communicate with a person, other than the person calling for this tender, the amount or approximate amount of the proposed tender.

(b) enter into any agreement or arrangement with any other person that he shall refrain from tendering or as to the amount of any tender to be submitted.

(c) offer to pay or give, or agree to pay or give, any sum of money or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to any other tender or proposed tender for the requirement any act or thing of the sort described above.

In this declaration the word "persons" includes any person and anybody or association, corporate or incorporate. The words "agreement or arrangement" include any such transaction, formal or informal, whether legally binding or not.

## *1.4 Indicative Timetable*

This timetable is indicative only and LV reserves the right to change it at its absolute discretion.

|  |  |
| --- | --- |
| Issue of this ITT | 23rd December 2016 |
| Opportunity to raise items for clarification ends | 6th January 2017 |
| LV respond to clarification questions | 9th January 2017 |
| Return of completed response to ITT | 10.00am on Tuesday17th January 2017 |
| Presentations by virtual (SKYPE is the mandatory virtual software that can be used) or by physical presence at Liverpool Vision offices. | Thursday & Friday the 19th & 20th January 2017. |
| Indicative award, subject to contract | 23rd January 2017 |
| Contract Commencement | Immediately upon award |

There is an opportunity to ask LV for further information to assist you in the preparation of your responses during the Items for Clarification period. If you have an Item for Clarification, please e-mail Connor Reilly (creilly@liverpoolvision.co.uk). Please note that responses to these Items for Clarification from LV may be posted on the LV website on or around the given day, rather than a response via e-mail. It is your responsibility to make checks on the LV website for updates.

## *1.5 Evaluation*

All tender responses will be judged according to the following criteria. Relative order of the sub criteria is not intended to convey importance in evaluation. All modules will be evaluated utilising this method: -

**A. Quality & Fitness for Purpose Functionality 45%**

Quality, stability, reliability and overall robustness of the module tendered

Fitness for purpose of the tendered module v tender requirements

Presence of relevant & appropriate Case Studies demonstrating the applicability to IFB2018 of the tendered module

Presence of relevant & appropriate references of the module by previous bone-fide users

Level and flexibility of integration with other associated event technology solutions

**B. Experience, Capability and Capacity 20%**

Understanding and interpretation of requirements

Appropriate skills and knowledge of the Tenderer

Previous relevant experience of the Tenderer

Track record of achievement / case studies

Availability and size of team

Reliance and subsequent need to use of subcontractors

Accreditations / memberships

**C. Value for Money and Total Cost of Ownership 35%**

Value for Money, based on whole life costing

Costs clear, transparent and fully inclusive

Compliant with tender instructions and requirements

Added value / Commercial benefits

Local benefits

Successful tenderers will also be expected to have suitable financial stability to undertake these pieces of work and to have insurances and policies in place that are adequate to undertaking payment from public funds (as detailed in the general organisation requirements in Section 3.5 and Section 4 of this ITT). These requirements are mandatory and, if not satisfied, then LV reserves the right at its absolute discretion not to award a contract irrespective of how the tenderer has scored using the evaluation criteria.

# 2. Specification of Goods or Services

**Please complete the table provided for each of the modules being tendered for, these, in addition to the information requested in sections 3 and 4 will form the basis of your tender response.**

The prime focus for this tender is to request a modular costing for the supply of a suite of technology products singularly or as a holistic supply package (eg, 1, multiple or all) for the following: -

*For clarity, the ideal position for Liverpool Vision (IFB2018) would be a totally integrated package for all modules described within this tender to be supplied from one organisation. It is recognised however that this may not be possible to achieve and as such there is a certain amount of duplication of functionality resident in many of the modules that are being tendered. We ask your understanding in this regard and also that you bear this in mind when you create your tender response to allow you the maximum opportunity to be successful in part or in full within this competitive procurement tender process.*

**Your proposal should consist of a response to each of the elements in each table. Please only complete the tables your organisation is quoting for.**

