

# **Invitation to Tender for the Hire of Staging, Draping and Stage Sets & Miscellaneous Staging**

## **Document 2 – Scope of Services**

### **1. General Requirement**

Without limiting anything else contained herein the Contractor will be required to provide, amongst other services, the following;

#### 1.1. Point of contact

The Contractor should nominate a single point of contact for the Employer, and make alternate provision for cover during annual leave etc.

The appointed contact may be required to attend relevant meetings and support the Employer's production team with their clients.

From time to time, the appointed contact may also be required to attend meetings to review their quality of service and also to provide reporting information for auditing purposes.

#### 1.2. Response to enquiries and quotations

The Contractor should respond in writing to enquires from the Employer within 48 hours as standard, providing formal quotations where required. From time to time, a faster response may be required, which will be advised at time of enquiry. Equipment should be delivered and collected as per agreed times for each project.

#### 1.3. Out of hours contact

The Contractor should provide a contact telephone number for out of hours or emergency support.

#### 1.4. Health and safety documentation

The Contractor should, when requested, provide information relating to their equipment or services. This could include (but is not limited to) risk assessments, method statements, PAT certificates, LOLER test certifications, etc.

### **2.**

#### 2.6. Lot 1- Staging; Lot 2 - Draping and Lot 3 - Stage Sets & Miscellaneous Staging

##### 2.6.1. General

The service requirements in this scope are in relation to event-driven technical services; further specific details are listed below.

#### 2.6.2. Detailed Services Requirements

The Contractor's scope includes the provision of a range of staging and set design materials and equipment, to supplement that which will be made available from the Employer's own inventory.

The Contractor's scope may also include the provision of various services and suitably qualified and experienced personnel as described below to supplement and work in conjunction with the Employer's internal staff.

The services provided will typically include the following:-

##### Lot 1 – Staging

This could include (but is not restricted to) the following items: custom designed or stock staging units, in either metric or imperial units, Staging Steps with handrails, Ramp units, and hand rails. This may be on a dry-hire basis, or including staff for installation and removal.

##### Lot 2 – Draping

This could include (but is not restricted to) the following items: star-cloth, drapes, cyclorama's made from various fabrics (such as wool serge, velour, gauze, trevira, voile etc.) as required, Pipe and Drape kits (including drape). This may be on a dry-hire basis, or including staff for installation and removal.

##### Lot 3 – Stage Sets & Miscellaneous Staging

This could include (but is not restricted to) the following items: custom designed or stock set panels or items (with either printed or fabric covering), custom rear or front projection screens (with or without surrounds), custom designed or stock lecterns (or other stage furniture), stage floor coverings (such as carpet, vinyl etc.), dance floors (including LED), Pipe and Drape kits (including drape). This may be on a dry-hire basis, or including staff for installation and removal.

#### 2.6.3. Associated Responsibilities

The Contractor may be required to carry out Technical Advocacy and Design activities. When required to facilitate particular events, the appointed Contractor may be required to provide technical advice and design services to the Employer and their clients as preferred supplier.

### 3. Performance Assessment

The Contractor's performance will be measured and assessed on the basis of timely and accurate delivery of services, added value and team working ability.

This will be measured as follows:

- (a) Response to all email enquiries within 24 hours
- (b) Provision of accurate quotations within 48 hours of enquiry, or earlier if specified
- (c) Delivery and collection of services as specified
- (d) Equipment being in good working order and complying with point 4.1 of this contract
- (e) Compliance with point 21.1 with regards to Health and Safety

If these standards are not maintained to the Employers satisfaction, a request may be made for improvement within one month. If improvements are not made, a warning may be issued with a further request for improvement within one month. If no improvement after three months in total, the Employer reserves the right at its sole discretion, to terminate on grounds of breach of contract.

The Employer reserves the right to vary these performance assessments in writing by giving reasonable notice to the Contractor.

#### **4. Administrative Procedures**

##### **4.1. Communications**

All correspondence and communications under the Contract shall be addressed and directed between the Contractor Representative and the Employer Representative.

