**Invitation to Tender**

**For**

**The supply of Event and Venue Signage Services at Manchester Central Convention Complex Limited**

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**Appendix A: Manchester Central Terms and Conditions - 2025**

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**Tender Overview**

This procurement is being conducted using the Open Procedure, following the Public Procurement Act 2023.

Manchester Central is currently looking for a company to provide print services across various sites including Manchester Central Convention Complex, Junction and Town Hall Central Library for event signage and high-impact venue branding opportunities to raise event and sponsor profiles. Signage and branding opportunities are required across various event types including conferences, exhibitions and banquets.

The successful supplier will be expected to provide and install a wide range of effective print services for Manchester Central and its clients. Manchester Central gives clients the opportunity to brand key areas of the complex – including but not limited to, feature sites like our iconic station clock;, foyers, reception desks, pillars, banners windows and even snapframes in washroom cubicles.

Given the dynamic nature of the events industry the successful supplier must be able to complete necessary work with flexibility and out of standard business hours (9-5).

The full site plans, attached in Appendix C & D, highlights the variety of current branding opportunities at Manchester Central & Junction, the scope of opportunities however is not limited to this plan.

Further to the full site overview examples of Manchester Centrals & Junctions most utilised branding opportunities are attached (providing more details) within the attached Appendix C: MCCC Branding opportunities Brochure & Appendix D: Junction Branding Opportunities Brochure.

Alongside the requirement to provide effective printing services the successful supplier will be expected to attend onsite client meetings to discuss in detail any branding or signage queries together with Manchester Central representatives. The client requirements can sometimes be at short notice so next day availability would be required at times.

The Contract will be for a period of two (2) years with a Manchester Central Only option to extend for a further twelve (12) months, with a commencement date of 01st October 2025

Appendix B Service Level Agreement will be adhered to in this contract.

The current annual estimated contract value directly with Manchester Central is circa £33K to £40k and is indicative of potential direct works required. However, it should be noted that the scope of requirements varies so work at these levels is not guaranteed. Importantly it should be noted that the value in this contract effectively lies in the preferred supplier status as set out below.

**Preferred Supplier**

The successful supplier will also become a Manchester Central preferred supplier for such services and any client enquires, that are not dealt with by Manchester Central directly, will be pro-actively encouraged towards this preferred supplier.

As one of Manchester Central’s preferred suppliers your company details will be featured in a new dedicated ‘Preferred Supplier’ Section within our Organiser Handbook and published on Manchester Central’s website, which sees an average 30,000 unique views per month.

The estimated annual potential spend by clients is circa £200k.

The successful supplier will be expected to pay 10% commission on all client spend on works conducted at the Manchester Central Convention Complex and Junction with a minimum guarantee of £15,000 in each year of the contract to cover the listings in the organiser handbook and on the website. The sum is to be paid in quarterly instalments in arrears.

In the event that available branding opportunities are reduced due to an increase in Manchester Centrals utilisation of digital signage, the minimum guaranteed value of £15,000 may be subject to review. Any adjustments to this amount will be considered and must be mutually agreed upon by both parties and will be proportionate to the historic lost revenue for the space as a ratio of the total estate.

The preferred supplier will be permitted to share with clients that they are a Manchester Central preferred supplier based on Manchester Central’s guidelines issued following award of contract. The supplier shall provide Manchester Central with sales income details on a quarterly basis and Manchester Central reserve the right to audit , with the supplier the sales amount information.

**Information to Suppliers**

The Contract period will be for a two (2) year period with the option to extend for up to an additional twelve (12) months (Manchester Central only option) It is intended for the contract to commence on 01st October 2025.

Submissions which do not comply with Manchester Central Terms and Conditions applicable to this Contract, may not be considered. Manchester Central Terms and Conditions are included in this Tender as Appendix A.

Manchester Central cannot guarantee any specific quantities of work during the Contract period.

