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Tender

Security & Stewarding Services 067-2024 Provision of Event Security and Stewarding Services at MCCCL

Manchester City Council

F02: Contract notice

Notice identifier: 2024/S 000-012251

Procurement identifier (OCID): ocds-h6vhtk-045270

Published 15 April 2024, 6:31pm

Section I: Contracting authority

I.1) Name and addresses

Manchester City Council

Manchester Central, Petersfield

Manchester

M2 3GX

Contact

Mr Luke Sheldon

Email

l.sheldon@manchestercentral.co.uk

Telephone

+44 16183427003245

Country

United Kingdom

Region code

UKD - North West (England)

Internet address(es)

Main address

<http://www.manchester.gov.uk>

Buyer's address

<http://www.manchester.gov.uk>

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://procontract.due-north.com>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.due-north.com>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Security & Stewarding Services 067-2024 Provision of Event Security and Stewarding Services at MCCCL

Reference number

DN692964

II.1.2) Main CPV code

- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security

II.1.3) Type of contract

Services

II.1.4) Short description

Manchester Central is currently looking for a Contractor to provide and manage workers for event services consisting of security and stewarding. The successful Contractor will be committed to the development of the security and stewarding function and will provide competent staff members who have received the relevant training applied to such roles.

The Contractor will ensure that personnel onsite at Manchester Central are NOT self-employed OR zero-hour employees. Flexible working arrangements via annualised hours or casual contracts for service arrangements are permissible.

Members of staff will be providing services to clients and delegates at Manchester Central, and therefore must be fully conversant, fitting in with Manchester Central's values.

The Contract period will be for three (3) years with the option to extend for up to an additional two (2) years. It is intended for the contract to commence on 1st August 2024.

There will be an opportunity for a site visit to Manchester Central on Thursday 9th May 2024. The visit will take the form of a small briefing, followed by a walk-around of the venue in order to possibly observe an event and an opportunity for open questions.

Following the evaluation of sections D, E and F, Manchester Central will invite the top 3 bidders to make a formal presentation in support of their bid, the anticipated date for this is Monday 10th June 2024, please can you ensure your availability. Further information will be provided to bidders nearer the time.

II.1.5) Estimated total value

Value excluding VAT: £1,500,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKD - North West (England)

II.2.4) Description of the procurement

Manchester Central is currently looking for a Contractor to provide and manage workers for event services consisting of security and stewarding. The successful Contractor will be committed to the development of the security and stewarding function and will provide competent staff members who have received the relevant training applied to such roles.

Please see Appendix 3 for full tender specification.

The Contractor will ensure that personnel onsite at Manchester Central are NOT self-employed OR zero-hour employees. Flexible working arrangements via annualised hours or casual contracts for service arrangements are permissible.

Members of staff will be providing services to clients and delegates at Manchester Central, and therefore must be fully conversant, fitting in with Manchester Central's values.

The Contract period will be for three (3) years with the option to extend for up to an additional two (2) years. It is intended for the contract to commence on 1st August 2024.

The Contractor shall offer Manchester Central internal and external clients a professional and effective level of management, with regard to the fulfilment of the service, including but not limited to the following key responsibilities:

- They will deliver exceptional customer service and expertise at the level expected by Manchester Central and clients, in conjunction with Manchester Centrals Head of Security and event management teams.
- The provision of such number and types of management and SIA licensed staff and trained stewards as may be necessary to operate the event at any appropriate time on days of events to reasonably meet event needs.
- The Contractor will be responsible for ensuring sufficient SIA licensed staff and stewards are available as outlined in the deployment schedule provided by Manchester Central.
- The Contractor shall ensure that staff are provided with sufficient assignment instructions and briefings to deliver the required service provision ahead of each event.
- Given the dynamic nature of the event industry, the Contractor will be expected to react and respond to service provision queries or operational demands at short notice.
- The Contractor will be responsible for providing all staff with name badges and formal identification, and sufficient levels of communications devices to successfully operate the event. (Radios will be provided by Manchester Central)
- The Contractor will be responsible for providing all staff with adequate uniform, design and style to be discussed.
- The Contractor will be responsible for providing all staff with sufficient safety / PPE (Personal Protective Equipment).
- Operational representatives, event security operatives and stewards must work alongside the Manchester Central event management team to ensure a cultural fit.

