

The **acc** Liverpool Group

**TENDER REF: TT000079**

**INVITATION TO TENDER FOR THE SUPPLY OF PRINTED THERMAL  
TICKETS**

**Briefing Document**

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## **Contents**

- 1 Overview**
- 2 Vision**
- 3 Values**
- 4 Aim & Objectives**
- 5 Scope of Services**
- 6 Procurement Documents**
- 7 Notes to Organisations**
- 8 Your ITT Submission**
- 9 Selection Criteria**
- 10 Next Steps**

## **1. Overview**

We are The ACC Liverpool Group (herein referred to as the Company) – operators of a world-class event campus located on the banks of Liverpool’s world heritage waterfront and home to M&S Bank Arena, Convention Centre, Exhibition Centre Liverpool and TicketQuarter. The ACC Liverpool campus is a family of venues, experiences and services for the local, national and international events market.

The versatile Convention Centre facilities include a 1,350 seat auditorium, 18 breakout rooms, 3,725m<sup>2</sup> of exhibition space and a range of sustainable credentials having been designed to produce half the CO<sub>2</sub> emissions it would without any environmentally-friendly measures.

Sister venue M&S Bank Arena Liverpool is an 11,000-seat arena with 22 hospitality VIP Boxes, The Liverpool Collection Lounge and a packed programme of entertainment and sporting events throughout the year.

In September 2015, The ACC Liverpool Group expanded its offering with the opening of Exhibition Centre Liverpool, adjacent to Convention Centre and M&S Bank Arena, providing an additional 8,100m<sup>2</sup> exhibition facility, taking the total to 15,225m<sup>2</sup> of interlinked and flexible event space.

A pedestrian link bridge connects the new and existing venues making it the only purpose-built interconnected arena, convention centre and exhibition facility in Europe. A 216-bedroom Pullman hotel, which forms part of the development, opened in February 2016.

The ACC Liverpool Group works closely with Clients helping to ensure the success of their events and delivering the best possible service. All of the Supplier’s staff will be required to be pro-active in providing a first class, customer focused service to all Clients.

Our vision is to be a successful world class arena, convention centre and exhibition centre that serves its customers to the best of its abilities and attracts visitors to Liverpool, thereby contributing to the long term growth and prosperity of our enterprise, our city and its people.

## **2. Vision**

The unique skill of what The ACC Liverpool Group does is in the complexity of bringing together many diverse individual groups of people with different

## **THE ACC LIVERPOOL GROUP– INVITATION TO TENDER FOR THE SUPPLY OF PRINTED THERMAL TICKETS**

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expertise and experiences, to create seamless, coherent and impactful events that deliver a unique experience for clients and visitors.

### **3. Values**

We have defined 4 values which represent the qualities and behaviors of our organisation.

They apply to every person, every service we offer and each of our venues:-

#### ***Ambitious***

*We always strive for better for our clients, our visitors and for us. We never settle for second best.*

#### ***Straightforward***

*We say how it is. We are transparent, honest and trustworthy. We are easy to work for and do business with.*

#### ***Versatile***

*We are adaptable and dynamic, ready for anything and prepared to tackle every challenge head on.*

#### ***Welcoming***

*We welcome people, cultures and ideas from all walks of life. We value all views and opinions.*

### **4. Aim and Objectives**

The overall aim of this tender is to secure a relationship with a preferred supplier to produce, store and deliver printed thermal tickets to The ACC Liverpool Group as required for the venue's programme of events.

The overall objectives of the appointment of the preferred supplier includes:

- To support The ACC Liverpool Group's mission, brand and values.
- To provide The ACC Liverpool Group's with printed thermal tickets, as detailed further in Document 3 Scope of Services.
- To provide The ACC Liverpool Group's with a professional, timely and quality service.

### **5. Summary of requirements**

Please refer to Document 3 – Scope of Services for further details.

The duration of the contract will be two years with an option to extend, at the sole discretion of The Company, for a further twelve month period.

The contract start date is anticipated to be 1st of November 2019.

### **6. Procurement Documents**

The documents provided as part of this tender process are detailed below:-

Document 1 – Briefing Document (this document)

Document 2 – Terms and Conditions of Purchase and Supply of Services

Document 3 – Scope of Services

**THE ACC LIVERPOOL GROUP–  
INVITATION TO TENDER FOR THE SUPPLY OF PRINTED THERMAL TICKETS**

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Document 4 – Invitation to Tender (ITT) Submission Schedule.

Document 5 – Draft of Form of Agreement

Appendix 1 – Current Thermal Print Design (front)

Appendix 2 – Current Thermal Print Design (behind)

## **7. Notes to Organisations**

Please note the following:-

7.1 The ACC Liverpool Group reserves the right to reject any organisation which fails to comply fully with the requirements of the selection process set out or referred to in the tender process.

