# 

**Leicester City Council**



**Request for Quotation**

**INDEPENDENT TOURISM SUPPORT REVIEW FOR LEICESTER AND LEICESTERSHIRE**

**Ref PAN 1122**

November 2015 to January 2016

Quotation must be uploaded no later than

12 noon, 30th October 2015

|  |
| --- |
| **PART ONE**   * Introduction * Instructions * Terms and Conditions * Specification |

# **INTRODUCTION**

## Introduction

Leicester City Council, working with Leicestershire County Council invites Quotations for the provision of and Independent Tourism Support Review.

The proposed Contract will be for one year and it is anticipated to award to a single Supplier.

The Authority wishes to ensure that its procurement opportunities are open to small and micro local enterprises and voluntary and community sector organisations as it appreciates the very important role they play in the local economy. Quotations from these organisations are particularly welcomed.

This document is the Request for Quotation (“RFQ”) and with the appendices and all other documentation issued to Suppliers sets out details of the Authority’s requirements and how to submit a Quotation. Please ensure you read it carefully, however should you need any further information please see section 2.4 on how to raise questions during the Quotation period.

## Project Background

Leicester City Council and Leicestershire County Council currently contract with a Destination Management Organisation to provide tourism support across the sub-region. The existing contract ends in March 2016 with an option to extend the contract for a further two years. The City and County Council wish to commission an independent review to inform decisions on future tourism support arrangements. The review will evaluate the effectiveness of current arrangements whilst also exploring options for future governance, management and delivery of tourism support.

**The Value of Tourism in Leicester and Leicestershire**

According to STEAM data[[1]](#footnote-1) local growth in the sector has been strong, outperforming both national and regional growth rates; the sector has seen 20.8% growth over the past 6 years, and 6.1% growth in 2014. The sector is estimated to be worth £1.57 billion to the local economy and supports 20,716 jobs.

The sector has also seen growth in the number of tourism and hospitality businesses within Leicester and Leicestershire. The number of businesses in the LLEP area in the tourism and hospitality sector is 2,300 which translates to 6.5% of all enterprises in the area. The figure for England in 2014 was 7.1%.

However, some elements of recent growth have been from a relatively low base, with Leicester and Leicestershire area ranked 32nd out of the 39 Local Enterprise Partnership areas in terms of visitor spend, and 35th out of 39 for overnight spend

**The Local Policy Context for Tourism**

Tourism is identified as a priority within local plans and strategies recognising its importance in enabling economic growth through the provision of employment, increased visitor spend and promoting Leicestershire as a place to live, work and do business.

Key Leicester and Leicestershire strategic documents which highlight the importance of the sector include:

* [LLEP Strategic Economic Plan 2014-2020](http://www.llep.org.uk/strategies-and-plans/our-strategic-economic-plan-sep/)
* [LLEP European Structural and Investment Fund Strategy 2014-2020](http://www.llep.org.uk/strategies-and-plans/esif/our-esif-strategy-2014-2020/)
* [County Council’s Strategic Plan 2014-2018](http://www.leics.gov.uk/index/your_council/council_plans_policies/our_priorities_and_objectives.htm)
* [County Council’s Enabling Growth Plan 2015-2018](http://www.leics.gov.uk/index/business/supportingbusinesses.htm)
* [Leicestershire Rural Framework 2014-2020](http://www.oakleaves.org.uk/ruralframework.html)
* [Leicester Economic Action Plan 2012-2020](http://www.leicester.gov.uk/media/57817/economic-action-plan.pdf)
* [Leicester Tourism Action Plan 2015-2020](http://citymayor.leicester.gov.uk/leicester-tourism-plan)

There are also five tourism blue prints that have been developed by district based tourism partnerships including: Melton, Harborough, Charnwood, North West Leicestershire and Hinckley and Bosworth.

The most recent evidence base for tourism is the Tourism Sector Growth Plan[[2]](#footnote-2) commissioned by the LLEP. The Plan proposes a number of key actions:

* Assembling a major capital investment fund to refresh and increase capacity at our major visitor attractions, including ancillary services such as conferencing, education, car parking and transport infrastructure, catering, stimulating low carbon
* Establish a LLEP strategic framework led by a new sub-committee of the LLEP, which will also develop cross-LEP initiatives in the tourism sector
* Establish SME investment funds to unlock major obstacles to growth in this sector
* Seek resources to continue and enhance destination marketing
* Tackling transport to attractions (for staff as well as customers)
* Addressing skills gaps and improving staff retention, particularly if employment growth in other sectors increases competition for labour
* Assessing the demand and gaps for additional tourism accommodation
* Supporting major inward investment into the tourism and hospitality sector
* Linked to the above, seizing the potential for greater business tourism within the City and County

