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Contract

Agency Workers 071-2024 Provision of Front of House (FOH), Back of House (BOH) & Kitchen (Chefs & preparation) Agency Workers for Manchester Central Convention Complex Limited

Manchester City Council

F03: Contract award notice

Notice identifier: 2025/S 000-014351

Procurement identifier (OCID): ocds-h6vhtk-04c755

Published 10 April 2025, 3:19pm

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

UKD3 - Greater Manchester

Internet address(es)

Main address

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

Buyer's address

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

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

Agency Workers 071-2024 Provision of Front of House (FOH), Back of House (BOH) & Kitchen (Chefs & preparation) Agency Workers for Manchester Central Convention Complex Limited

Reference number

DN754582

II.1.2) Main CPV code

- 79620000 - Supply services of personnel including temporary staff

II.1.3) Type of contract

Services

II.1.4) Short description

Manchester Central is currently looking for suppliers to provide agency workers for a range of Event Hospitality Services across multiple locations. Transportation to some locations will be required and must be provided by the supplier as well as all associated costs to be covered by the supplier at no charge to Manchester Central.

At any one time, Manchester Central may require more than 350 workers. The agency staff

may be provided by several different suppliers

The successful suppliers will provide competent Members of Staff, who have received the minimum training as follows, with proof of mandatory training being provided for all staff supplied to the venue:

- Basic Health and Safety Training, including manual handling, as well as training which is sufficient and commensurate with the work involved.
- For all FOH staff Food Hygiene Level 2
- For all food handling roles Food Hygiene and Safety Level 2

- For all FOH staff customer service training
- Allergen training - <https://allergytraining.food.gov.uk/>
- Venue induction

Prior to commencement of work with Manchester Central all agency staff will be expected to undergo a Manchester Central site induction which covers site specific Health and Safety and operational matters which lasts no longer than 30 minutes. This will typically take the form of an induction video and is expected to be undertaken by the agency at their premises prior to staff being deployed on site. For clarity induction time is not chargeable to the Company. Manchester Central will reserve the right to audit twice yearly.

The Contract will be for a period of two (2) years from the commencement date of services with a Manchester Central only option to extend for a further period of twelve months. The contract value for 2 years is estimated at £1.4 million

Manchester Central is committed to ensuring that all agency workers receive the National Living Wage and then the Real Living Wage once trained as an hourly rate of pay. As such the Company has fixed the rates that agency providers are required to pay to their staff (as a minimum rate of pay) and has hence fixed the rates it will pay agencies for the provision of services under this tender. The proposed rates (being the current rates of pay and chargeable rates) are set out in Appendix 2 along with the mechanism for uplifting annually in line with increases to the National Living Wage and the Real Living Wage. Untrained workers (see criteria for trained workers below) and trained workers must be paid the National Living Wage or Real Living Wage irrespective of age and the chargeable rates for such untrained workers are also set out in Appendix 2 along with the future pricing mechanism. For clarity if the contract is extended the pricing mechanism shall continue as per the initial two years.

This tender is therefore quality and sustainability focused as prices payable are fixed.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £1,400,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKD3 - Greater Manchester

II.2.4) Description of the procurement

Manchester Central is currently looking for suppliers to provide agency workers for a range of Event Hospitality Services across multiple locations. Transportation to some locations will be required and must be provided by the supplier as well as all associated costs to be covered by the supplier at no charge to Manchester Central.

At any one time, Manchester Central may require more than 350 workers. The agency staff may be provided by several different suppliers

The successful suppliers will provide competent Members of Staff, who have received the minimum training as follows, with proof of mandatory training being provided for all staff supplied to the venue:

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This tender is therefore quality and sustainability focused as prices payable are fixed.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Quality criterion - Name: Sustainability / Weighting: 30

Price - Weighting: 0

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

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

II.2.14) Additional information

This tender has fixed pricing and therefore no weighting was applied to costs/price

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.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-040008](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

13 March 2025

V.2.2) Information about tenders

Number of tenders received: 28

Number of tenders received from SMEs: 19

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 27

The contract has been awarded to a group of economic operators: Yes

V.2.3) Name and address of the contractor

Arc Hospitality Recruitment Solutions Limited

61A Bold Street

Liverpool

L1 4EZ

Email

courtneywakes@wearearc.co.uk

Telephone

+44 07892728313

Country

United Kingdom

NUTS code

- UKD3 - Greater Manchester

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Berkeley Scott Limited

4th Floor, 19-21 Great Tower Street

London

EC3R 5AR

Email

Adam.peal@kellangroup.co.uk

Telephone

+44 2072686264

Country

United Kingdom

NUTS code

- UKD3 - Greater Manchester

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

MSSHOSP Limited t/a Mint People

Glebe Business Park, Lunts Heath Road

Widnes

WA8 5SQ

Email

steve@mint-people.co.uk

Telephone

+44 03339969495

Country

United Kingdom

NUTS code

- UKD3 - Greater Manchester

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Verve People Limited c/o Interaction Recruitment PLC

43 High Street

Huntingdon

PE29 3AQ

Email

Ben.ambler@irweb.co.uk

Telephone

+44 07753832255

Country

United Kingdom

NUTS code

- UKD3 - Greater Manchester

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Syft Online Limited t/a Indeed Flex

Ground Floor, 20 Farringdon Road

London

EC1M 3HE

Email

melissa@indeedflex.com

Telephone

+44 07595835424

Country

United Kingdom

NUTS code

- UKD3 - Greater Manchester

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £1,400,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Manchester Central Convention Centre

Manchester Central Convention Centre, Windmill Street

Manchester

M2 3GX

Email

procurement@manchestercentral.co.uk

Telephone

+44 16183427003245

Country

United Kingdom