

Bognor Regis Town Council (version 2)

INVITATION TO TENDER

Summary of the Contracting Process.

The Bognor Regis Town Council (BRTC) has initiated a tender process for a Community Warden Service, a community safety project in the services category. The tender, with **ID BRTC.CWS.25** has a total value of £65 thousand GBP and is open for participation until 4th April 2025. The contract period is set to start on 1st May 2025, and end on 31st March 2026 (11 months). The Council is seeking suitable suppliers to provide a community safety service within the area of Bognor Regis.

This tender by Bognor Regis Town Council presents an opportunity for small and medium-sized enterprises (SMEs) to compete and potentially secure a contract for community safety services. Businesses specialising in community safety activities and security services, especially those with capabilities in enforcement and community engagement, are well-suited to bid for this procurement opportunity. The focus is on providing community reassurance to the public and local businesses within the Bognor Regis area.

QUOTE: Community Warden
Service

QUOTE REFERENCE NUMBER: **BRTC.CWS.25**

CLOSING DATE: 4th April 2025

Closing Date for Submission of Quotations: 12 noon on 4th April 2025. No quotes will be accepted after this deadline.

Quotations can be submitted earlier than the above date. All quotations received by the due date will be opened on 8th April, 2025.

Quotations should be submitted in a sealed envelope for the attention of the Town Clerk, marked with the Quote Reference Number.

Bognor Regis Town Council.

Bognor Regis Town Council provides local government services to a small seaside town with a population of c24,000 in the five wards of the town on the south coast of England in the county of West Sussex. It is situated approximately 70 miles south west of London.

Shoplifting and anti-social behaviour has had a particular impact on local businesses and the community resulting in the appointment of a BID Community Safety officer whose responsibilities include:

- To patrol the BID area
- To visit and interact with all BID members
- To report crime in the BID area
- To support local businesses with reporting crime
- To liaise with the client, local authority and the Police
- To arrest offenders in accordance with the Criminal Law Act 1967 and Section 24a of Police and Criminal Evidence Act (PACE)
- To interact with the public in an ambassadorial role
- To assist BID members in dealing with anti-social behaviour
- To be aware of prolific offenders in the BID area
- To approach and deal with unlicensed street traders, liaising with local authority

It is expected that the BRTC Community warden service will work closely and information share with the BID community warden.

OUTLINE CONTRACT SCOPE AND CONTEXT

Provide a proactive and visible presence within Bognor Regis Town Council Communities to reduce the fear of crime and to improve residents' quality of life and promote stronger and safer communities. The Community Warden service is a trusted community-based service that addresses local concerns by implementing preventative and early intervention measures. Collaborating with partners to deliver solutions which will allow the residents of Bognor Regis to thrive. The Bognor Regis Community Warden Service will help:

- Reduce the perception of fear of crime.
- Strengthening community resilience to ensure 'Stronger, Safer Communities'.
- Support the elderly and vulnerable and help develop community cohesion and wellbeing;
- Assist in the delivery and monitoring of crime reduction initiatives in liaison with local Community Safety Units (CSUs) and neighbourhood Policing teams. Ensure a consistent approach to crime and scam prevention activities and support to victims. All with the aim of reducing fears and perceptions of crime. Resolve queries where able, or refer more complex issues when appropriate.

KEY INFORMATION

| | |
|--------------------------------|--|
| Quote: | Community Safety Service |
| Quote reference number: | |
| Quotation availability date: | 14 th March 2025 |
| Quotation deadline: | 4 th April 2025 |
| Quotation return address: | FAO The Town Clerk Bognor Regis Town Council The Town Hall Clarence Road Bognor Regis West Sussex PO21 1LD |
| Contact: | Mrs Glenna Frost |
| Telephone: | 01243 867744 |
| Email: | glennafrost@bognorregis.gov.uk |
| Number of copies required: | 1 |
| Expected tender decision date: | 14 th April 2025 |
| Contract start date: | 1 st May 2025 |

CONTENTS

Section 1. Information for Bidders and Contract Terms

This Section contains information on how the bid will be assessed, together with BRTC contract terms and expectations. Bidders should read and accept these terms before bidding.

Section 2. Contractor Information, Quotation and Competencies Declaration

This Section must be completed to formally accept bid terms, provide a bid quotation and describe those aspects of the Bidder's organisation that are important in the evaluation of the bid.

Section 3. Schedule of Works Required, Methods of Work and Safety

This Section contains the detailed specification of the work and requires the Bidder to set out how the work is to be done (Method statements) and how safety is to be assured (Risk Assessments).