**Existing Destination Management Organisation provision**

Leicestershire Promotions Limited (LPL) won an open tender exercise to supply tourism support services on behalf of the City and County Council (these are currently separate but aligned contracts). The contracts end in March 2016 but there is an optional 2-year extension period from April 2016. Combined City and County funding for 2015/16 is £370,000 (reduced from £390K in 2014/15), in 2016/17 the indicative budget is £270K with further planned savings in future years.

The contracted services to be delivered include :

|  |
| --- |
| 1. To operate and maintain a destination management system and marketing tools to promote the county and underpin campaigns |
| 1. To deliver and/or commission campaigns to increase tourists visiting and/or staying in the county |
| 1. Influence over national, sub-regional and local agencies in relation to policy and funding for the benefit of the local visitor economy. |
| 1. Effective partnership working; with local visitor economy businesses, local tourism partnerships/ bodies, the LLEP; other key stakeholders; and adjoining areas by; 2. Establishing a Board/ Partnership/ Delivery model which gives local visitor economy businesses a major voice as well as fully involving the Council and other key stakeholders, and which involves transparent decision-making with clear accountabilities and strong performance management arrangements; and 3. Creating a base and substantial presence within, or close to, the county. |
| 1. Create robust arrangements for measuring, understanding and reporting the impact of the contracted interventions and the performance of the local visitor economy, and the provision of research and market intelligence to underpin interventions. |
| 1. Establish a clear strategy for reducing reliance on public sector funding beyond 2016, including through the generation of income and contributions from private sector partners. 2. Ensure effective partnership working with the tourism support service for Leicester City Council is maintained and developed to deliver shared tourism aims and objectives 3. Form partnerships with other counties to co-promote appropriate shared tourist visitor attractions 4. Cross promote tourist attractions/venues to increase dwell time and spend and encourage overnight stays 5. Ensure visitors are made aware of additional things to do and see in Leicester to secure repeat visits. |

**Tourism Governance Arrangements**

As part of the existing LPL contract a Tourism Partnership has been established to promote and develop the tourism industry in the county. There are also 5 district based tourism partnerships, a representative from each sits on the county-wide group.

The city has established a Tourism Forum responsible for the delivery of the Tourism Action Plan 2015-2020 and the promotion and development of the tourism industry in the city.

A LLEP private sector board member is identified as tourism sector champion and has led on the development of the Tourism Sector Plan. The LLEP tourism champion chairs the Hinckley and Bosworth Tourism Partnership and is soon to join the LPL Board.

The LLEP is also exploring opportunities for cross border working, and there is agreement to establish a business-led LEP Tourism Board made up of major attractions, with the potential for an expanded membership across neighbouring LEPs, including Coventry & Warwickshire.

## Requirement

**Scope**

The City and County Councils wish to commission an independent review which will evaluate the effectiveness of current tourism support arrangements whilst exploring and making recommendations on future governance, management and delivery options. The review will need to take into account the views of key stakeholders and consider how future arrangements can effectively assist with the delivery of priorities identified in the LLEP’s Tourism Sector Growth Plan. The review will also need to consider options for efficiency savings and explore alternative funding sources including income generation.

The findings of the review will incorporate the following information:

* A qualitative evaluation of existing provision and recommendations for improvements (it is anticipated that this will include an online survey to local tourism businesses and discussions with key stakeholders)
* Best practice from other comparable geographical areas and suggestions on how these could be replicated locally
* Recommendations for tourism support delivery priorities that are achievable within the requisite budget limitations and will help to deliver growth (to be explored and tested with stakeholders in a workshop environment)
* Recommendations for future funding models, including income generation and other external funding
* An appraisal and recommendations for future delivery models

**Deliverables**

We will require the following from the project:

1. An electronic survey to existing users of the destination management service
2. Face-face consultation with key stakeholders in the form of one-one interviews and at least one workshop
3. Interim findings presented to funders
4. A final report detailing the above requirements including executive summary, approach, findings, recommendations and conclusions – both printed and electronic versions.

