



Christchurch Town Council Christmas Lights Specification 2026–2028

1. Introduction

- 1.1. Christchurch Town Council is seeking an experienced and suitably qualified Contractor to deliver a comprehensive Christmas lighting scheme for the festive seasons 2026–2028, with the option to extend for a further year. The appointed Contractor will be responsible for developing the overall design at the start of the contract, and for the annual supply, installation, testing, maintenance, removal and storage of leased Christmas lights and festive decorations for each season.
- 1.2. The purpose of the Christmas Lights project is to showcase and celebrate Christchurch’s well-loved community spaces, from the High Street to local neighbourhood centres by creating vibrant focal points that bring people together.
- 1.3. Through festive displays, the project seeks to foster community pride, encourage social connection, and highlight the unique character of each area, while also supporting the local economy by attracting visitors and increasing footfall during the festive season.

1.4. Client Information

Christchurch Town Council
Old Town Hall
30 The High Street
CHRISTCHURCH
Dorset, BH23 1AY

1.5. Tender Submission Details

- Deadline: Sunday 5th April 2026, 11:59pm
- Submission Method: All tenderers are to complete the supplied Request for Tender form and return their submission to: procurement@christchurch-tc.gov.uk
- Contact for Queries: procurement@christchurch-tc.gov.uk
- Public Procurement Organisation Number: PXDZ-7528-GJXG

1.6. Budget

Christchurch Town Council invites tenders on a dual-option basis. Suppliers must provide separately costed proposals for each option:

Option A – Festive Lighting + One Christmas Tree

Annual budget: Up to £40,000 (excluding VAT)

Scope of Works

The contractor is required to provide:

- All festive lighting elements as set out in Section 2.2 (installation, testing, maintenance, removal)
- Installation, lighting, testing, maintenance and removal of Christmas lights for one tree

Note: The Council will supply the Christmas tree. The contractor must cost only the installation, lighting and removal elements.

Option B – Festive Lighting + Seven Christmas Trees

Annual budget: Up to £20,000 (excluding VAT)

Scope of Works

The contractor is required to provide:

- All festive lighting elements as set out in Section 2.2 (installation, testing, maintenance, removal)
- Installation, lighting, testing, maintenance and removal of Christmas lights for seven trees

Note: The Council will supply all Christmas trees. The contractor must cost only the installation, lighting and removal elements.

The price included in the tender form must be the full and inclusive value of all works described, including all profits, costs, expenses, inflation, and general risks, liabilities and obligations, but excluding VAT (if applicable). No request to adjust the contract price during the contract period will be considered.

2. Scope of Work

2.1 Installation & Removal

- Installation start date: To be confirmed, but to be fully installed prior to the lighting switch-on event (see below).
- Lighting switch-on event: Usually the third week in November.
- Removal deadline: As close to 6 January annually, and no later than 12 January annually.

2.2 Lighting Requirements

- Christchurch Town Council welcomes presentation of a variety of options for the areas cited below, within the available budget. The Council would also be interested in being presented with options for less than the stated available budget.
- The Council will place a higher weighting on compliance and safety when considering tenders. As such please provide copies of, for example, your health and safety policy, working at height risk assessments.
- Locations: Town centre (including Bargates, High Street and the bandstand on the Quomps), Mudeford Recreation Ground, Mudeford Quay and Friar's Cliff, as shown in Appendix 1.
- Roundabout locations: St. Catherine's Hill, Jumpers, Bailey, Fountain and Purewell, as shown in Appendix 1.
- Christmas Tree Lighting: The Council will supply either one (20ft) or seven real Christmas trees (3 x 12ft, 3 x 16ft and 1 x 20ft), depending on the tender option selected. The Contractor must include in their proposal all works relating to installation, lighting, testing, maintenance and removal of the tree lighting.
- Design specifications: The Contractor should propose suitable design specifications, supported with visual representations. The Council is not prescriptive in its design requirements, but requests consideration of the following:
 - Bargates and High Street: String lights with or without a snowball, as examples shown in Figure 1 and 2.



Figure 1: String lights with snowball



Figure 2: Multicoloured string lights

- Bandstand: Lights around the bandstand (as Figure 3) with a star on top (not illustrated).



Figure 3: Example Bandstand lights

- Mudeford Recreation Ground, Mudeford Quay and Friar's Cliff and roundabout locations, light installations such as reindeers, stars, trees and angels.
- All colours and theme to match.
- Control system: As a minimum, the lights should be on a timer system to switch on at 16:00 and switch off at 24:00. The Council would welcome any technological improvements to this minimum specification (for example, dimmers, remote controls, smart lighting) if available within the budget constraints.