Appendix A Questionnaire justification additional space

SECTION 1: INFORMATION FOR BIDDERS

1. Information for Bidders and Contract Terms

BRTC is looking for a suitably qualified and experienced contractor to provide community warden services covering the area of Bognor Regis Town Council, as specified in this Invitation to Quote, contract commencing on 1st May 2025

- 1.1 The contract is for a term of 11 months (subject to budget availability and satisfactory contractor performance).
- 1.2 Submission and evaluation of quotations will be a single stage process.
- 1.3 Potential Bidders may ask questions or seek clarification of the contract terms during the bidding period. It should be noted that questions and answers to those questions would be circulated to all other companies who may wish to bid.
- 1.4 Bidders should be aware that, as part of the bid evaluation process, they might be asked to meet with Bognor Regis Town Council to present their case or clarify aspects of their bid.
- 1.5 Bidders must also provide details of their Public Liability Insurance Cover, (If your company is appointed then the Council will need to see a copy of your insurance certificate) and confirm the staff carrying out the work are competent to work as a community warden service
- 1.6 The evaluation scheme is described below.

Bidders' responses to the method statements will be scored out of a possible maximum of 5 marks. It should be emphasised that BRTC are not bound to accept the lowest price:

| Evaluation Criteria | % | Relating to question |
|--|------------|----------------------------|
| Quality Competencies , of which: | 60% | |
| References | 10% | 2.4 |
| Staff and general staff experience | 20% | 2.1 |
| Method statements | 15% | Method of Work – section 3 |
| Level of valid insurance held | 5% | 2.2 |
| Have you or your staff undertaken any general and / or safety training or certification for working in this field? | 7.5% | 2.3 |
| Equalities | 2.5% | 2.5 |
| Cost – based on an estimate of the likely work over a 1 year period | 40% | |

- 1.7 Failure of the contractor to comply with the contracted schedule (unless agreed with BRTC in advance) shall be seen as contrary to the contract agreement and may/will result in the loss of the contract at any period during the contract. See 1.13.
- 1.8 BRTC reserves the right to terminate the contract if it finds fault or non-compliance with the schedule of work or any other area of dissatisfaction.

By this is meant:

- a. Quality and standard of work
- b. Customer service
- c. Conduct of staff
- d. Any changes to those items listed in 1.18 below

- e. A period of 21 days will be given to enable the contractor to rectify any issues made known to the contractor by BRTC. If issues are not rectified, then 14 days notice of cancellation of contract will be given in writing.
- 1.9 Terms and conditions will be agreed between BRTC and the successful contractor at the time of the contract award.
- 1.10 Monies paid to the contractor will only be paid on submission of a signed monthly invoice. BRTC has 30 day settling of invoices policy, however every effort will be made to accommodate a 30-day time frame.
- 1.11 All quotations submitted will provide at submission the following information, failure to do so may result in the tender being rejected:
- Proof of Full Public Liability Insurance cover.
 - Contractors should show evidence that the protection of staff is considered in their bid approach to safety and show where they or staff members have formal first aid training.
 - Qualifications of contractor.
 - Evidence of past experience.
 - A competent knowledge of strategies to reduce the fear of crime and to improve residents' quality of life and promote stronger and safer communities
 - Written assurance that UK Health & Safety rules will be adhered to.
 - An undertaking that, wherever possible, employees will be sought locally.
 - Access to two prior clients who can provide written references.
- 1.12 In completing the Invitation to Tender, the Bidder should be aware that the BRTC decision will also take into account:
- The Bidder's general understanding of the requirements.
 - The right to investigate the financial status and viability of the Bidder.
 - The clarity and completeness of operational proposals and intended methods of working, perception of risks to safety and how these can be mitigated.
 - Any aspects of the delivery that improve or positively impact on economic and environmental sustainability.
 - Staffing Proposals.

1.13 Expectations:

- BRTC expects the contractor to be diligent, trustworthy and, most importantly, proactive in the execution of the contract.
- If for any reason the contractor finds they are unable to fulfill the contract in any way at any part through the contract term, BRTC reserves the right to terminate the contract forthwith and seek a new contractor at no additional costs to BRTC (Monies will only be paid to the contractor for work done and not for the remaining contract period).
- BRTC will not be liable for any monetary loss by the contractor under any circumstances.
- BRTC reserves the right to levy payment for reimbursement against the contractor, if it is found that the contractor or any employee of the contractor is found to have caused damage or loss. BRTC reserves the right to withhold any monies due to the contractor in lieu of damage not reimbursed.
- BRTC reserves the right to revise/alter the terms and conditions of the contract at any time if deemed necessary, having consulted with the contractor where necessary.
- Additional areas of work identified during the life of the contract will be separately negotiated.