**Skills and expertise**

As minimum written quotes will need to evidence:

* Experience of conducting effective business surveys
* Excellent consultation and facilitation skills
* Extensive expertise in the analysis and interpretation of information to provide a well-balanced, independent and accurate perspective
* Substantial knowledge of the tourism sector and destination management operations
* Report writing and presentation skills

**Project Management and Payment**

The project will be overseen by a small steering group including Leicester City Council, Leicestershire County Council, the Leicester and Leicestershire Enterprise Partnership and a District Council representative. A specific contact will be given for day to day project issues.

The successful applicant will be required to outline in their application key milestones and timescales for the project, including the number of meetings required with the steering group to ensure that the project effectively meets funder / partner requirements.

Payment will only be made on satisfactory completion of these milestones and the project deliverables outlined above. A maximum of 50% of the funding will be paid prior to satisfactory completion and submission of the final report

## Key Contractual Considerations

The draft contract is attached in Section 3

## Procurement Timetable

The table below sets out the indicative timetable for this procurement process. It may be subject to change in which case Suppliers will be notified as appropriate.

|  |  |
| --- | --- |
| **Activity** | **Date** |
| Contract opportunity advertised and RFQ published | 19/10/2015 |
| Deadline for clarification questions | 26/10/2015 |
| **Deadline for upload of Quotations (12noon)** | **30/10/2015** |
| Quotations evaluated | w/c 02/11/2015 |
| LCC to visit Supplier’s site(s) / Interviews / Presentations | w/c 02/11/2015 |
| Award decision approved and communicated to Suppliers | w/c 02/11/2015 |
| Mobilisation / Pre-Contract meeting | w/c 02/11/2015 |
| Works / Service commencement | w/c 09/11/2015 |

# **INSTRUCTIONS TO SUPPLIERS**

## Instructions

Please do not make any changes or deletions to the RFQ documents including the cover pages. Only complete the boxes asking for your responses. Any changes or deletions made to the RFQ documents will be disregarded and will not form part of the Contract.

Please complete Section 6 accurately, concisely and in the format provided. Please supply all the required supplementary information, clearly labelled and cross referenced to the relevant question. Please upload all documents separately and do not embed documents in your submission.

This procurement process will be carried out in accordance with the Authority’s Contract Procedure Rules, part 4G of [the Authority’s Constitution](http://www.leicester.gov.uk/your-council-services/council-and-democracy/key-documents/constitution/). Quotations shall be submitted in accordance with and subject to the terms of these instructions and as set out elsewhere in this RFQ. Quotations not complying with any mandatory requirement (where the word “shall” or “must” is used) may be rejected.

## Bidding Model (Consortia and Sub-contracting)

The Council wishes to award this contract to an organisation that will deliver the Requirements and as such does not want the contract sub-contracting. Owing to the value and time constraints of this contract a Consortium bid would not be appropriate.

## Procurement eTendering Portal

The Authority is using the [EastMidsTenders](https://www.eastmidstenders.org/procontract/emp/supplier.nsf/frm_home?openForm) portal to conduct this exercise. The use of this system allows a full audit trail of communication with Suppliers to ensure fair treatment as well as to maintain full confidentiality of Tenders until the deadline for the receipt of Tenders.

If you require assistance in using the [EastMidsTenders](https://www.eastmidstenders.org/procontract/emp/supplier.nsf/frm_home?openForm) portal please read the [reference guides](https://www.eastmidstenders.org/procontract/emp/supplier.nsf/frm_home?openForm) available on the portal. If after reading these [reference guides](https://www.eastmidstenders.org/procontract/emp/supplier.nsf/frm_home?openForm) you are still unable to resolve your issue and require support please contact the Due North Technical Support Team by email: [support@due-north.com](mailto:support@due-north.com); telephone: 01670 597136 (lines open from 8.30am - 5pm Monday to Friday, excluding English public holidays).

Please note the Technical Support Team will not be able to answer any Tender or contract opportunity specific enquiries.

If you experience any technical difficulties when uploading your Tender submission, please also notify the Procuring Officer in Section 3.4 below. Please ensure this notification is made before the closing date/time.

## Questions during the Quotation Period

A clarification question and answer process will operate until the Quotation upload deadline to allow Suppliers to clarify information contained in the RFQ. Suppliers should submit any clarification questions via the [EastMidsTenders](https://www.eastmidstenders.org/procontract/emp/supplier.nsf/frm_home?openForm) portal.

Suppliers are asked to raise any clarification questions as soon as possible to allow the Authority to respond as far as possible in advance of the Quotation upload deadline.