Employer Representative: Nicky Norman – Senior Production and Technical Manager who shall be the dedicated point of contact for the Contractor in respect of any goods/services provided under the terms of this Contract.

Name: Nicky Norman  
Address: The ACC Liverpool Group  
Kings Dock  
Liverpool Waterfront  
Liverpool L3 4FP.

Telephone No: 0151 703 7258  
Fax No: 0151 475 7777  
Email: [nicky.norman@accliverpool.com](mailto:nicky.norman@accliverpool.com)

Or in the absence of the above to:

Employer: The ACC Liverpool Group  
Name: Tim Norris – Senior Production Manager  
Address: The ACC Liverpool Group  
Kings Dock  
Liverpool Waterfront  
Liverpool L3 4FP.

Telephone No: 0151 703 7263  
Fax No: 0151 475 7777  
Email: [nigel.clarke@accliverpool.com](mailto:nigel.clarke@accliverpool.com)

Contractor Representative: **TO BE ADDED** who shall be the dedicated point of contact for the Employer in respect of any goods/services provided under the terms of this Contract.

Name: **TO BE ADDED**  
Address: **TO BE ADDED**  
Telephone No: **TO BE ADDED**  
Fax No: **TO BE ADDED**  
Email: **TO BE ADDED**

Or in the absence of the above to:

Contractor: **TO BE ADDED**  
Name: **TO BE ADDED**  
Address: **TO BE ADDED**  
Telephone No: **TO BE ADDED**  
Fax No: **TO BE ADDED**  
Email: **TO BE ADDED**

In the event that Services are instructed by the Employer in accordance with Clause 8.2 of the terms and conditions of Contract the following named persons are authorised by the Contractor to accept such instructions:

Contractor Representative 1: **TO BE ADDED**  
Name: **TO BE ADDED**  
Address: **TO BE ADDED**  
Telephone No: **TO BE ADDED**  
Fax No: **TO BE ADDED**  
Email: **TO BE ADDED**

Contractor Representative 2: **TO BE ADDED**  
Name: **TO BE ADDED**  
Address: **TO BE ADDED**  
Telephone No: **TO BE ADDED**  
Fax No: **TO BE ADDED**  
Email: **TO BE ADDED**

Oral communication of instructions or information in connection with the Contract shall be confirmed in writing using minutes of meetings or formal correspondence as appropriate and until confirmed shall not be binding.

## 4.2. Purchase Order Procedure

4.2.1. The Employer shall administer the supply of Goods/Services by means of Purchase Orders. The Employer shall issue each Purchase Order with the following information, as a minimum:

- a) scope of services;
- b) date for completion of the services;
- c) basis of reimbursement; and
- d) "not to exceed" value for the Purchase Order (where appropriate).

### 4.2.2. Purchase Order Procedure for AV services:

- (a) Event is contracted with Employer's client ('Client').
- (b) The Employer's Sales Team inform the Employer's Event Planning Team and the Technical Team.
- (c) The Employer's Technical Department liaise with the Client regarding their AV requirements.
- (d) The Employer's Technical Department ask all Lot **[TO BE ADDED]** Contractors to produce and submit an official quotation.
- (e) The Employer will award the project to the Lot **[TO BE ADDED]** Contractor with the most economically advantageous quotation.
- (f) The Employer sends a Purchase Order to the Contractor in accordance with the agreed quotation.
- (g) The Contractor acknowledges receipt of the Purchase Order and confirms the delivery date and/or timescale for delivery.
- (h) In the event of emergency or urgent work being required, verbal instructions may be issued to expedite an immediate response, in accordance with clause 8.2. An emergency response form will be completed by the Contractor and signed by the Employer's Representative. On the following working day a Purchase Order will then be raised by the Employer to cover the items on the emergency response form.
- (i) Contractor issues Invoice with corresponding Purchase Order referenced and any additional Purchase Order's issued.