In consideration of the agreements on the part of Manchester Central herein contained, the suppliers agree that they will not during the contract period withdraw their offers contained in their tender.

Manchester Central reserves the right to clarify with suppliers once responses have been assessed. In the event of such clarifications taking place, the unsuccessful suppliers will be informed accordingly.

No conditions submitted or referred to by the Supplier when bidding shall form part of the Contract unless specifically agreed to in writing by Manchester Central.

Nothing in this Invitation to Tender shall bind Manchester Central to accept any bid.

Suppliers are requested to note this position when submitting bids**.**

Requests for Information

To ensure transparency and fairness to all Tenderers, any inquiries regarding the Tender are to be submitted via email to Procurement@manchestercentral.co.uk to Manchester Central no later than 5 working days before close of Tender. Manchester Central offers no guarantee that questions received less than 5 working days prior to close of the Tender will be answered.

Any question issued by a supplier regarding the Tender, together with any answers given by Manchester Central may be provided to all suppliers who have registered their interest for the Tender. Details of the enquirer will not be disclosed.

|  |  |
| --- | --- |
| **Contact Details** | |
| Name: | Luke Sheldon |
| Email Address: | [procurement@manchestercentral.co.uk](mailto:procurement@manchestercentral.co.uk) |

**Disclosure pursuant to the Freedom of Information Act 2000**

In accordance with the obligations placed upon public authorities by the Freedom of Information Act 2000 ("Act"), all information submitted to Manchester Central may be disclosed by Manchester Central in response to a request made pursuant to the Act.

In respect of any information submitted by Tenderers, which they consider to be commercially sensitive, Tenderers should:

1. Clearly identify such information as commercially sensitive;
2. Explain the implications of disclosure of such information; and
3. Detail the envisaged timeframe during which such information will remain commercially sensitive.

Please note, even where information is identified as commercially sensitive Manchester Central may be required to disclose such information in accordance with the Act if a request is received. Receipt of any information marked "confidential" should not be taken to mean that Manchester Central accepts any duty of confidence by virtue of the marking.

Timetable

The proposed timetable for the procurement process is as set out below:

|  |  |
| --- | --- |
| **Key Tasks** | **To be completed by** |
| Expression of interest deadline | 29th August 2025 |
| Return of completed information | 02nd September 2025 @ 12pm |
| Evaluation of responses | 03rd September 2025 – 10th September 2025 |
| Award of Contract | 11th September 2025 |
| Intended Commencement of Contract | 01st October 2025 |

Tender Evaluation Criteria

The contract will be awarded on the basis of the most advantageous tender to Manchester Central based on the evaluation criteria of:

|  |  |
| --- | --- |
| **Criteria** | **Weighting** |
| Quality | 50% |
| Sustainability & Social Value | 20% |
| Price | 30% |

Quality

Weighted scores will be calculated by multiplying the score for each quality criteria by its weighting. The weighted scores will be totalled for each tender. The totals will be normalised so that the normalised highest total will attract the highest quality score i.e. (50%).

There is an un-weighted quality threshold of (35%). This means that if a tenderer’s quality score does not reach the un-weighted quality threshold the weighting will not be applied to the quality criteria and the tender will no longer be considered.

Sustainability & Social Value

Weighted scores will be calculated by multiplying the score for each Sustainability criteria by its weighting. The weighted scores will be totalled for each tender. The totals will be normalised so that the normalised highest total will attract the highest quality score i.e. (20%).

Price

With regards to the price evaluation, the lowest price tenderer will be awarded the maximum price score (30%) and tenderers will thereafter be ranked and scored in accordance with how much more expensive their prices are compared to the lowest price.