7.2 Failure to submit a pre-qualification questionnaire or tender response, in whole or in part may disqualify the organisation from the procurement and The ACC Liverpool Group may undertake no further evaluation of that tender. Failure to furnish the required information or supply documentation referred to in responses, within the specified timescale, may also mean that an organisation is not awarded the contract.

7.3 Organisations should be aware that erroneous or incorrect responses may result in their not being awarded the contract. In the case where the error or misrepresentation is not discovered until after the contract is awarded, The ACC Liverpool Group reserves the right to terminate the contract and all costs incurred by The ACC Liverpool Group as a result of the termination shall be recoverable from the tenderer accordingly.

7.4 The ACC Liverpool Group reserves the right to terminate the procurement process and does not undertake to award a contract to any organisation. In no circumstances shall The ACC Liverpool Group be liable for any costs incurred by an organisation in relation to the procurement process or entering into a contract.

7.5 By participating in the procurement process, organisations agree and accept that they are bound by all of the terms of this ITT. The submission of a tender will imply the full acceptance of the provisions of this ITT by the relevant organisation. Any attempt to qualify any of the provisions of this ITT may result in an organisation being disqualified.

7.6 If The ACC Liverpool Group considers any question or request for clarification to be of material significance, both the question and the response will be communicated, in a suitably anonymous form, to all organisations who have been invited to tender.

7.7 Information given by The ACC Liverpool Group is provided in good faith. Technical information may be incomplete, or even contradictory, where it

**THE ACC LIVERPOOL GROUP–  
INVITATION TO TENDER FOR THE SUPPLY OF PRINTED THERMAL TICKETS**

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relates to different time periods or methods of information gathering. The ACC Liverpool Group Information is intended only as an explanation of The ACC Liverpool Group's requirements and is not intended to form the basis of an organisation's decision as to whether to enter into a relationship with The ACC Liverpool Group. Organisations will be expected to test and verify any information that has a bearing on their proposals

7.8 The ACC Liverpool Group Information does not purport to be all-inclusive or to contain all the information that a prospective contractor may require. Organisations must take their own steps to verify any information which they use and must make an independent assessment of the opportunities described in The ACC Liverpool Group Information after making such investigation and taking such advice as they think necessary.

7.9 Neither the ACC Liverpool Group nor its members, directors, officers, employees, agents or advisers make any representation or give any warranty as to the adequacy, accuracy, reasonableness, or completeness of The ACC Liverpool Group Information. Organisations considering entering into a relationship with The ACC Liverpool Group should make their own enquiries and investigations of The ACC Liverpool Group's requirements.

7.10 Neither the ACC Liverpool Group nor its professional advisers shall be liable neither for any loss or damage arising as a result of reliance on The ACC Liverpool Group Information nor for any expenses incurred by organisations at any time in connection with the procurement process.

7.11 Any advisers appointed by The ACC Liverpool Group, whether legal, financial, technical or otherwise, will not be responsible to anyone other than The ACC Liverpool Group for providing advice in connection with this procurement process.

7.12 Where an organisation intends to use sub-contractors, it will be its responsibility to provide such sub-contractor with all necessary information. Where information about the organisation is requested in negotiations or any procurement documentation, such information must be provided for the principal contractor and all sub-contractors.

7.13 Organisations remain responsible for all costs and expenses incurred by them or by any third party acting under instructions from the organisation in connection with their tenders, at any time, and whether incurred directly by them or their advisors or subcontractors and regardless of whether such costs arise as a consequence, direct or indirect, of any amendments made to this ITT by The ACC Liverpool Group at any time.

7.14 Any attempt by any organisation or its appointed advisers to influence the procurement process in any way will result in the relevant tender being

**THE ACC LIVERPOOL GROUP–  
INVITATION TO TENDER FOR THE SUPPLY OF PRINTED THERMAL TICKETS**

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disqualified. Specifically, organisations shall not directly or indirectly at any time:

7.14.1 fix or adjust the amount or content of any tender in accordance with any agreement or arrangement with any other person, other than in good faith where such other person is a proposed provider of finance;

7.14.2 communicate to any person other than The ACC Liverpool Group (other than in order to obtain quotations for supplies, services or finance) or seek to obtain information about the amount or content of any other tender;

7.14.3 enter into any agreement or arrangement with any other person that will result in such a person refraining from submitting a tender;

7.14.4 enter into any agreement or arrangement with any other person as to the form, content or amount of this tender or any other tender;

7.14.5 offer or pay a sum of money, incentive or valuable consideration to any person proposing to effect changes in or omissions from any other tender; nor

7.14.6 contravene any provisions of the Bribery Act 2010.

7.15 Direct or indirect canvassing by an organisation or its appointed advisors in relation to the procurement or any attempt to obtain information from any of the officers, employees, or agents of The ACC Liverpool Group or their appointed advisors concerning another organisation or another tender will result in disqualification.

