

Crewe Town Council

Events Medical Cover 2024-2027

Invitation to Tender

Instructions & Introduction

Please ensure that you read this document carefully and fully

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Your completed tender must be returned via hard copy/paper form accompanied by a digital copy on a data/memory stick or device and be received no later than 12:00pm on Friday 9th February.

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# Introduction & Background

1.1 About Crewe Town Council

Crewe Town Council was formed in 2013 as the result of a referendum, with a role to provide a strong voice for Crewe. The Council is made up of twenty elected members and has a small team of officers delivering local services and activities.

The Council delivers a varied and exciting range of events across the town throughout the year. From Light Festivals to Christmas events and school holiday activities, there is something for everyone in Crewe!

Our annual events include:

* Operation School Holidays! free-to-access school holiday programme
* Music events
* Remembrance Service
* Tree of Light service
* Christmas Lights Switch On event

There are plans in motion to develop the Crewe events calendar over the next few years from community activities to large cultural events and bespoke heritage projects.

Find out more on our [Events webpages](https://www.crewetowncouncil.gov.uk/service/events/).

1.2 Tender Background

Crewe Town Council are looking to contract a preferred provider of medical cover for our events programme. A medical assessment has been carried out for all events we currently have provisionally planned for 2024-2027 in line with the purple guide and we are seeking tenders based on this.

The events programme we are inviting providers to submit tenders for is currently a provisional programme which may change, there may be fewer or more events in years 2024 - 2027 and the successful applicant will be paid per event throughout the year.

1.3 Tender Requirements

Our current provisional events programme for 2024 - 2027 includes events ranging form purple guide tier 1 to tier 4.

The medical provided will be required to:

* Plan and deliver a safe, effective and resilient medical service to the event. A delivery plan must be provided to the events manager at least 4 weeks prior to each event. The plan should include capacity for unexpected contingencies.
* Provide sufficient appropriately skilled, experienced and equipped staff to provide the service.
* Be able to provide staff and equipment for all tiers of event from tier 1 – 4.
* Identify a named individual to oversee all aspects of service delivery. At large events, this person should not have any other hands-on role
* Attend pre event planning meetings for larger events
* Provide a direct contact for bookings and planning as well as a named contact for the day of events.
* Produce a medical report for each person they provide medical care to from assessment only to providing treatment or referring to NHS.
* Provide medical reports for each event with in 48 working hours of the event ending.

Provisional events medical cover is needed for are outlined below (please note this may change, there may be more or fewer events).

|  |  |  |
| --- | --- | --- |
| Tier of Event | Approx How many events a year in this tier in 2024 - 2027 | Event and Date/Times |
| **Tier 1 events (below 500 attendees expected)** | 21 (total 63) | Operation Spring, Summer and Autumn  Crewe Town Centre  Date TBC  11:00am – 15:00pm |
| **Tier 2 events (500 - 2000 attendees expected)** | 8 (total 24) | Operation Summer x 6  Queens Park Crewe  Date TBC  9:00am – 17:00pm  Heritage Fair  Crewe Heritage Centre  Saturday 14th September  11:00am – 15:00pm  Tree of Light Service  Crewe Cemetery  Friday 6th December  16:30pm – 19:30pm |
| **Tier 3 events (2001 - 5000 attendees expected)** | 5 (total 15) | Remembrance Sunday  Crewe Town Centre  Sunday 10th November  10:00am – 13:00pm  Music Events x 4  Dates and times TBC  Approx. 7 hours including build and break |
| **Tier 4 events (5001 – 10,000 expected)** | 1 (total 3) | Crewe Christmas Light switch on  Saturday 30th November  Crewe Town Centre  Event Build 7:00am – 14:00pm  Event 14:00pm – 19:00pm  Event Break 19:00pm – 22:00pm |

# The Procurement Process

2.1 Procurement Route

The Council is advertising this tender opportunity via Contracts Finder and are inviting bids from suitably skilled and experienced providers to deliver the requirement. The Council is committed to an open, fair, and transparent procurement process which is seeking to appoint providers who can work collaboratively with them to deliver the best facilities for the available budget.

2.2 Written Tender

Providers wishing to make a bid to deliver the works will be required to provide a formal tender which includes a preliminary selection questionnaire, a written response to a number of set quality questions and a commercial offer setting out the tendered costs to deliver the requirements.

2.3 Appointment

Following conclusion of the procurement process, the Council intends to appoint the highest scoring bidder to the deliver the requirement. Further detail on how to make a bid, the evaluation process and appointment are detailed below.

# How to Make a Bid

3.1 Submission Requirements

Providers expressing an interest in this opportunity are required to submit;

* Appendix B - A completed Selection Questionnaire Template
* Appendix C - A completed Quality Response Template
* Appendix D - A completed Cost Response Template
* Appendix E - A completed Form of Tender Template

The Selection Questionnaire Template requires bidders to provide the requested company information on a self-certified basis. Evidence to support responses is not needed at this stage of the procurement process, however any successful bidder(s) may be required to provide documentary evidence to support their responses prior to final appointment. Where minimum requirements are stated, bidders must meet these standards, or agree to ensure these standards are met prior to contract commencement to be eligible for appointment. Bidders are encouraged to review the Selection Questionnaire document to ensure they can meet any minimum standards set out before completing the remaining tender documentation.