**Scoring Criteria**

|  |  |  |
| --- | --- | --- |
| **Section** | **Heading** | **% Score** |
| **SECTION A:** | | |
| A1 | **Identity of Applicant** | For Information |
| A2 | **General Information** | For Information |
| A3 | **Insurance** | Pass/Fail |
| A4 | **Business Continuity** | Pass/Fail |
| **SECTION B:** | | |
| B1 | **Financial Information** | Pass/Fail |
| **SECTION C:** | | |
| C1 | **Health & Safety** | Pass/Fail |
| **SECTION D:** | | |
| D1 | **Quality Assurance**   * Similar Contract * Relevant Experience & Knowledge * Business Hours * Support 7 Days a Week * Account Management Strategy * Client Journey * Materials * Innovative Branding Opportunities * Communication * Conflict Resolution | **50%**  5%  5%  10%  10%  10%  15%  15%  10%  10%  10% |
| **SECTION E:** | | |
| E1 | **Sustainability & Economical Social Value**   * Environmental Targets & Objective * Carbon Emissions * Location of Organisation * Lifecycle of Materials * Supporting Local Communities * Upskilling Opportunities * Contribution to Local Economy | **20%**  15%  15%  15%  15%  15%  10%  15% |
| **SECTION F:** | | |
| F1 | **Price**  (The lowest price tenderer will be awarded the maximum price score and tenderers will thereafter be ranked) | **30%** |
| **SECTION G:** | | |
| G1 | Certificate of Bona Fide Tender | Pass/Fail |

Completion and Return of Documents

1. Tenderers submissions must be responded to as instructed and returned. Manchester Central reserves the right to disqualify a company if the Tender is not submitted as instructed.
2. Tenderers submissions must be submitted via email to [procurement@manchestercentral.co.uk](mailto:procurement@manchestercentral.co.uk) no later than: **02nd September 2025 @ 12pm (Noon)**

Until the above closing date, you will have the chance to send a new Tender, should you wish to amend your submission.

1. If your Tender response is received late, it may not be accepted.
2. Tenders responses submitted by post, fax or other electronic means will not be accepted.
3. Failure to comply with the above may invalidate your tender response.

A1: Identity of Applicant

(Responses to be placed in space provided either next to or below the question)

|  |  |  |
| --- | --- | --- |
| **Q1** | **General Information** | Responses to be placed in space provided either next to or below the question |
|  | **General Information** | |
| 1.1 | Company name: |  |
| 1.2 | Is this company part of a larger group? | Yes / No  (Delete which is not applicable) |
| 1.3 | Trading name: |  |
| 1.4 | Company registration number: |  |
| 1.5 | VAT number: |  |
| 1.6 | Postal address: |  |
| 1.7 | Main telephone number: |  |
| 1.8 | Main email address: |  |
|  | **Key Trading Contact** | |
| 1.9 | Name: |  |
| 2.0 | Job title: |  |
| 2.1 | Phone number: |  |
| 2.2 | Email address: |  |
|  | **Key Financial Contact** | |
| 2.3 | Name: |  |
| 2.4 | Job title: |  |
| 2.5 | Phone number: |  |
| 2.6 | Email address: |  |
| **Complete** | | |

**A2: General Information**

(Responses to be placed in space provided either next to or below the question)

|  |  |  |  |
| --- | --- | --- | --- |
| **Q2** | **General Information** | | Responses to be placed in space provided either next to or below the question |
| 2.1 | Please state if you, or any Director of the applicant, have been involved in any business, which has been liquidated or gone into receivership? | | Yes / No  (Delete which is not applicable) |
|  | If your response to the above is yes, please give details: | | |
| 2.2 | Please state if you, or any other Director or employee, has been in the last 10 years an employee of Manchester Central? | | Yes / No  (Delete which is not applicable) |
|  | If your response to the above is yes, please give details: | | |
| 2.3 | Please state if you, or any other Director or key personnel who would be deployed on the Contract, is associated with or has a relative associated with the work sought. | | Yes / No  (Delete which is not applicable) |
|  | If your response to the above is yes, please give details: | | |
| 2.4 | How long has your organisation been carrying out business in the provision of this service for which you are now applying? | |  |
| 2.5 | Has your organisation ever had a similar contract or agreement terminated? | | Yes / No  (Delete which is not applicable) |
|  | If yes, please state reason why and provide details: | | |
| 2.6 | Has your organisation ever had to pay financial penalties in respect of a failure to perform to the terms of the contract? | | Yes / No  (Delete which is not applicable) |
|  | If yes, please provide details: | | |
| 2.7 | Is this company classed as a SME?  (small to medium enterprise) | Yes / No  (Delete which is not applicable) | |
| **Complete** | | | |