7.16 The ACC Liverpool Group must be notified in writing of any change in the control, composition, or membership of an organisation that has taken place or takes place at any time prior to execution of any contract.

## **8. Your ITT Submission**

The Company's Vision, Values and Objectives, along with our requirements for the proposed Contract, have been detailed in all the Procurement Documents listed under Section 6.

We would now like to know more about your organisation and the skills you could potentially bring to this Contract. Listed below are a number of areas we would like you to cover in your ITT submission which should be provided by completing Document 4 – ITT Submission Schedule:-

### **Section A – Potential Supplier Information**

This section requests details about your organisation.

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**Section B – Exclusion Grounds**

This section relates to activity that may exclude an organisation from participating in this process.

**Section C – Selection Questions**

This section requests details about your organisation’s economic and financial standing, technical and professional ability, legislative and insurance requirements.

**Section D – Your Services**

1. Details of your organisation’s experience and expertise in the supply of this type of service.

Please provide a variety of samples of your printed thermal tickets. Please also provide a sample that matches the Company’s thermal ticket specification as detailed in Document 3, Scope of Services, Appendix 1 and Appendix 2.

All samples need to be compatible with Boca printers. (models are Mini- Plus, and Lemur – S)

Please send these samples for the attention of *Ciara Prunty, Procurement Advisor, ACC Liverpool, Kings Dock St, Liverpool L3 4FP*. Please ensure you clearly identify your organisation and label your samples. Please send your samples with your tender submission.

2. Details of your production capacity.

Taking into account your commitment to your current customer base, do you have the spare capacity to produce 1,000,000 printed thermal tickets (as per the Company required specification) per annum?

3. Please detail your Minimum Quantity Order (MOQ) or Minimum Delivery Quantity.

4. Please detail how your organisation could deliver to tight deadlines. Please include in you answer if you have your own delivery van.

5. Describe your plan for delivery of this contract. Your service delivery plan should include, amongst other things, implementation and mobilisation of the contract, ongoing delivery, communication lines, including how communication will be managed with The Company, out of hour’s service capabilities and contingency planning. If you have an online portal to manage this process please include this in your answer.

6. Please give details of the printing equipment (and a brief outline of their function) used by your organisation in the primary location that would be used to service this prospective contract. Please include in your answer if you can

**THE ACC LIVERPOOL GROUP–  
INVITATION TO TENDER FOR THE SUPPLY OF PRINTED THERMAL TICKETS**

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produce ticket compatible with Boca printers (models Mini- Plus, and Lemur – S).

7. Please provide a case study of a customer to whom you provide services similar to that described in Document 3 Scope of Services. Please provide an up to date email address for this customer as they may be contacted for reference purposes.

8. Please provide details of the dedicated Account Manager who will be responsible for the delivery of this contract and details of their experience and expertise.

**Section E – Intention to Sub-Contract Part of the Services**

Please indicate whether your organisation intends to sub-contract any element of this Contract. If so, please provide details of sub-contractors.

**Section F – Additional Services**

Please provide details of any additional product or service offerings which you feel would be relevant and how they could be utilised by The Company. You may also provide an outline of those factors which differentiate your organisation from those of your competitors. In addition to this, please demonstrate how you will ensure a value for money service.

**Section G - Costs**

In addition to the above information, please complete the pricing schedule.

**9. Selection Criteria**

Tender submissions will be evaluated by the panel detailed below:-

Henry Brown	Head of Ticketing Solutions
Kevin Eustace	Ticketing Services Manager
Ciara Prunty	Procurement Advisor (Tender Facilitator)

The evaluation panel will use the following guidelines, listed in no particular order, to select a Supplier:-

- depth of experience, expertise and capability in provision of the required services
- competitiveness of pricing
- Compatibility with The Company's Group's vision, mission and brand values.

**THE ACC LIVERPOOL GROUP–  
INVITATION TO TENDER FOR THE SUPPLY OF PRINTED THERMAL TICKETS**

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**10. Next Steps**

Please see below an indicative project timetable (these times may be subject to change):-

**8th of April** Procurement Documents added to Contracts Finder and The Company's Website.

Organisations interested in tendering should submit an expression of interest as soon as possible to [purchasing@accliverpool.com](mailto:purchasing@accliverpool.com)

**28th May**

Deadline for tender submissions.

**Please submit your ITT response by 12 noon via email to [purchasing@accliverpool.com](mailto:purchasing@accliverpool.com) and also** post two hard copies to the below address;

FAO Ciara Prunty– Procurement Advisor

ACC Liverpool

Kings Dock

Liverpool Waterfront, L3 4FP

**Hard copies of tender submissions must arrive no later than 9am on 29th May 2019.**

**W/C 15<sup>th</sup> July**

Site visit to shortlisted Supplier's premises.

Tender submissions will be evaluated and the awarded supplier confirmed as soon as possible with a look to the contract commencing on the 1<sup>st</sup> of November 2019.