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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): ocds-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

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

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.

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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.2.7) 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

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

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

Telephone

+44 16183427003245

Country

United Kingdom