**A2: Employment, Equality and Inclusion**

(Responses to be placed in space provided either next to or below the question)

|  |  |  |  |
| --- | --- | --- | --- |
| **Q2** | **Employment, Equality and Inclusion** | Responses to be placed in space provided either next to or below the question | |
| 2.1 | Please confirm your Organisation complies with the following: | Tick which is applicable | |
|  |  | YES | NO |
| A | Equality Act 2010 |  |  |
| B | Human Right Act 1998 (UK) |  |  |
| C | Gender Recognition Act 2004 (UK) |  |  |
| D | Employment Equality (Sexual Discrimination) Regulations 2005 |  |  |
| E | Modern Slavery Act 2015 (UK) |  |  |
| 2.2 | In the last 3 years, has any finding of unlawful discrimination in relation to the above been made against your organisation by any court of law or industrial or employment tribunal? |  |  |
|  | If so please provide details: |  |  |
| 2.3 | In the last 3 years has your organisation been the subject of a formal investigation by the Commission for Racial Equality (CRE) on grounds of alleged unlawful discrimination? |  |  |
| 2.4 | Is your policy on race relations and employment equality set out: |  |  |
|  | In Instructions to those employees concerned with recruitment, training and promotion? |  |  |
|  | In documents available to employees, recognised trade unions or other representative groups of employees? |  |  |
|  | In recruitment advertisements or other literature? |  |  |
|  | If we asked, could you provide relevant examples of the instructions, documents, recruitment and advertisements or other literature? |  |  |
|  | **Please provide a copy of your company’s signed and dated Equality Policy within the Tender** |  |  |

A3: Insurance

(Responses to be placed in space provided either next to or below the question)

|  |  |  |
| --- | --- | --- |
| **Q3** | **Insurances - Please provide copy of your certificates for the following Insurances** | |
| 3.1 | Employers Liability Insurance. This should be a  minimum of £5 million in respect of any one claim. | **Please provide a copy within the Tender** |
| 3.2 | Public Liability (third party) insurance. This should be a minimum of £10 million in respect of any one claim. | **Please provide a copy within the Tender** |
| 3.3 | Professional Liability insurance. This should be a minimum of £5 million in respect of any one claim. | **Please provide a copy within the Tender** |

**B: Financial Information**

The information provided within this section must be from the applicant that will be entering into a contract with Manchester Central.

(Responses to be placed in space provided either next to or below the question)

|  |  |  |
| --- | --- | --- |
| **Q1** | **Financial Information** | Responses to be placed in space provided either next to or below the question |
| 1.1 | **Please enclose copies of your organisation’s signed and dated audited accounts for the last year if this information is not filed with Companies House.**  **If documentary evidence of economic and financial standing is available electronically (e.g. financial statements filed with Companies House), please provide:**   * **The web address** * **Issuing authority** * **Precise reference of the documents**   If the Company is exempt from providing audited accounts, in accordance with the Companies Act 2006, the applicant is required to provide accounting information comprising of a balance sheet and income statement in order to enable Manchester Central to assess your firms financial viability, please note abbreviated accounts are not acceptable. This must be signed by a company accountant or professional accountant.  If your organisation’s accounts and annual reports are consolidated into those of your parent organisation or group, then for the last year please provide above for your organisation. | |
| 1.2 | If the accounts submitted are for a year end more than 10 months ago, confirm whether the trading position now is similar. If not, please provide details: | |
| 1.3 | Please supply your VAT registration number  (if applicable). |  |
| 1.4 | Organisations may provide against their accounts if they wish, an explanation for improving, stable or worsening trends, i.e., accounts showing a negative net worth or deficit etc: | |
| **Complete** | | |