## *2.1 - INTERNATIONAL FESTIVAL FOR BUSINESS WEBSITE MODULE*

|  |  |  |
| --- | --- | --- |
| 2.1 | A | Compatibility with a minimum of IOS and Android platforms |
|   |   |   |
| 2.1 | B | Event programme “Formal Events” – “Blue Skies Events” – Day Programme |
|   |   |   |
| 2.1 | C | Attendee/Delegate Search |
|   |   |   |
| 2.1 | D | Intra Delegate Chat/Introductions |
|   |   |   |
| 2.1 | E | Informal Delegate Networking Appointment Tool |
|   |   |   |
| 2.1 | F | Formal Meet the Buyer Matching Tool |
|   |   |   |
| 2.1 | G | Peer to Peer Profile Sharing |
|   |   |   |
| 2.1 | H | Tap/Scan to Collect Capability |
|   |   |   |
| 2.1 | I | Festival Pass Reservation & Payment coupled with Mobile Ticketing Imaging |
|   |   |   |
| 2.1 | J | Festival Event Ticket Reservation & Payment |
|   |   |   |
| 2.1 | K | Exhibition Space Reservation & Payment |
|   |   |   |
| 2.1 | L | Exhibitor Catalogue |
|   |   |   |
| 2.1 | M | Exhibitor Search |
|   |   |   |
| 2.1 | N | Interactive Floorplan  |
|   |   |   |
| 2.1 | O | Appointment calendar – scheduling – delegate itinerary |
|   |   |   |
| 2.1 | P | Intra Delegate Push Messaging |
|   |   |   |
| 2.1 | Q | Product catalogues |
|   |   |   |
| 2.1 | R | Exhibitors / Delegate/ Sponsor Profiles |
|   |   |   |
| 2.1 | S | Host City Hospitality Module: Travel to – Within – From The Host City Module |
|   |   |   |
| 2.1 | T | Host City “IFBSocial” Module - Local attractions and local travel information |
|   |   |   |
| 2.1 | U | Push notifications from organisers |
|   |   |   |
| 2.1 | V | Polling system or ability to integrate with existing |
|   |   |   |
| 2.1 | W | Social Media Wall Integration |
|   |   |   |
| 2.1 | X | Please provide evidence of your organisations flexibility of integration with other associated event technology solutions. |
|   |   |   |

Timescales Required for Module 2.1.

Please note that these timescales are tight however the basic site functionality should really revolve solely around branding and the ability for an applicant to subscribe as interested in being part of IFB2018. Please state in your tender submission and subsequent presentation that you are confident that you are able to achieve these deadlines.

Basic Website Functional for Official Launch – 27th February 2017

Full Website Functional for 1 Year Out Launch – 12th June 2017

## *2.2 - WEBSITE INTEGRATED MOBILE APP*

|  |  |  |
| --- | --- | --- |
| 2.2 | A | Compatibility with a minimum of IOS and Android platforms |
|   |   |   |
| 2.2 | B | Event programme “Formal Events” – “Blue Skies Events” – Day Programme |
|   |   |   |
| 2.2 | C | Attendee/Delegate Search |
|   |   |   |
| 2.2 | D | Intra Delegate Chat/Introductions |
|   |   |   |
| 2.2 | E | Informal Delegate Networking Appointment Tool |
|   |   |   |
| 2.2 | F | Formal Meet the Buyer Matching Tool |
|   |   |   |
| 2.2 | G | Peer to Peer Profile Sharing |
|   |   |   |
| 2.2 | H | Tap/Scan to Collect Capability |
|   |   |   |
| 2.2 | I | Festival Pass Reservation & Payment coupled with Mobile Ticketing Imaging |
|   |   |   |
| 2.2 | J | Festival Event Ticket Reservation & Payment |
|   |   |   |
| 2.2 | K | Exhibition Space Reservation & Payment |
|   |   |   |
| 2.2 | L | Exhibitor Catalogue |
|   |   |   |
| 2.2 | M | Exhibitor Search |
|   |   |   |
| 2.2 | N | Interactive Floorplan  |
|   |   |   |
| 2.2 | O | Appointment calendar – scheduling – delegate itinerary |
|   |   |   |
| 2.2 | P | Intra Delegate Push Messaging |
|   |   |   |
| 2.2 | Q | Product catalogues |
|   |   |   |
| 2.2 | R | Exhibitors / Delegate/ Sponsor Profiles |
|   |   |   |
| 2.2 | S | Host City Hospitality Module: Travel to – Within – From The Host City Module |
|   |   |   |
| 2.2 | T | Host City “IFBSocial” Module - Local attractions and local travel information |
|   |   |   |
| 2.2 | U | Push notifications from organisers |
|   |   |   |
| 2.2 | V | Polling system or ability to integrate with existing |
|   |   |   |
| 2.2 | W | Social Media Wall Integration |
|   |   |   |
| 2.2 | X | Please provide evidence of your organisations flexibility of integration with other associated event technology solutions. |
|   |   |   |
| 2.2 | Y | Please provide evidence of your organisations flexibility of integration with other associated event technology solutions. |
|   |   |   |

