

# **INVITATION TO TENDER FOR THE PROVISION OF EXECUTIVE AND NON EXECUTIVE TRANSPORT SERVICES**

## **Document 4 – Scope of Services**

### **1. Introduction**

1.1. ACC Liverpool's requirements are driven by our clients and their events. This requirement is for the provision of Transport Services for the ACC Liverpool Group (the Customer). The Customer requires a preferred Supplier to undertake the potential transport service requirements of the Customer and the potential requirements of the Customer's individual clients on a nonexclusive basis.

The Supplier must be a true partner and work closely with ACC Liverpool promoting continuous improvement and helping ACC Liverpool to enhance our brand and service quality through the provision of high quality, timely and cost effective transport services.

This requirement is for an initial 12 month period with a 2x1 year extension option. The 2x1 year extension option will be at the sole discretion of the customer depending on the performance of the awarded contractor.

1.2. The products and services that may be supplied under this Contract are detailed in Section 3 below.

1.3. The prices for the products and services are to be detailed in the ITT document – Pricing Document.

1.4. From time to time, ACC Liverpool may also require additional items not listed but requested by our clients. ACC Liverpool may request a quotation from the Contractor. For the avoidance of doubt, in the preparation of any quotation for additional items, the Supplier must apply a similar pricing structure and/or calculation to that agreed within the Pricing Document.

1.5. Proposals to vary the prices on renewal or extension of this Contract must be made by the Contractor to ACC Liverpool in writing, three months before the expiry date of this Contract.

1.6. Additional items or deletions may be proposed at any time by ACC Liverpool or the Contractor and incorporated into Section 3 by mutual agreement in writing.

### **2. General Requirements**

Without limiting the obligations that will be detailed within the Form of Agreement once the contract has been awarded, the Contractors will be required, amongst other services, to provide the following:

2.1. Point of contact

The Contractor should nominate a Client Account Manager to liaise with ACC Liverpool, ensuring alternate provision for cover is available, e.g. during annual leave, sickness, etc. The Contractor's Client Account Manager may be required to attend regular meeting with ACC Liverpool to report on and discuss performance, plan up and coming projects and discuss options for improving service provision.

## 2.2. Response times

Due to the nature of the event industry, a swift and very responsive service will be required from the Contractor. The required response times are detailed in section 4 of this document; Service Levels required by the Customer.

## 2.3. Out of hours contact

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

## 2.4. Health and Safety

The Contractor should, when requested, provide a copy of all their safe working method statements and risk assessments.

# 3. Products and Services

3.1. The Contract is intended to provide potential transport services by a preferred supplier for the ACC Liverpool Group (the Customer) and the potential requirements of the Customer's individual clients on a non-exclusive basis.

3.2. The service requirements may include but will not be limited to:

- Coach transfers of up to 60 passengers to Liverpool John Lennon Airport, Manchester Airport, City Centre (Liverpool)
- Shuttle service up to 16 passengers; hourly round trips between ACC Liverpool and the Liverpool City Centre on event day
- Private mini-bus transport up to 16 passengers
- Private non-executive transfers (1-4 passengers)
- Private executive (VIP) transport/chauffeur service in first-class vehicle (Mercedes, BMW, AUDI) (1-4 passengers). If you have other first-class vehicles in your fleet, please provide details.

\*Please note the Customer may request prices for ad hoc internal requirements

# 4. Service Levels required by the Customer

4.1 The customer prides itself on its high standards of customer service and expects this same high standard of customer service from its supplier. Exceptional customer

service will be expected at all times and particular attention will be paid to the service levels.

4.2 The Customer has the following service level requirements:

- The Supplier will provide an order acknowledgement and quotation to the Customer i) within 15 minutes for **non-executive** private transport (1 – 4 passengers) ii) within 24 hours for all other products and services as listed in section 3 of this document. If a situation arises whereby direct communication with the Customer's client occurs the same turnaround time is applicable, unless otherwise stated by the Client.
- A brochure or e-brochure for the Customers' staff and clients to review.
- Full financial breakdown of transport at the customer's request
- Travel and logistic advice, where appropriate.
- If the specification from the customer is not met, the Customer has the right to refuse acceptance and request immediate replacement. If the specification cannot be met, the Supplier must let the Customer know in the immediate instance or as soon as the Supplier becomes aware the specification cannot be met.
- All drivers must be fully trained and competent to undertake the relevant service in each instance.
- Drivers must be polite and presentable at all time, please refer to section "Drivers Presentation" below for more detail.

\*Note there will be no minimum order quantity

In addition to the service requirements and levels above, the Supplier will also be required to offer peripheral services listed below.

## **5. Driver Presentation; Driver Attire and Appearance**

5.1. The supplier must provide drivers wearing suitable attire, the style and standard of which must be agreed with the Customer. All of the Supplier's staff will be expected to wear approved attire whilst conducting work on behalf of the customer.

The Customer expects the level of personal appearance and attire to be of a high standard, appropriate for the event being staged and project the professionalism of the Supplier at all times.

The Supplier shall at all times recognise the importance and impact of Transport Services and will hire staff who are reliable, professional and tactful in demeanour.

The Suppliers staff shall adhere to the Customer's requirements in respect of attire standards, housekeeping and service delivery. Use of any personal items such as

personal radios, mobile phones or reading materials is prohibited whilst on duty, as is the consumption of food and/or drink, unless during agreed break times.