C: Health & Safety

(Responses to be placed in space provided either next to or below the question)

|  |  |  |
| --- | --- | --- |
| **Q1** | **Health & Safety** | Responses to be placed in space provided either next to or below the question |
| 1.1 | Name of Director, Partner, Associate or other person responsible for the implementation of your firm’s safety policy. | |
|  | Name: | Position: |
| 1.2 | Does your firm employ a Safety Officer? | Yes / No  (Delete which is not applicable) |
|  | If YES, please name here and specify any relevant qualifications held: | |
| Name: | Qualifications: |
| 1.3 | **Please enclose a copy of your firm’s Health and Safety Policy covering General Policy, Organisation and Arrangements (as required by Section 2(3) of the Health and Safety at Work Act 1974).** | |

|  |  |  |
| --- | --- | --- |
| 1.4 | Has your firm, during the last three years been prosecuted for contravention of the Health and Safety at Work Act 1974, or equivalent national legislation (including Prohibition Notices and Improvement Notices)? | Yes / No  (Delete which is not applicable) |
|  | If yes, please provide details: | |
| 1.5 | **As a requirement of The Management of H&S at Work Regulation 1999 Section 3.- (1) (a) (b) Every employer shall make suitable and sufficient assessment of the risks to their employees exposed whilst at work and other persons exposed by their undertaking.** | |

D: Quality Assurance

|  |  |  |
| --- | --- | --- |
| **Q1** | **Quality Assurance** | Responses to be placed in space provided either next to or below the question |
|  | **Please provide a copy of your company’s signed and dated quality policy** | |
| 1.1 | Please give an example of a similar contract to this tender, and detail how this demonstrates your competency to fulfil Manchester central’s needs. **(Max 200 words)** | |
|  |  | |
| 1.2 | Please detail the relevant experience and knowledge your company has of providing a wide range of services. Please provide visual examples as attachments **(Max 200 words) (Max of 10 images)** | |
|  |  | |
| 1.3 | Please describe your available business hours for deliveries and installations and the capacity to deal with short lead and same day requests including weekends. **(Max 150 words)** | |
|  |  | |
| 1.4 | How will you support Manchester Central seven (7) days a week and out of business working hours? Please detail your service specification **(Max 150 words)** | |
|  |  | |
| 1.5 | Please describe your account management strategy for clients, how would you liaise with and support Manchester Central and our clients? **(Max 250 words)** | |
|  |  | |
| 1.6 | Please provide the process of a client journey; from the initial enquiry to disposing of materials including any deadlines to be worked to, ensuring the detailed quality assurance and customer sign off. **(Max 250 words)** | |
|  |  | |
| 1.7 | What materials do you use to make your products and how do you ensure the materials used for your products are the highest quality and are signed off by the client as being appropriate for the job at Manchester Central Convention Complex **(Max 250 words)** | |
|  |  | |
| 1.8 | How would you provide Manchester Central and its clients with innovative and adaptable branding opportunities? **(Max 200 words)** | |
|  |  | |
| 1.9 | Please detail your approach to communication throughout the duration of the contract, including how you will keep Manchester Central staff and clients informed at key stages of the signage process (e.g. design, approval, production, installation, and removal). Specify expected response times, methods of communication, and how you will ensure timely and accurate updates, particularly when working to tight deadlines or managing last-minute changes. **(Max 200 words)** | |
|  |  | |
| 1.10 | Please describe your approach to conflict resolution and issue management. Include the processes you have in place for identifying, communicating, and resolving problems that may arise during the contract period. Additionally, outline your escalation procedures, including key contacts, response times, and how you ensure minimal disruption to venue operations. **(Max 200 words)** | |
|  |  | |
| **Complete** | | |