## 2.3 - DELEGATE REGISTRATION SOLUTION

|  |  |  |
| --- | --- | --- |
| 2.3 | A | Single Online Registration and ticketing system, combining Festival entry with multiple events entry |
|   |   |   |
| 2.3 | B | Onsite registration process |
|   |   |   |
| 2.3 | C | Live and accurate check-in analytics to allow accurate number count or resident delegates within the venue. Please note that this will be required for Health & Safety reasons and as such cannot be aggregated data and must be done on a check in – check out basis. |
|   |   |   |
| 2.3 | D | Operator based scanning system or equivalent |
|   |   |   |
| 2.3 | E | Zonal check-in system for “Formal” & “Blue Skies” event spaces entry |
|   |   |   |
| 2.3 | F | Personal – Delegation – Large Group registration solution |
|   |   |   |
| 2.3 | G | Badging equipment with inclusivity of stock up to a maximum of 40,000 entry badges |
|   |   |   |
| 2.3 | H | One Badge – Multiple Event Entry Solution |
|   |   |   |
| 2.3 | I | Data entry validation checks on required fields with “ping” email check validation check. This needs to particularly exclude the entry of erroneous or spurious data. This will be subject to the scrutiny of our resilience partnership with the Merseyside and Metropolitan Police and 999 Emergency Services. |
|   |   |   |
| 2.3 | J | Integrated E-commerce platform or proven ability to integrate with existing e-commerce platforms. |
|   |   |   |
| 2.3 | K | Please provide evidence of your organisations flexibility of integration with other associated event technology solutions. |
|   |   |   |

## - BUILD – MANAGE & PAY FOR YOUR OWN EXHIBITION SPACE

It is envisaged that this module will interact with the interactive floorplan and will allow a prospective exhibitor the ability to select a space and effective build and pay for any and all services that they choose to require from the service offering: -

|  |  |  |
| --- | --- | --- |
| 2.4 | A | Exhibitor Stand Building/Event Set Up Summary |
|   |   |   |
| 2.4 | B | Interactive Equipment Catalogue |
|   |   |   |
| 2.4 | C | Interactive Tech Supply Select & Pay Catalogue |
|   |   |   |
| 2.4 | D | Interactive Temporary Service Supply Select & Pay Catalogue |
|   |   |   |
| 2.4 | E | Interactive Advertisement Supply Select & Pay Catalogue |
|   |   |   |
| 2.4 | F | Interactive Power/Wi Fi Supply Select & Pay Catalogue |
|   |   |   |
| 2.4 | G | Checkout Cost Calculating System |
|   |   |   |
| 2.4 | H | Admin Manual and Access Controls |
|   |   |   |
| 2.4 | I | Please provide evidence of your organisations flexibility of integration with other associated event technology solutions. |
|   |   |   |

## - EXHIBITOR – SPONSOR LEAD MANAGEMENT SOLUTION

This module is intended to supply a service that allows all Exhibitors and Sponsors to monitor the effectiveness that their presence at the Festival has delivered.

|  |  |  |
| --- | --- | --- |
| 2.5 | A | Contacts Capture |
|   |   |   |
| 2.5 | B | Scheduling |
|   |   |   |
| 2.5 | C | Product/Event Catalogue |
|   |   |   |
| 2.5 | D | Messenger |
|   |   |   |
| 2.5 | E | Staff Performance Analytics Module |
|   |   |   |
| 2.5 | F | Secure Administration Dashboard |
|   |   |   |
| 2.5 | G | Exhibitor profile exposure |
|   |   |   |
| 2.5 | H | Search filtering and categorisation |
|   |   |   |
| 2.5 | I | Relevant product suggestions |
|   |   |   |
| 2.5 | J | Social sharing tools |
|   |   |   |
| 2.5 | K | Payment platform built in or ability to integrate with an existing |
|   |   |   |
| 2.5 | L | Please provide evidence of your organisations flexibility of integration with other associated event technology solutions. |
|   |   |   |