## 5. Contract Reviews and Performance Measurement

5.1. If requested the Customers assigned Account Manager will be expected to attend review meetings with ACC Liverpool to report on service performance, discuss and plan upcoming work and consider options for improving provision of the service.

5.2. The Supplier may be required to provide management reports detailing incidents and any other issues to be brought to ACC Liverpool's attention. These reports shall be in a format agreed with ACC Liverpool.

5.3. The Contractor and ACC Liverpool will review the format of the meeting agenda and management reports periodically to ensure they remain relevant to the requirements of the Contract.

5.4. The Contractor's performance will be measured on the basis of timely and accurate delivery of services, added value and team working ability. Key Performance Indicators (KPIs) are detailed below.

<b>KPI 1</b>	<b>Response Times - Enquiries</b>
Definition	The Supplier should ensure responses are provided to all email enquiries within 24 hours of receipt of the enquiry
Calculation	% of responses not provided within the specified deadline
Frequency	Employer's immediate acknowledgement and % reviewed at contract review meetings
Data Source	Employer's and Contractor's feedback
Presentation	Contract review meetings
<b>KPI 2</b>	<b>Response Times – Quotations</b>
Definition	The Supplier should ensure the provision of accurate quotations within 15 minutes for non-executive (1-4 passengers) transport and 24 hours of a quotation request for all other services listed in section 3 of this document.
Calculation	% of responses not provided within the specified deadline
Frequency	Employer's immediate acknowledgement and % reviewed at contract review meetings
Data Source	Employer's and Contractor's feedback
Presentation	Contract review meetings
<b>KPI 3</b>	<b>Response Times – timeliness of transport</b>
Definition	The Supplier is responsible for ensuring transport arrives within the specified times
Calculation	% of services not delivered within specified times
Frequency	Employer's immediate acknowledgement and % reviewed at contract review meetings
Data Source	Employer's and Contractor's feedback
Presentation	Contract review meetings

<b>KPI 4</b>	<b>Quality of Product and Service Delivery</b>
Definition	The Supplier is responsible for the delivery of an accurate, high quality product and service
Calculation	% of poor quality inaccurate products and services identified
Frequency	Employer's immediate acknowledgement and % reviewed at contract review meetings
Data Source	Employer's feedback
Presentation	Contract review meetings

The KPIs shall be scored and weighted as detailed below. The resulting score shall be shown as a percentage of the maximum points available.

<b>A score of</b>	<b>Coded</b>	<b>Monthly Deduction</b>
95% or above	Green	No action
90% to 95% for 1 month	Amber	Request to return to 95% compliance within 1 month
90% to 95% for 2 consecutive months	Amber	Warning issued and request to return to 95% or above within 1 month.
90% to 95% for 3 consecutive months	Amber	Improvement process agreed and rolled out. If no improvement within 1 month, the Customer reserves the right at its sole discretion, to terminate on grounds of breach of Agreement.
Less than 90% for 1 month	Red	Request to return to above 90% compliance in 1 month
Less than 90% for 2 consecutive months	Red	The Customer reserves the right at its sole discretion, to terminate on grounds of breach of Agreement.

ACC Liverpool reserves the right to vary these performance assessments in writing by giving reasonable notice to the Supplier.

If these standards are not maintained to ACC Liverpool's satisfaction, ACC Liverpool reserves the right, at its sole discretion, to terminate on grounds of breach of Contract.

## **5. Administrative Procedures**

### 5.1. Communications

Communications relating to the overall strategic delivery of the Contract shall be directed between the Contractor's Client Account Manager and ACC Liverpool's Contract Manager.

Communications relating to the operational delivery of transport requirements for individual events and projects will involve a number of contacts across ACC Liverpool. The relevant contact for each individual event and project will be provided.

#### ACC Liverpool's Contract Manager

Carmel Baines– Guest Relation 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. Carmel is currently covering maternity leave for Emma Dunbar. Upon Emma's return from maternity leave she will assume her position and replace Carmel as the Contract Manager, unless otherwise communicated. An introduction with Emma Dunbar and the awarded supplier will be organised upon Emma's return from maternity leave.

#### Contact details:

Name: Carmel Baines  
Address: The ACC Liverpool Group  
Kings Dock  
Liverpool Waterfront  
Liverpool L3 4FP.  
  
Telephone No: 01517037278  
Mobile No: 07889089949  
Email: Carmel.Baines@accliverpool.com

#### Or in the absence of the above to:

Name: Chris Conder  
Address: The ACC Liverpool Group  
Kings Dock  
Liverpool Waterfront  
Liverpool L3 4FP.  
  
Telephone No: 01517036002  
Email: [guestrelations@accliverpool.com](mailto:guestrelations@accliverpool.com)

#### Contractor's Client Account Manger

**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**

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.

## 5.2. Purchase Order Procedure

5.2.1. ACC Liverpool will administer the supply of the products and services by means of Purchase Orders. ACC Liverpool will issue each Purchase order with the following information as a minimum:-

- scope of services
- date for completion of the services
- not to exceed value for the Purchase Order (where appropriate).

5.2.2. The Purchase Order Procedure will be as follows:-

- ACC Liverpool may request a quotation for transport from the Contractor
- Subject to acceptance of the quotation, ACC Liverpool's Procurement Department will issue a Purchase Order by email to the Contractor.
- Following delivery of the transport/service requirements detailed in the Purchase Order, the Contractor will subsequently issue an invoice quoting the Purchase Order Number.
- ACC Liverpool's Finance Department will pay the invoice within 30 days of the invoice date. Invoices should be submitted on an event by event basis.