E: Sustainability, Economical & Social Value

|  |  |  |
| --- | --- | --- |
| **Q1** | Environmental, Corporate and Social Responsibility | Responses to be placed in space provided either next to or below the question |
|  | Who in your organisation has responsibility for environmental performance? | Name:  Position: |
| 1.1 | What environmental targets and objectives has your organisation set, and how is performance measured against these? *This might include material selection, printing methods, energy efficiency, and/or waste reduction*. **(Max 500 words)** | |
|  |  | |
| 1.2 | Do you have a plan in place to reduce your carbon emissions and reach net zero? *If so, please share key targets and current progress.* **(Max 250 words)** | |
|  |  | |
| 1.3 | Where is your organisation based, and approximately how many miles will goods or services travel to reach the venue for this contract? *Please describe any steps you take to reduce transport-related environmental impact.* **(Max 150 words)** | |
|  |  | |
| 1.4 | Please explain how you manage the lifecycle of the materials you use, including any processes for reuse, recycling, or end-of-life disposal. **(Max 200 words)** | |
|  |  | |
| 1.5 | What steps do you take to support local communities through your operations or projects? *Examples may include volunteering, local hiring, apprenticeships, or working with community groups.* **(Max 250 words)** | |
|  |  | |
| 1.6 | Do you offer apprenticeships, training, work placements or upskilling opportunities? *Please provide examples of how your organisation supports people into employment or helps develop skills relevant to your industry.* **(Max 200 words)** | |
|  |  | |
| 1.7 | How does your organisation contribute to the local economy through this contract or your general business operations? *This may include using local labour, sourcing from local businesses, or reinvesting in the area.* **(Max 200 words)** | |
|  |  | |
| **Complete** | | |

F: Price

Please state the rates which you would charge to Manchester Central for the below services.

Please refer to Appendix C: MCCC Branding Opportunities Brochure for visuals of the below.

|  |  |  |
| --- | --- | --- |
| **Description** | **Price** | **% Weighting** |
|  |  |  |
| Supply and Delivery of:   * **Clock banner** (10m x 2.75m) **x 2 -** (No.2 in Appendix C) | **£** | 26% |
| Supply and installation to:   * **Floor** (10m x 2m) - (No.3d in Appendix C) * **Pillars (**Per Side**) -** (No.13 in Appendix C)   Supply and installation to Windows throughout the building:   * **Charter foyer entrance** (9.8m x 3.4m) - (No. 11a in Appendix C) * **Central foyer entrance** (11.9m x 3.6m) - (No. 3b in Appendix C) * **Lower Exchange foyer** **entrance** (22.7m x 6m) - (No. 16a in Appendix C) | **£**  **£**  **£**  **£**  **£** | 10%  8%  21%  28%  7% |

**Price Clause (Certificate of Bona Fide Tender)**

To: The Chief Executive Manchester Central

In accordance with the Terms and Conditions applicable to this Tender / Contract, the Specifications and the relevant Pricing Schedules, I/We hereby offer to deliver the Contract as detailed in the Invitation to Tender to the order of Manchester Central.

I/We further undertake to execute (if so required) a Deed of Contract on a form to be prepared by the Manchester Central’s solicitor and (if so required) to provide satisfactory sureties for the due performance of same.

**Prices quoted are FIRM**

Please confirm which is applicable by signing in place provided (non-completion of this may invalidate your tender):

|  |  |
| --- | --- |
| **Price Clause** | **Please Sign in Box Below** |
| All prices remain fixed for full period of contract. |  |
| The Prices in this tender will remain firm from the date of commencement of Contract and then subject to Manchester’s Price Variation Clause as set out below. |  |

Prices will remain firm from the date of commencement of the Contract. Increased prices will be proposed to Manchester Central and only upon acceptance by Manchester Central, the Contractor shall implement such price changes.

Invoices should not be submitted for the revised prices until written acceptance of the price increase from the [procurement@manchestercentral.co.uk](mailto:procurement@manchestercentral.co.uk) has been received.