## SOCIAL MEDIA WALL:

The requirement is to be able to provide a social media board both within the Website – APP and as a live feed at the venue as such we would encourage solutions that contains the following content/functionality: -

|  |  |  |
| --- | --- | --- |
| 2.6 | A | Landing page social feed |
|   |   |   |
| 2.6 | B | User Profile social feed |
|   |   |   |
| 2.6 | C | Share straight from the website |
|   |   |   |
| 2.6 | D | Video Wall |
|   |   |   |
| 2.6 | E | Please provide evidence of your organisations flexibility of integration with other associated event technology solutions. |
|   |   |   |

1. **EVENT ORGANISER MODULE “FORMAL” & “BLUE SKIES” EVENTS**

This module will allow 3rd party or in-house event organisers the ability to manage their events in detail by advancing information and collateral and being able to change event details quickly and on a live basis: -

|  |  |  |
| --- | --- | --- |
| 2.7 | A | Single or multiple event description |
|   |   |   |
| 2.7 | B | Syncs with Google and Outlook calendars |
|   |   |   |
| 2.7 | C | Webinars |
|   |   |   |
| 2.7 | D | Event video streaming |
|   |   |   |
| 2.7 | E | Presentation and document sharing |
|   |   |   |
| 2.7 | F | Speaker information |
|   |   |   |
| 2.7 | G | Event chat |
|   |   |   |
| 2.7 | H | Speaker’s events |
|   |   |   |
| 2.7 | I | Speaker description |
|   |   |   |
| 2.7 | J | Please provide evidence of your organisations flexibility of integration with other associated event technology solutions. |
|   |   |   |

## - CAMPAIGN COMMUNICATION SOLUTION

|  |  |  |
| --- | --- | --- |
| 2.8 | A | Allows full customisation and creation of single or multiple messaging to all Festival Pass holders at any time without the commensurate costs of Campaign Monitor or MailChimp |
|   |   |   |
| 2.8 | B | Ability to create and save own branded IFB2018 templates |
|   |   |   |
| 2.8 | C | Ability to send over 10000 communications over Electronic Direct Mail Systems |
|   |   |   |
| 2.8 | D | Push notification sender to all Festival Pass Holders |
|   |   |   |
| 2.8 | E | Full analytics to allow Liverpool Vision (IFB2018) to be informed as to take up and effectiveness of the system. |
|   |   |   |
| 2.8 | F | Please provide evidence of your organisations flexibility of integration with other associated event technology solutions. |
|   |   |   |

## - FESTIVAL INVITATION MODULE

|  |  |  |
| --- | --- | --- |
| 2.9 | A | Visit requests “I am attending IFB2018 colleague, I recommend that you attend also!” |
|   |   |   |
| 2.9 | B | Delegate colleague’s invitation |
|   |   |   |
| 2.9 | C | Exhibitor's/Events leads invitation |
|   |   |   |
| 2.9 | D | Promo actions and social sharing |
|   |   |   |
| 2.9 | E | Individual invitation emails customisation |
|   |   |   |
| 2.9 | F | Please provide evidence of your organisations flexibility of integration with other associated event technology solutions. |
|   |   |   |

## INFORMAL NETWORKING

|  |  |  |
| --- | --- | --- |
| 2.10 | A | Exhibitor and Visitor profiles |
|   |   |   |
| 2.10 | B | Appointments & Event Calendar |
|   |   |   |
| 2.10 | C | Intra Delegate Messaging |
|   |   |   |
| 2.10 | D | Marketplace Appointment Arrangement |
|   |   |   |
| 2.10 | E | Smart search with custom categories and filters |
|   |   |   |
| 2.10 | F | Informal Business Matching |
|   |   |   |
| 2.10 | G | Favourites and Connections functionality |
|   |   |   |
| 2.10 | H | A smart technology solution to enable ‘tap & collect’ of information both peer to peer and delegate to business or ability to integrate with 3rd party supplier (eg. Use of cloud collateral send to delegate profile.) |
|   |   |   |
| 2.10 | I | Please provide evidence of your organisations flexibility of integration with other associated event technology solutions. |
|   |   |   |