SECTION 2: CONTRACTOR INFORMATION, QUOTATION AND COMPETENCIES DECLARATION

Send to:

FAO The Town Clerk
Bognor Regis Town Council
The Town Hall
Clarence Road
Bognor Regis
West Sussex
PO21 1LD

**(Please note all tenders
must be completed and
returned in writing)**

Company Name:

Your Name:

Date:

Company Address:

Telephone:

Email:

Requirements for bidding.

If successful, you will submit monthly invoices that reflect one eleventh of the total bid price entered into the box below.

Quotation for: BRTC.CWS.25

I/ We the undersigned, having examined the specifications and schedule of works set out in Section 3 are willing to execute the whole of the service detailed in this document for the sum of:

| | | |
|---|---|---|
| £ | A | B |
|---|---|---|

Declaration and Contractor Quotation Approval

I / We understand that:

- (a) This Quotation shall be returned by post provided so as to reach this office not later than 12 noon on 4th April 2025 date Note: you can return sooner if you wish.
- (b) We accept the information and conditions set out in Section 1 of this document.
- (c) We accept the terms as set out above.
- (d) Bognor Regis Town Council will not necessarily accept the lowest or any Quotation, and no allowance or payment will be made for making any Quotation. All costs arising during the preparation of the Quotation are to be borne by the Bidder.
- (e) We understand that it is our responsibility to ensure that the contract documents have been completed correctly.
- (f) This is not an order. If your quotation is accepted, you will submit a monthly invoice. The invoice will be paid following satisfactory receipt of performance statistics for the relevant month

Signature:

Name:

Position:

Telephone:

Email:

Competencies Declaration: Questionnaire

The following items match the award criteria previously specified. Please provide a simple written response to each question. The Council will look for a short statement confirming your response (short responses that are clear and concise are preferred). Your English and use of grammar/handwriting will not be assessed, but it needs to be clear enough to understand. Please use extra sheets, found in Appendix A, as necessary.

| Question | | Justification | | |
|--|---|--|--|--|
| 2.1 (15%) | <p>Who will carry out the work specified in Section 3, and how experienced are they at carrying out that work? (Please refer to Section 3 essential/desirable skills of operator)</p> <p>For example, are staff members casual or permanent?</p> <p>Justify your answer, using a separate sheet if required.</p> | | | |
| 2.2 (10%) | <p>What is the level of liability insurance held and can you confirm that your insurance is still valid?</p> <p>Enclose copy of certificate.</p> | | | |
| 2.3 (10%) | <p>Can you confirm that the people concerned in the delivery of the specified services will be trained and competent persons?</p> <p>If Yes, do you have specific evidence of relevant training? Please enclose.</p> <p>Do you have a Health & Safety policy, if so please enclose.</p> <p>Do you carry out Risk Assessments for the types of work that is being quoted? Please provide an example.</p> <p>State details of accidents, ill health or HSE involvement in the last 2 years. Use a separate sheet if required.</p> | <p>Yes / No</p> <p>Yes / No</p> <p>Yes / No</p> <p>Yes / No</p> <p>Yes / No</p> | | |
| 2.4 (20%) | <p>Please provide the name and contact details of two recent clients for whom you have provided similar services and from whom we can, without further permission, seek references:</p> <table border="1"> <tbody> <tr> <td> <p>Name:</p> <p>Address:</p> <p>Telephone:</p> <p>Email:</p> <p>Description of services provided:</p> </td> <td> <p>Name:</p> <p>Address:</p> <p>Telephone:</p> <p>Email:</p> <p>Description of services provided:</p> </td> </tr> </tbody> </table> | <p>Name:</p> <p>Address:</p> <p>Telephone:</p> <p>Email:</p> <p>Description of services provided:</p> | <p>Name:</p> <p>Address:</p> <p>Telephone:</p> <p>Email:</p> <p>Description of services provided:</p> | |
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| | | |
|-----------------|---|----------|
| 2.5 (5%) | Is it your policy as an employer to comply with your statutory obligations to staff and applicants for employment under the following equality and non-discrimination laws? | |
| 2.5.1 | The Race Relations Act 1976 | Yes / No |
| | The Race Relations Code of Practice | Yes / No |
| | The Race Relations Act (Amendment) Regulations 2003 | Yes / No |
| | Employment Equality (Religion and Belief) Regulations 2003 | Yes / No |
| | Disability Discrimination Act 1995 | Yes / No |
| | Equal Pay Act 1970 (Amendment) Regulations 2003 | Yes / No |
| | Sex Discrimination Act 1975 (Amendment) Regulations 2003 | Yes / No |
| | Employment Equality (Sexual Orientation) Regulations 2003 | Yes / No |
| | Employment Equality (Age) Regulations 2006 | Yes / No |
| 2.5.2 | Does your organisation have a formal equal opportunities / race relation policy? If yes, please enclose a copy | Yes / No |
| 2.5.3 | In the last three years, has any finding of unlawful discrimination been made against you or your organisation by a court or industrial tribunal? | Yes / No |
| 2.5.4 | If you answered Yes to 2.5.3, please provide details of what steps were taken as a consequence of this finding. | |