The Quality Response Template requires bidders to provide written responses to a range of set questions. Bidders’ attention is drawn to the conditions and requirements set out in the template.

The Cost Response Template requires bidders to provide their commercial offer to provide the services required. Bidders’ attention is drawn to the conditions and requirements set out in the template.

The Form of Tender Template requires bidders to agree to the statements set out in the template. Bidders must sign and submit the template in order for the submission to be considered.

3.2 Submission Format

All tenders shall be required to be submitted in writing on a Form of Tender approved by the Proper Officer. This Form shall include a statement that the Council will not be bound to accept any tender and reserves the right to accept a tender other than the one which is the lowest price or not to accept any tender at all.

The invitations to tender shall state that no tender will be considered unless contained in an unmarked plain sealed envelope and endorsed "Tender" followed by the subject to which it relates.

Every tender shall be addressed to the Town Clerk (Proper Officer) and the tender shall remain in their custody, or that of their nominated representative, until the time appointed for its opening.

Tender submissions should be in hard copy/paper form accompanied by a digital copy on a data/memory stick or device

3.3 Business Offer

Bidders should note that any formal response to this invitation to tender constitutes a business offer in line with the terms and conditions set out.

# Tender Queries

4.1 All Correspondence

Bidders should note that all correspondence pertaining to the procurement process must be directed to the nominated officer via email. Any contact made directly with any other officer of the Council regarding this procurement is a breach of the terms on which this ITT is issued and may result in a rejection of your submission without it being considered further.

4.2 Process for Tender Queries

Tender Queries should be submitted via email to [events@crewetowncouncil.gov.uk](mailto:events@crewetowncouncil.gov.uk)

Wherever possible, the Council will aim to answer all queries within three working days. Bidders should note that where practicable, all queries and responses will be shared anonymously with all bidders to ensure a fair and transparent process.

Bidders must indicate if they believe a query is commercially sensitive or where disclosure of such query and/or the answer would be likely to prejudice its commercial interests.

4.3 Ambiguity, Error, or Omission

Bidders are kindly requested to notify the Council promptly of any perceived ambiguity, inconsistency, error, or omission in this ITT or any supporting documentation including any supplementary information issued during the procurement process.

4.4 Post Tender Clarifications

The Council may seek clarifications on bidders’ responses following the submission deadline. Clarifications may be sought to finalise assessment of tenders; however, any clarification request will not present an opportunity for bidders to augment or amend their submission(s). Bidders should note that where appropriate, the Council reserves the right to model third party and / or associated costs with any proposal received to arrive at a cost for comparison.

# Tender Timescales

5.1 Submission Deadline

##### The deadline for responses is 12:00pm on Friday 9th December.

5.2 Tender Timetable

##### The following table is an approximate timeline for the tender process and is provided for information only. Bidders should note that the timetable is subject to change.

##### 

|  |  |
| --- | --- |
| Stage | Date |
| Tender Issue | 12th January 2024 |
| Query Deadline | 26th January 2024 |
| Tender Submission Deadline | 9th February 2024 |
| Tender Assessment | Week commencing 12th February 2024 |
| Contract Award (estimated) | 19th February 2024 |
| Contract Start & Mobilisation (estimated) | 26th February 2024 |

# Tender Evaluation & Selection

6.1 Procurement Assessment Panel

The procurement assessment panel for this tender exercise will consist of:

Elected Member champion

Events Manager

Town Clerk

6.2 Written Tender Evaluation

The evaluation of this tender will be based on the Most Economically Advantageous Tender (MEAT) and will be weighted as follows:

* Quality Submission – will carry a 50% weighting
* Cost Submission – will carry a 50% weighting

6.3 Quality Assessment Overview

All Bidders are required to submit a completed Quality Response Template and to answer all questions set. Unless specifically instructed to do otherwise, bidders should write their responses directly into the document provided and NOT in any other format, ensuring that the document is submitted in either MS Word or PDF format. Further instructions for completion are included within the Quality Response document.

6.5 Quality Question Overview

Bidders are required to answer all questions set within the Quality Response document. Each question carries its own individual weighting as set out in the table below.

|  |  |  |
| --- | --- | --- |
| Question No. | Description | Weighting |
| Q1 | Relevant Experience, successful delivery and up to date knowledge of comparable relevant medical provision at events | 20% |
| Q2 | Professional qualifications and licences within the team. | 20% |
| Q3 | Standard of medical equipment, infrastructure, vehicles and service and audit schedule. | 20% |
| Q4 | Capacity for contingency planning | 15% |
| Q5 | Local knowledge | 5% |
| Q6 | Flexibility and capacity to provide additional medical provision if requested | 5% |
| Q7 | Assessment, planning and booking process | 10% |
| Q8 | Accessibility of information | 5% |

Each question will be scored and awarded a weighted score in line with the Quality Assessment Criteria. The total weighted score will be added to the Cost Assessment to arrive at the total tender score.