## 2.11 - INTERACTIVE VENUE FLOOR PLAN

|  |  |  |
| --- | --- | --- |
| 2.11 | A | Interactive and responsive (eg as tapped or cursor is pointed at the area the information about the area or zone is made available to the browser). |
|   |   |   |
| 2.11 | B | Directional solution allowing you a “Festival SatNav” assistance service (eg ‘You are here’ capability) |
|   |   |   |
| 2.11 | C | Optimal Festival delegate route planning |
|   |   |   |
| 2.11 | D | Multi-hall layout capability. |
|   |   |   |
| 2.11 | E | Search and filters capability integrated into the solution. |
|   |   |   |
| 2.11 | F | Ability to change events in spaces daily with accompanied ease of data and collateral management. |
|   |   |   |
| 2.11 | G | Please provide evidence of your organisations flexibility of integration with other associated event technology solutions. |
|   |   |   |

## FESTIVAL HOST CITY HOSPITALITY SOLUTION

|  |  |  |
| --- | --- | --- |
| 2.12 | A | Signposting to Liverpool Convention Bureau for local accommodation bookings |
|   |   |   |
| 2.12 | B | City wide information and suggestions |
|   |   |   |
| 2.12 | C | Travel/Transfer plan |
|   |   |   |
| 2.12 | D | Dinner/Lunch Bookings |
|   |   |   |
| 2.12 | E | Leisure Activities Bookings |
|   |   |   |
| 2.12 | F | Please provide evidence of your organisations flexibility of integration with other associated event technology solutions. |
|   |   |   |

## 2.13 - FESTIVAL FORMAL BUSINESS MATCHING

|  |  |  |
| --- | --- | --- |
| 2.13 | A | Matching of all relevant business requests |
|   |   |   |
| 2.13 | B | Meeting Location Reservation System |
|   |   |   |
| 2.13 | C | Continuous notifications about new matches |
|   |   |   |
| 2.13 | D | Additional sponsor options |
|   |   |   |
| 2.13 | E | Powerful data source for event analytics |
|   |   |   |
| 2.13 | F | Intra Delegation Communication Push Notification (eg I am running late – Where are you I am at table 6) |
|   |   |   |
| 2.13 | G | Please provide evidence of your organisations flexibility of integration with other associated event technology solutions. |
|   |   |   |

## 2.14 - DELEGATE APPOINTMENT & SCHEDULE

|  |  |  |
| --- | --- | --- |
| 2.14 | A | Personalised schedule (exportable to outlook and google calendars) |
|   |   |   |
| 2.14 | B | Personal Event Attendance Scheduling Solution |
|   |   |   |
| 2.14 | C | Personal Appointment Itinerary with live synchronisation |
|   |   |   |
| 2.14 | D | Provision of Search and Filter Engine |
|   |   |   |
| 2.14 | E | Availability checker (eg Busy – Not Here – Available etc.) |
|   |   |   |
| 2.14 | F | Please provide evidence of your organisations flexibility of integration with other associated event technology solutions. |
|   |   |   |

## FORMAL DINNER EVENT MGT SOLUTION (Targeting Event Black Tie/Opening/Closing Ceremonies)

|  |  |  |
| --- | --- | --- |
| 2.15 | A | Guest List Management |
|   |   |   |
| 2.15 | B | Seating Plan Builder |
|   |   |   |
| 2.15 | C | Customisable Tables |
|   |   |   |
| 2.15 | D | Table Management |
|   |   |   |
| 2.15 | E | Dietary Preferences |
|   |   |   |
| 2.15 | F | Export and Print |
|   |   |   |
| 2.15 | G | Please provide evidence of your organisations flexibility of integration with other associated event technology solutions. |
|   |   |   |

## ANALYTICAL MODULE

|  |  |  |
| --- | --- | --- |
| 2.16 | A | Secure access for organiser |
|   |   |   |
| 2.16 | B | Provision of Live and Historical Data Searching |
|   |   |   |
| 2.16 | C | Ease of use |
|   |   |   |
| 2.16 | D | Insight into your attendee's interests, habits and behaviour |
|   |   |   |
| 2.16 | E | Exhibitor profile analytics |
|   |   |   |
| 2.16 | F | Comprehensive data to drive sponsorship |
|   |   |   |
| 2.16 | G | Smart reports and charts – easily downloaded and shared |
|   |   |   |
| 2.16 | H | Multi-event data |
|   |   |   |
| 2.16 | I | Live and accurate attendance data both for entire festival and individual sessions/events |
|   |   |   |
| 2.16 | J | Please provide evidence of your organisations flexibility of integration with other associated event technology solutions. |
|   |   |   |

# 3. General Information Required

## Modules

Please confirm which modules your organisation is tendering for and complete those module’s tables, responding to each of the requirements in section 2.

