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Tender

## **Agency Workers 071-2024 (FOH), (BOH) & Kitchen for Manchester Central Convention Complex**

Manchester City Council

F02: Contract notice

Notice identifier: 2024/S 000-040008

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

Published 11 December 2024, 5:44pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Manchester City Council

Manchester Central, Petersfield

Manchester

M2 3GX

#### **Contact**

Mr Luke Sheldon

#### **Email**

[procurement@manchestercentral.co.uk](mailto:procurement@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.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

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Agency Workers 071-2024 (FOH), (BOH) & Kitchen for Manchester Central Convention Complex

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.1.5) Estimated total value**

Value excluding VAT: £1,400,000

### **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

### **II.2.3) Place of performance**

NUTS codes

- 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:

- 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

Proof of certification is required for basic Health and Safety training and manual handling for all staff, all FOH staff Food Hygiene Level 2, all food handling roles Food Hygiene and Safety Level 2 and allergen training for all staff.

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.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 70

Quality criterion - Name: Sustainability / Weighting: 30

Price - Weighting: 0

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

Start date

1 April 2025

End date

31 March 2027

This contract is subject to renewal

Yes

Description of renewals

The Contract period will be for two (2) years with the option to extend for up to an additional one (1) year. (Manchester Central only option)

#### **II.2.10) Information about variants**

Variants will be accepted: No

### **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

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## **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

24 January 2025

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

24 January 2025

Local time

12:00pm



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## **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 Centre

Manchester

M2 3GX

Email

[procurement@manchestercentral.co.uk](mailto:procurement@manchestercentral.co.uk)

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+44 16183427003245

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