6.6 Quality Assessment Criteria

Bidders’ responses to quality questions will be assessed by the procurement panel and awarded a score between 0 and 5 in line with the criteria set out in the table below.

|  |  |  |
| --- | --- | --- |
| Score | Term | Typical Characteristic |
| 0 | Unacceptable | No response or extremely limited response. Response inconsistent and/or unworkable and/or does not address our requirements. Shows extremely limited understanding of, and/or extremely inappropriate approach to, the matter in question. |
| 1 | Poor | Response is limited and is lacking in relation to a significant proportion of material elements, is unworkable and/or inconsistent and only partially meets our requirements. Shows limited understanding of, and/or inappropriate approach to, the matter in question. |
| 2 | Satisfactory | Response broadly responds to our requirements at a reasonable standard. Shows reasonable understanding of, and/or acceptable approach to, the matter in question. |
| 3 | Good | Response meets our requirements at a high standard and exceeds them in one or two respects. Shows very sound understanding of, and appropriate approach to, the matter in question. |
| 4 | Very Good | Response meets our requirements at a very high standard and exceeds them in a number of respects. Shows extremely sound understanding of, and highly appropriate approach to, the matter in question. |
| 5 | Excellent | Exemplary response; exceeds expectations in all respects, and Bidder could not be expected to answer question more comprehensively or appropriately. |

Responses to questions within the Quality Response document must not exceed the word count advised and must not refer to any supplementary materials unless expressly requested. Attachments and appendices are only permitted where expressly requested. Photographs and diagrams may be included where necessary; however, these should not be used to artificially increase the number of words submitted in a response.

6.7 Minimum Quality Score

The Council Reserves the right, entirely at its own discretion, to disqualify any bidder which fails to reach a minimum quality of 50%

6.8 Cost Assessment Overview

All Bidders are required to submit a completed Cost Response Template (Appendix D), and to ensure they have fully completed all relevant sections.

Bidders’ costs will be modelled with a cost for comparison arrived at. The lowest modelled costs will be awarded the full weighted score, with higher modelled costs awarded a lower score based on a proportional sliding scale.

Further details and instructions on the cost submission requirements can be found within the provided template. Bidders should write their responses directly into the document provided and NOT in any other format

6.9 Unsustainably Low Tenders

In addition to the conditions set out in this ITT, the Council reserves the right, entirely at its own discretion, to disqualify any bid that is considered to be unsustainably low.

# Terms & Conditions

7.1 Contract Form

The contract will be formed from the council’s standard contract wording and terms (goods and services) and conditions (template to be amended for this specific provision at Appendix F)

Bidders should review the appended draft contract and include within their response any terms which they are unable to agree to. Bidders should note that failure to agree to the draft terms set out may result in their submissions being disqualified.

7.2 Disclaimers

Any information provided in connection with the procurement of the proposed services in this ITT or the documents accompanying is provided for information only. Whilst the documentation has been prepared in good faith, it does not purport to be comprehensive or to have been independently verified.

This ITT is issued on the basis that:

* neither the Council nor any of its advisers accept any liability, responsibility, or duty of care to any Organisation (other than the Council) for its adequacy, accuracy, completeness or for anything said or done in relation to the procurement to which this ITT and accompanying documentation relates;
* neither the Council nor any of its professional advisers make any (express or implied) representation or warranty either about the information contained in this ITT and accompanying documentation on which it is based, or about any written or oral information that may be made available to any Organisation, funder, other interested person, or any of their professional advisers;
* nothing contained in this ITT and accompanying documentation constitutes an inducement or incentive in any way to persuade any Organisation to pursue its interest, submit a tender or enter into any framework agreement, contract, or any other related agreement;
* this ITT and accompanying documentation are not intended to provide a basis for any investment decision by any Organisation and should not be considered as a recommendation by the Council or any of their advisers;
* neither this ITT and accompanying documentation nor any information supplied by the Council should be relied on as a promise or representation as to the future;
* this ITT and accompanying documentation do not constitute or involve any offer capable of acceptance, it is not intended to create a binding contract and it is not capable of creating such a contract by any subsequent actions; and
* no implied contract is to arise between the Council and any Organisation resulting from any Organisation’s compliance with this ITT and accompanying documentation by submitting any tender or from any matters related to it.

All warranties, conditions and other terms implied by statute or common law are excluded to the fullest extent permitted by law.

7.3 Confidentiality

All information contained in this document is considered to be of a confidential nature. You are reminded of your obligation not to disclose information contained herein to any third party without prior agreement. The Council in turn assures confidentiality to all respondents of this Invitation to Tender (ITT).

7.4 Right of Rejection & Appointment

the Council reserves the right to accept or reject any or all responses to the ITT. The Council reserves the right not to appoint a provider following this procurement process.

7.5 Costs

the Council shall not be liable for any costs incurred by you in the preparation of your proposal or any other associated costs related to participating in this procurement process. The Council reserves the right not to accept any offer submitted as part of the ITT.

7.6 Right of Incorporation

The Bidder’s response to the ITT constitutes a business offer. The Council may incorporate all or part of the response in any contract or agreement.