## 3.1 Pricing

Please indicate the total cost for the scope of this ITT, providing a **detailed line breakdown** where appropriate, showing how the costs have been arrived at. The total figure shall include **all associated costs and expenses**, whether one off or ongoing.

Please ensure that the **total** individual module costs are clearly shown in the breakdown.

Costs must be clear, transparent and for the total life of the project.

Include details of the team, rates and an overall total proposed cost for the project, exclusive of VAT.

## 3.2 Other tender specific responses required (it not already included in your responses in section 2)

a Details, including CVs, of those individual(s) who will provide the service.

b Evidence of capacity to provide the services within the required timescales.

c Evidence of how your organisation fulfils the requirements.

d Appropriate case studies of previous work.

e Your approach to management of a project and its timescales.

f Full details of any sub-contractors that you intend to use, if applicable.

g Samples and / or examples of previous relevant work.

h Provision of basic and descriptive creative direction to meet the requirements

## 3.2 Insurance requirements

The appointed supplier will be required to maintain appropriate levels of insurance in a number of areas. Please complete the enclosed table and supply copies of relevant policies  as appropriate:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Area | Level of cover expected | Level of cover currently held | Level of cover to be provided  | Further details |
| Public liability | £10m |  |  |  |
| Employer’s liability | £5m |  |  |  |
| Professional Indemnity | £5m |  |  |  |

Please note that the insurance cover detailed above needs to be in place before activities commence in pursuance of the services required and will not be considered as part of the costs under the contract between LV and the selected supplier.

## 3.3 Health and Safety

The appointed supplier will be required to ensure that all elements of your services are planned and implemented in accordance with best practice set out in the Health and Safety Executive (HSE) Event Safety Guide (the ’Purple Guide’) and other such guidance appropriate to your business, and to provide a specific detailed risk assessment of all Health and Safety issues associated with the service.

Please confirm your acceptance of this.

## 3.4 Business Continuity

Please provide a copy of your organisation’s business continuity plan (“BCP”) and specifically state how this would be applicable to the service requirements of LV.

## 3.5 Key Performance Indicators and Service Level Agreements

Please provide your proposed Key Performance Indicators (KPIs) and Service Level Agreements (SLA) to monitor and support the proposed service.

Your proposed KPIs and SLAs should be clearly defined and objectively measurable and should set out:

* The part of the Services they are measuring;
* The way in which the quality of the relevant part of the Services will be measured; and
* The measurement period

.

It is important that the KPIs and SLAs you propose are, as far as possible, as simple and clear as the circumstances allow and would thus easily slot into Agreement attached at Appendix 1 of this ITT.  Please note that, where required, we may wish to include a service credit regime and/or specific rights of termination in this Agreement.

## 3.6 Conflicts of interest

Identify any potential conflicts of interest relating to this contract.

## *3*.7 Customer References

Please provide 2 relevant customer corporate references within the last three years on a comparable scale and relevance. No more than ½ a page. Provide contact details for LV to speak to the referees at an appropriate time.

## 3.8 CSR

3.8.1 Please show what approach you have taken to ensure sustainability through the active involvement in Environmental activities on a project of comparable scale and relevance and how you envisage this will be done if selected.

3.8.2 Please confirm your commitment to comply with any reasonable environmentally related requests.

3.8.3 Please provide details of any environmental accreditation.

3.8.4 Please provide details of your internal environmental policies and how your organisation deals with its own environmental responsibilities.

3.8.5 Please show what approach you have taken to ensure sustainability through the active involvement in Corporate Social Responsibility on a project of comparable scale and relevance.

3.8.6 Please provide your Company’s CSR Statement

3.8.7 LV strive to promote and support businesses in its region, having regard for the Public Services (Social Value) Act 2012. Please provide any evidence of how your services would address this requirement.