2.3 Power Supply & Safety

- Power source: power for authorised electrical attachments is supplied via a single-phase double pole isolator and 6A fuse, via a 16A three pin socket mounted at >5m. The column can only be accessed, but not modified in any way, by competence persons with a G39 authorisation.
- Energy efficiency: The Council wishes to be presented with an energy efficient solution. Contractors should note the preference for LED lighting and provide information on maximum power consumption limits
- IP rating: Preferably IP65 for outdoor use

- Electrical Installation Certificate will be requested before any 'switch on'.
- All plug-in devices are to be 'pat testing'.
- All installations are compliant to BS7671:2018 special locations; Section 714 outdoor lighting.
- The Contractor is required to ensure that there is a suitably first aid qualified employee from the Contractor on site during installation, maintenance and removal of the displays.
- An annual test on the lighting is required and must be documented. Such documentation to be provided to the Council annually.

3. TECHNICAL REQUIREMENTS

3.1 Compliance & Standards

- UK & EU regulatory compliance (e.g., CE marking, BS EN 60598 for luminaire safety)
- Electrical safety certification (NICEIC/ECA-approved installations)
- Load testing and stability assessments (if applicable)

3.2 Durability & Warranty

- The Contractor is required to include information on the minimum operational lifespan of their design in hours.
- Warranty period: 4 years (to take into account any potential extension of contract)
- Maintenance and repair service:
 - The Council requires two scheduled run throughs of the display prior to the official switch-on event with the Contractor present.
 - Major Faults shall include, but shall not be limited to:
 - complete failure of any motif or light string;
 - total failure of Christmas tree lighting installations;
 - significant damage resulting from vandalism, severe weather events, or road traffic accidents; and
 - any other defect that materially affects the safe or effective operation of the lighting display.
 - The Contractor shall respond to Major Faults in accordance with the following callout categories:
 - a. Emergency Callout: Issues requiring immediate attendance due to safety concerns or hazards.

b. Light Failure Callout: Faults involving failure of one or more motifs, light strings, or sections of lighting that require prompt but not emergency attention.

c. Unplanned Maintenance: Non-urgent reactive maintenance that arises outside scheduled works and does not constitute an emergency or significant light failure.

- All other faults must be responded to within three working days. The pricing schedule must make clear what is included in the maintenance element of the proposal and provided fixed call out charges for the duration of the contract (including any extension) for anything which is not included in the maintenance schedule.

4. HEALTH & SAFETY

4.1 Risk Assessments & Method Statements (RAMS)

- Supplier to provide detailed RAMS for installation and removal for the Council's approval before installation/removal.
- Public safety measures during installation and removal for the Council's prior approval.
- The Contractor must ensure the presence of a suitably qualified first aider during the installation, maintenance and removal of the displays.

4.2 Installation Standards

- The Contractor - All organisations operating within the highway electrical sector must be registered to the Highway Electrical Registration Scheme (HERS). All works, including the erection, testing and maintenance of installations must be carried out in accordance with the latest regulations (BS 7671) determined by the IET and undertaken by a competent person. The Contractor must also adhere to applicable Electricity at Work Regulations.
- Please provide a copy of your Service Level Agreement (SLA) * SLA is a document signed between you and the Contractor whose tender you accept.

4.3 Insurance Requirements

- Public liability insurance: Minimum coverage of £10 million
- Employer liability insurance: Minimum coverage of £10 million

- Please provide a copy of your Quality Management Scheme (QMS) * Also part of HERS, will cover most of the information you need to know in one document and competence

4.4 Chapter 8 Qualification

- Evidence of chapter 8, in this case for Traffic Management is included in the HERS

5. LOGISTICS & MAINTENANCE

5.1 Delivery & Storage

- Delivery deadline: To be agreed annually based on the date of the Christmas Light Switch-On Event.
- Storage is the responsibility of the Contractor - but should not be relevant to hired products. This should be on the Service Level Agreement (SLA)
- Fault reporting procedure: Faults identified will mainly be reported by the Deputy Town Clerk, but any council officer may report issues in the absence of the Deputy Town Clerk.
- Response time for repairs: see 3.2.

