

Scope of Requirements

Introduction

ACE requires an adviser/advice service to act as 'Environmental Adviser' to the Government Indemnity Scheme (GIS).

Bids are welcomed from both sole traders, SME's as well as larger organisations.

We would expect the successful applicant to have relevant experience of working within the museum and exhibition sectors, particularly within conservation, to provide credibility to the advice given in support of a national scheme.

The main priority when assessing applications is to ensure that the items proposed for loan are not going to be at risk if lent to the borrowing institution, and so an understanding of the different environmental provisions that are appropriate for different types of objects is essential.

Although you will be required to comment on the suitability of the building for the loan as part of this environmental risk management, the focus is on the display area specifically and not on the general building conditions. The successful applicant will be required to interact directly with the borrowing institutions from time to time as a representative of ACE.

Purpose/Objectives

The aim of this work is to ensure that objects to be covered by Government Indemnity are managed in line with the environmental conditions set out in the published Guidelines for Non-national Institutions (UK) <http://www.artscouncil.org.uk/protecting-cultural-objects/government-indemnity-scheme>. The assessment of every application by an Environmental Adviser is to ensure that an appropriate environment is being maintained to minimise risk to objects on loan under Government Indemnity.

Context

The GIS has been operating since 1980 as outlined in the National Heritage Act 1980. The Environment advice service has been provided through procurement contracts in recent years. ACE is required to assess environmental data from the applicant borrowing institutions as to the conditions in which the objects on loan will be being kept. This information records the relative humidity, temperature and light levels to which the object will be subject.

ACE passes this information to the Environmental Adviser to gain a view on whether the conditions are being met adequately; how the risks could be further mitigated by the applicant or to advise on the unsuitability of the conditions.

Requirements

The Environmental Adviser will assess applications against the published criteria. These are within the Guidelines for non-national institutions, Annexes D & F and Application form.

The Environmental Adviser will also advise on any amendments and improvements to these criteria and guidelines. We would also be interested in any additional suggestions for how environmental risks within the Scheme can be prioritised and addressed most effectively.

An average of 25 requests for environmental advice per month will be sent to the Environmental Adviser by e-mail on an agreed date. The requests will normally consist of a short approval form giving details of the nature of the objects to be exhibited, the location and the indemnity dates. The form will normally be accompanied by graphs of environmental readings, and, on occasion, comments from the borrowing institution regarding the environmental circumstances in the exhibition areas.

Requests will be sent for consideration of:

- new applications with environmental data;
- environmental data showing the readings from the first week of display;
- annual state of the environment reports from each borrowing institution;
- other queries arising in support of managing risks to loans covered by GIS;

There is a constant supply of work every month throughout the year, with requests sent on an agreed date (normally being sent in the last week of each month). There may be additional queries sent by e-mail in between the monthly requests, including urgent requests.

We would expect that the contracted Environmental Adviser will:

- respond to requests for advice in a timely manner (within seven working days of receipt of the request)
- approve appropriate applications
- provide advice to institutions where applications do not meet the necessary requirements to help bring them up to standard and consider any subsequent requests for further advice
- provide occasional advice on specific queries from National Institutions .

This work will be ongoing on a monthly basis, twelve months a year.

Scope of service

The service is required on a UK national basis. It is primarily desk-based as the work can be carried out remotely without the use of any special equipment. There may be an ad hoc request to travel and visit an institution.

Duration of Contract

Three years from 01 April 2017 to 31 March 2020 subject to ongoing service review at 12 month intervals. Also, an additional option to extend for a further 12 month period from 01 April 2020.

Service Levels

The successful candidate will need to respond to the monthly submission within seven working days of receipt of requests. Any other requests sent in addition to the monthly submission should also be responded to within seven working days of receipt. The decisions made by the Environmental Adviser must be in line with the environmental conditions detailed in annexes D and F of the Guidelines for Non-national institutions.

Invoice and Payment

Will pay an agreed fixed monthly sum to the Advisor in return the Advisor will be required to undertake an agreed number of assessments.

The agreed number of assessments would be an average of 25 assessments per calendar month (this may fluctuate up or down) The total number of assessments per annum the Advisor will be required to undertake is 300 plus or minus 5%.

If the total number of assessments in a year falls below 285 then Arts Council will undertake a reconciliation of the amount due to the Advisor and reduce payment accordingly based on the Advisors rate per assessment.

If the total number of assessments in a year exceeds 315 then Arts Council will pay the cost of each additional assessment based on the Advisors rate per assessment.

In the event that the Advisor is unable to meet the monthly requirement for assessments that has been allocated to it, then the Advisor should notify the Arts Council so contingency arrangements can be agreed.

These contingency arrangements may include but not limited to:

- 1) Reallocation of work to an alternative contractor
 - 2) Re-scheduling of the agreed workload to the satisfaction of the Arts Council
- This may resulting in a requirement to review invoicing arrangements and the agreed amounts to be paid.

Escalation Procedures

Contingency arrangements to deal with any unexpected absences should be included with your tender. In the event of a major problem, a list of contacts will be required to manage any problem to a successful conclusion.

Account Management

In performing the services required under this contract the supplier will report to Carol Warner, Government Indemnity Scheme Manager, based in ACE's Birmingham Office. Please specify in your proposal any named individual who will be responsible for the account management of this contract.

The successful candidate must be able to meet the following requirements:

- security of data as all materials provided will be covered by the Arts Council's information security policy with which the service provider must comply. A non-disclosure agreement will need to be signed prior to undertaking assessment work.

Attachment 3

- compliance with the Arts Council's legal obligations regarding equality and diversity under the Equality Act 2010 (the public sector equality duty).
- declare Conflicts and Declarations of Interest in line with Arts Council policy and guidance notes.
- provision of all services and required equipment and materials to be able to deliver services under the contract.