3.8.8 To improve the quality of life for low paid individuals and provide for a positive impact on the local economy, Liverpool Vision is committed to paying the Living Wage to its Staff. We would encourage other organisations providing services to Liverpool Vision to adopt this approach with their own staff, whilst ensuring they continue to offer best value and quality within an affordable business model. In the UK there is a statutory Minimum Wage, the Living Wage is a higher figure which is voluntary and is calculated by The Living Wage Foundation.  Currently the Living Wage outside of London is £ £8.25 per hour but this will be regularly updated and it applies to those over 18 years of age but excludes apprentices or interns. Please describe your policy in this respect.

## 3.9 New Supplier form

Please find and complete the new supplier form in appendix 3 of this document, plus a transaction redacted bank statement. This is to cut-down on time after contract award has been made and all potential suppliers are to complete this as part of their proposal.

# 4. General company information required

Please provide a suitable response to the following requirements:

## 4.1 Organisation information

|  |  |
| --- | --- |
| 4.1.1 | Full name of organisation (this should be the name of the organisation acting as prime contractor, where applicable). |
|  |  |
| 4.1.2 | Trading name of organisation (if different from above). |
|  |  |
| 4.1.3 | Date of formation |
|  |  |
| 4.1.4  | Registered number if a limited company (please supply a copy of the certificate of incorporation and any certificate of change of name) |
|  |  |
| 4.1.5 | Registered address of organisation **and** address of principal trading office  |
|  |  |
| 4.1.6 | Name and contact details of individual to act as **the prime point of contact** in relation to the tender process |
|  |  |
| 4.1.7 | Phone number (if different from above) |
|  |  |
| 4.1.8 | E-Mail Address (if different from above) |
|  |  |
| 4.1.9 | Address and phone number of office from where business would be conducted in support of this contract, if different from the above  |
|  |  |
| 4.1.10 | Full names of all director’s/company secretary/ partners/associates or proprietor  |
|  |  |
| 4.1.11 | Have any of the persons named in 4.1.10 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. |
|  |  |
| 4.1.12 | Have any of the persons named in 4.1.10 above, been convicted of any criminal offence, apart from minor traffic offence? If yes, please give details. |
|  |  |
| 4.1.13 | Do any of the persons named in 4.1.10 above, have relative(s) who are senior employees of the LV? If yes, please provide details. |
|  |  |
| 4.1.14 | Have any of the persons named in 4.1.10 above, ever been employed by the LV? If yes, please give details. |
|  |  |
| 4.1.15 | If your organisation is a member of a group of companies, give the name and address of the holding company |
|  |  |
| 4.1.16 | Please state the approximate number of employees in your organisation and companies acting in partnership (where relevant), who are specifically engaged in delivering similar services to those proposed by LV. |
|  |  |

## 4.2 Financial Information

|  |  |
| --- | --- |
| 4.2.1 | Please state the full name and contact details of the person in your organisation who will be responsible for financial matters relating to this contract. |
|  |  |
| 4.2.2 | Please enclose copies of your organisation’s most recent audited accounts and annual reports. This should include: Balance Sheet, Profit and Loss Account, Full notes to the accounts, Director’s Report/Auditor’s Report. |
|  |  |
| 4.2.3 | If you have submitted accounts for a year ending more than 10 months ago, please confirm that the organisation described in the enclosed accounts is still trading. Also supply a statement of turnover since the last set of published accounts. |
|  |  |
| 4.2.4 | If your organisation’s accounts and annual reports are consolidated into those of your parent company or group, then for each of the last two years please provide for your organisation, your organisation’s turnover, profit before tax and net assets. |
|  |  |
| 4.2.5 | Are there any outstanding claims or litigation against your organisation with regard to systems and / or service delivery? If yes, please give details. |
|  |  |

## 4.3 Equal Opportunities

LV expects all suppliers and contractors to operate within its Equal Opportunity Policy.



Tenderers should attempt to answer each of the following questions.