SECTION 3: SCHEDULE OF WORKS REQUIRED, METHODS OF WORK AND SAFETY

Service Objectives:

Provide a proactive and visible presence within Bognor Regis Town Council Communities to reduce the fear of crime and to improve residents' quality of life and promote stronger and safer communities. The Community Warden service is a trusted community-based service that addresses local concerns by implementing preventative and early intervention measures. Collaborating with partners to deliver solutions which will allow the residents of Bognor Regis to thrive. The Bognor Regis Community Warden Service will help:

- Reduce the perception of fear of crime.
- Strengthening community resilience to ensure 'Stronger, Safer Communities'.
- Support the elderly and vulnerable and help develop community cohesion and wellbeing;

Specific Duties of Post.

- Providing an "eyes and ears" approach to the town, being a presence in all areas including car parks, streets, playing fields, parks, playgrounds, open spaces, and making accurate and timely reports of problems and following these through to conclusion.
- Having an approachable friendly point of contact for residents and members of public. Providing a safe haven welcoming anyone needing help and offering a safe place until the person is ready to leave.
- Communicating with external bodies such as Police, County and District Councils and with the Community wardens responsible to the Town's BID.,
- Responding, reporting and recording calls received on the community warden phone.
- Gathering evidence & participating in court proceedings specifically to be able to act as a witness or to provide written witness statements.
- Maintaining a pocket notebook (or electronic equivalent) and recording including where possible the wearing of body cams to record incidents and providing evidence relating to environmental crime and anti-social behaviour.
- Responding to calls of anti-social behaviour from members of the public, officers and councillors.
- Ensuring that all duties are carried out in compliance with statutory provisions and with the council's policies for health and safety and equal opportunities.
- Assisting businesses to record shop lifting and other related crime through DISC,101 to help build a picture of prolific offenders.

Person Specific requirements. (General)

- Average 7 days 56 hours per week to include rostered evenings, weekends and Bank Holidays including early starts and late finishes (This is a 365 day service).
- Required to wear a corporate uniform.
- Capable of patrolling on foot on different surfaces.
- Required to work outside in all weather conditions.
- Lone working will be required.
- The requirements may be varied from time to time to meet the needs of the service after consultation with the service owner and the BRTC Clerk.
- To utilise and effectively use any accredited powers granted by Sussex Police for addressing anti-social behaviour.
- The post holder will where and when possible use a body worn video camera

Specific Essential/Desirable Skills of the Service Operator.*

Essential:

- Demonstrable skills in compiling clear, concise detailed and factual incident reports
- Being extremely vigilant and able to identify problems and solutions to a wide range of different situations
- Capable of following and adhering to instructions and procedures
- Proven ability to prepare witness statements
- Proven knowledge of court processes and how to give evidence
- Innovative and good problem solving skills.
- Ability to research information needed to conduct the role
- Understanding the need to record accurate statistical information
- Trained or capable of being trained in the Core Warden Training Course Certificate in order to achieve the Community Safety Accreditation Certificate
- Basic knowledge of Microsoft Office Applications
- Proven experience of communicating efficiently with all sections of the community
- Defusing confrontational situations
- Approachable, friendly and positive attitude.
- Evening, weekend and bank holiday working essential as part of a fixed rota
- Team working skills
- Maintaining a smart presented image at all times.

Desirable

- Experience of giving evidence in court
- Knowledge of:
 1. Antisocial behaviour Crime and Policing Act 2014
 2. Clean Neighbourhoods and Environment Act 2005
 3. Police and Criminal Evidence training and understanding
 4. Proven knowledge of community warden schemes
- Knowledge of data protection, equal opportunities.
- Valid First Aid at Work Certificate
- Accreditation by the security industry
- Conflict Management Certificate or training
- Experience of patrol/enforcement work
- Dealing with ethnic minority groups

***Service operator is the person who is employed to undertake the service operations.**

Satisfactory clearance of Disclosure and Barring checks will be a condition of employment

Method of work

Describe the methods

-

Risk Assessment

Describe how you have assessed the safety and risks and what steps will be taken to safeguard the Health and Safety of workers and the public.

Hazards identified:

Planned actions to minimise risks:

APPENDIX A

Justification – extra space