Customer Service Standards

Scheduling

- Enquiries shall be responded to (by the Contractor) in an appropriate timeframe.
- The Contractor is expected to work in conjunction with the event operations teams, offering sound advice and bringing any issues to the attention of the relevant Manager in a timely fashion.
- The Contractor's main point of contact day to day will be the Head of Security. The Contractor's operational representatives will be expected to meet with the relevant team member to discuss requirements for each event.

Deployment

- The events industry is dynamic and is busy throughout all months of the year, which will need to be considered within the tender bid.
- All staff must be able to carry out their allotted tasks competently and safely, but they must also be committed to the high standards of customer service, which underpins all of Manchester Central's operational services.
- A deployment copy on an event-by-event basis must be provided to the Contract Manager and also uploaded onto the MCCC software Ungerboeck.
- All Contractors staff must wear the above-mentioned uniform with the Contractor's logo clearly visible. All staff must carry their identity pass.

Service Level Agreement

- The SLA will detail precise response times in respect of all aspects of the service.
- The SLA will detail pre-event procedures, on site procedures, escalation, and post-event procedures.

Contract partners will be required to have periodic Contract review meetings with the Director of Facilities Management, Contract Manager, Event Manager and Head of Security. The frequency of such Contract review meetings will be determined by Manchester Central and may vary from time to time. The meetings will discuss the performance of previous months' events, the events coming up ahead and any positive / negative feedback with regards to staff members.

The service provider is to provide an agreed number of qualified and appropriately SIA licensed event security operatives and non-licensed event stewards, the number as outlined in the deployment schedule provided by MCCC. MCCC events require event security and stewarding at any time to cover 24 hours a day, over any 365 days a year, this being dependent on event requirements.

The service providers staff availability and time keeping will be monitored on an event-by-event basis. All staff members are to be available on site 30 minutes prior to times agreed to facilitate briefing at zero cost to MCCC.

The service provider is to provide the agreed level of event security and stewarding cover during events in conjunction with the on-site security staff to deter unauthorised entry, trespass, theft, vandalism, damage, loss through negligence, fire, flood, breaches of health and safety of the site.

The service provider shall always recognise the importance and impact of the stewarding service and will hire staff who are reliable, professional, and tactful in demeanour. At no time will the service provider allow a shortfall in the presentation of this provision service thus providing maximum reassurance to MCCC's staff of its professionalism.

The service providers personnel will be required to be knowledgeable about MCCC and its location and should be able to provide a high standard of customer service and personal presentation.

The service providers personnel are required to contribute towards providing a welcoming, positive customer friendly site which enhances the customer experience.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 15

Quality criterion - Name: Sustainability / Weighting: 20

Quality criterion - Name: Presentation / Weighting: 30

Price - Weighting: 35

II.2.6) Estimated value

Value excluding VAT: £1,500,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Start date

1 August 2024

End date

31 July 2027

This contract is subject to renewal

Yes

Description of renewals

The Contract period will be for three (3) years with a Manchester Central only option to

extend for up to an additional two (2) years. It is intended for the contract to commence on 1st August 2024.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.12) Information about electronic catalogues

Tenders must be presented in the form of electronic catalogues or include an electronic catalogue

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

17 May 2024

Local time

12:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.7) Conditions for opening of tenders

Date

17 May 2024

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

Manchester Central Convention Complex Ltd

Windmill Street

Manchester

M2 3GX

Email

procurement@manchestercentral.co.uk

Country

United Kingdom