Organisations from outside the UK should substitute where relevant, the appropriate legislation / Codes of Practice etc. which are applicable within their domestic jurisdiction.

|  |  |
| --- | --- |
| 4.3.1 | Is it your policy as an employer to comply with your statutory obligations under the Equality Act 2010 and, accordingly, your practice not to treat one group of people less favourably than others in matters of?* Employment
* Service delivery

\*Please enclose a copy of your Equal Opportunities Policy |
|  |  |
| 4.3.2 | In the last three years, has any finding of unlawful discrimination been made against your Organisation by any court of law or industrial tribunal?  |
|  |  |
| 4.3.3 | In the last three years has your Organisation been the subject of formal investigation on grounds of alleged unlawful discrimination by The Commission for Equality and Human Rights or any other commission? |
|  |  |
| 4.3.4 | If the answer to 4.3.2 is or 4.3.3 is yes, what steps did you take in consequence of that finding? |
|  |  |
| 4.3.5 | Is your policy set out: - |
|  | In instructions to those concerned with recruitment, training and promotion? |
|  | In documents available to employees, recognised trade unions or other representative groups of employees? |
|  | In recruitment advertisements or other literature? |
| 4.3.6 |  What procedures does your organisation have in place to promote equality both within the company and in how it deals with clients and supply chain? |
|  |  |
| 4.3.7 | If your organisation is not subject to UK legislation, please supply details of your experience in working under equivalent material legislation, which, in your country, is designed to eliminate discrimination in relation to Race, Gender, Disability, Sexual Orientation, Religion or Belief and Age and to promote equality of opportunity. |

## 4.4 Health and Safety

|  |  |
| --- | --- |
| 4.4.1 | Please enclose a copy of your Organisation’s and proposed partners Health & Safety Policy and / or other declaration, information or instruction issued by your Organisation as necessary, to protect the health, safety and welfare of your employees. |
|  |  |
| 4.4.2 | In the last three years has your Organisation or proposed partner been prosecuted for contravention of the Health & Safety at Work Act 1974 or equivalent national legislation, or been the subject of a formal investigation by the Health and Safety Executive or similar body charged with improving health and safety standards? Please provide details. |
|  |  |
| 4.4.3 | Please provide details of how your health and safety policies are communicated to your employees and administered within your Organisation. |
|  |  |
| 4.4.4 | Does your Organisation undertake Health and Safety Audits? Please provide details. |

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## 4.5 Professional Conduct

|  |  |
| --- | --- |
| 4.5.1 | Has your Organisation or proposed partners or any employee within these organisations who would be working on this contract, committed a criminal offence relating to the conduct of your business or profession? If so please provide details. |
|  |  |
| 4.5.2 | Is your Organisation or are your proposed partners currently involved with any legal proceedings (including Arbitration or any other form of alternative dispute resolution) with any other organisations including local authorities? If so please provide details. |
|  |  |
| 4.5.3 | Are there any issues, current or likely, in relation to your Organisation or proposed partners that may give rise to any conflict of interest? If so please provide details. |
|  |  |

# 5. Additional Information

Tenderers are invited to provide any additional information in support of their offer. This may include references to any section previously covered, or further information which may be of interest to LV, including accreditations, memberships. This may include proposals for suitable pricing structures you consider appropriate for LV, or developments for reducing costs in the provision of the service. It would be helpful to include references to current arrangements, expanding on any possible developments, including the impact on your company and ultimately LV.

Reference should also be made to the impact a contract of this size would have on your business, and the implementation programme you anticipate in meeting this.

# Appendix 1 – Terms & Conditions

This appendix contains the terms of LV’s standard Terms & Conditions for services.

By submitting a Response, the Tenderer is agreeing to be bound by the terms of this ITT and the agreements save as in relation to those areas of the agreements specifically highlighted in the response to Appendix 2. As such, if the terms of the agreements render proposals in the Tenderer’s Response unworkable, the Tenderer must submit full details of the unworkable/unacceptable provisions within the Agreement by completing the Legal Comments Table attached at Appendix 2.

Following receipt of this Response, LV will consider whether any amendment to the Agreement is required. Any amendments will be published through a Clarifications Log and will apply to all Tenderers. Where both the amendment and the original drafting are acceptable and workable to LV, LV will publish the amendment as an alternative to the original drafting. In this case, Tenderer’s should indicate if they prefer the amendment; otherwise the original drafting will apply. Any amendments which are proposed, but not approved by LV through this process, will not be acceptable and may be construed as a rejection of the terms of the Agreement leading to the disqualification of the tender.



**Notwithstanding the above, Liverpool Vision will consider an alternative form of contractual terms and tenderers are invited to submit these along with their tender response.**

# Appendix 2 – Legal Comments Table

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| Clause/Paragraph /Schedule | Summary of Issue | Suggested Revisions |
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# ***Appendix 3 –***  New supplier form