6. ENVIRONMENTAL & SUSTAINABILITY REQUIREMENTS

6.1 Energy Efficiency & Sustainability

- Use of low-energy LED technology is preferred
- Recyclable or biodegradable materials where possible
- End-of-life disposal plan (e.g., recycling of used lights)

7. PROJECT MANAGEMENT

7.1 Project Governance

The Contractor shall appoint two named roles for the effective management of this contract:

- a Contract Manager responsible for routine year-round communication and administration; and
- a Project Manager responsible for all operational and delivery activities during the installation, festive lighting period, and removal stages.

Both roles must be confirmed to the Council upon contract award.

7.2 Contract Manager

The Contractor shall appoint a named Contract Manager who will act as the primary point of contact for all non-festive period communication.

The Contract Manager shall be responsible for:

- routine and light-touch communication with the Council throughout the year
- ensuring compliance with documentation requirements, including the provision of annual testing reports as required under Section 3.2
- overseeing general contract administration, including updates to contact details, insurances, and compliance documentation.

The Contract Manager must be available to respond to enquiries within reasonable timeframes but is not required to be engaged in day-to-day project activities outside the festive lighting period.

7.3 Project Manager (Installation and Festive Operational Period)

The Contractor shall appoint a Project Manager who shall be responsible for all activities during installation, testing, switch-on readiness, the operational festive lighting period, and removal.

The Project Manager shall:

- coordinate all resources required for installation and removal
- ensure full compliance with all safety, technical and regulatory standards set out in Sections 3 and 4
- supervise all staff and subcontractors engaged in the works
- provide periodic progress updates during the installation period
- provide immediate notification of any safety, programme, or operational issues
- oversee responses to all Major Faults and call-outs during the festive operational period, in accordance with the requirements in Section 3.2.

7.4 Project Plan & Programme of Works

The Contractor shall provide a detailed Project Plan within *xx days/months* of contract award, including key milestones, installation and removal timelines, resourcing, and dependencies. The Project Plan must be reviewed and approved by the Council prior to commencement of works.

7.5 Communication & Reporting

The Contractor shall maintain clear communication with the Council through:

- periodic updates from the Project Manager during installation
- immediate notification of any risks or delays

- prompt responses to faults in accordance with Section 3.2
- an annual post-season report summarising performance, maintenance incidents, and recommendations for improvement.

7.6 Quality Assurance

The Contractor must ensure all installations meet the approved design, comply with the technical specifications in Section 3, and are fully tested with documented evidence provided to the Council annually.

7.7 Risk Management

The Contractor shall maintain a project-specific risk register covering installation, operational and removal phases. Updated RAMS must be submitted and approved prior to installation and removal in accordance with Section 4.

7.8 Change Control

Any proposed changes to the approved design, programme or method of delivery must be submitted to the Council for prior approval. No changes may be implemented without written agreement.

7.9 Continuity of Personnel

The Contractor shall ensure continuity in both the Contract Manager and Project Manager roles. Any changes to the named individuals must be notified to and approved by the Council in advance.

8. EVALUATION CRITERIA

Tenders will be evaluated by a panel of councillors based on the following criteria:

Criteria	Weighting (%)
Quality & Aesthetic Appeal	40%
Cost & Value for Money Please provide a breakdown of the cost per individual location	30%
Experience & References Please provide evidence of recent installations at three other sites within the last five years of an equal or higher contract value, together with references	10%
Sustainability Measures Please provide, for example, information on how your products may be recycled, energy consumption	5%
Contract and Project Management	15%

Compliance & Safety Pass & Fail

Please provide copies of your:

- health and safety policy
- working at height risk assessment
- risk assessment method statement
- public liability insurance (£10m) and the relevant licences for installation
- any other policies or assessments you feel relevant to this tender

Please also provide your company's published accounts for the last three financial years, as well as demonstrating that you have capacity to install the displays if you are successful.

9. CONTRACT TERMS & CONDITIONS

- Payment schedule: 50% on installation, the balance on removal.
- Penalties for delays or non-compliance: e.g. the Contractor fails to install the display on time or fails, to rectify major faults within the specified time period.
- Termination clauses: The Council reserves the right to cancel this contract during the three-year contract.
- Offering an inducement of any kind in relation to obtaining this or any other contract with the Council will disqualify your tender from being considered and may constitute a criminal offence.

10. SUBMISSION REQUIREMENTS

Tender submissions must include:

- Installation project plan
- Company profile & previous experience
- Detailed project proposal, including design concepts supported by visual representations
- Breakdown of costs by location
- Compliance documents (certifications, insurance, etc.)
- Three references from past similar projects

Appendix 1 Proposed Locations