In order to treat suppliers fairly, the Authority will provide an anonymised copy of any clarification questions received, and the answers to those questions, to all suppliers via the [EastMidsTenders](https://www.eastmidstenders.org/procontract/emp/supplier.nsf/frm_home?openForm) portal.

If for any reason, it is not possible to raise a question or view previous answers via the [EastMidsTenders](https://www.eastmidstenders.org/procontract/emp/supplier.nsf/frm_home?openForm) portal, you should contact the Procuring Officer for support.

|  |  |
| --- | --- |
| **Name:** | Pam Grainger |
| **Tel:** | 0116 454 4038 |
| **Email:** | Pam.grainger@leicester.gov.uk |

Should suppliers have any concerns about the Terms and Conditions proposed they should raise this during the clarification period. Should suppliers wish to provide any innovative solutions which are beneficial but beyond what has been specified they should discuss this during the clarification period.

## Quotation Return

Your submission must be returned via the [EastMidsTenders](https://www.eastmidstenders.org/procontract/emp/supplier.nsf/frm_home?openForm) portal. Please do not submit hard copies of your Quotation. Your Quotation should include everything required in Part TWO.

You must have fully uploaded and submitted your Quotation by the deadline as indicated on the cover page. Please ensure that you allow yourself plenty of time when uploading your Quotation as this may take a little while.

## Quotation Evaluation

All compliant Quotations received will be evaluated according to the criteria and using the process stated below. The Authority may only base its evaluation on information within the Quotation. Failure to respond to questions or provide requested information may lead to the Quotation being rejected or scored unfavourably.

The evaluation panel may choose not to seek clarification if it is clear the response will not impact on the outcome of the evaluation process.

The evaluation will comprise three stages:

* Stage 1: Evaluation of the Supplier Suitability Questionnaire;
* Stage 2: Evaluation of the Quality Section;
* Stage 3: Evaluation of Price.

### Stage 1: Evaluation of Supplier Suitability Questionnaire

The Questionnaire at Section 6.1 is used to assess the minimum standards which the Authority requires the Suppliers to meet in terms of:

* Compliance with legislation;
* Financial standing (inc. insurance);
* Technical and professional ability (inc. policies and procedures).

The Yes/No answers which lead to a ‘Potential Fail’ have been coloured in red in the Questionnaire. If you select a red answer you must provide additional information using the template at Appendix 1. The additional information should include a summary of the circumstances and any remedial action that has taken. In order for the evidence referred to above to be sufficient, the Supplier shall, as a minimum, prove that it has:

* paid or undertaken to pay compensation in respect of any damage caused by the criminal offence or misconduct;
* clarified the facts and circumstances in a comprehensive manner by actively collaborating with the investigating authorities; and
* taken concrete technical, organisational and personnel measures that are appropriate to prevent further criminal offences or misconduct.

The Authority will consider this, including where necessary seeking further clarification from the Supplier, and may pass any Supplier where it feels the response satisfies any concerns raised by the “Potential Fail” response as to the Supplier’s suitability and ability to deliver the Services as required by the Contract taking into account the gravity and particular circumstances of the criminal offence or misconduct. Where the measures are considered by the Authority to be insufficient, the Supplier shall be given a statement of the reasons for that decision.

If you select a red answer you are recommended to contact the Procuring Officer who will be able to advise you as to the additional information you should provide and suggest the possible impact of your answer.

Where supporting evidence is not explicitly requested, you do need to provide it; however, the Authority reserves the right to request reasonable written evidence from the highest scoring Supplier(s) to verify responses given prior to contract award. Failure to provide satisfactory information when requested may lead to the submission being rejected.

The table below sets out how each question will be evaluated.

| **Question Number** | **Scoring Criteria** | **How scored** |
| --- | --- | --- |
|  | **ORGANISATION DETAILS** | |
| 1.1-1.9 | Organisation details provided | Not scored |
| **2** | **CONTACT DETAILS** | |
| 2.1-2.5 | Details provided | Not scored |
| **3.** | **NOT USED** | |
| **4** | **GROUNDS FOR EXCLUSION** | |
| 4.1 | No = Pass, Yes = Potential Fail\* | Pass/Fail |
| 4.2 | No = Pass, Yes = Potential Fail\* | Pass/Fail |
| 4.3 | No = Pass, Yes = Potential Fail\* | Pass/Fail |
| 4.4 | No = Pass, Yes = Potential Fail\* | Pass/Fail |
| **5** | **FINANCIAL INFORMATION** | |
|  | The Authority will use the information given to assess the financial position of the Supplier to ensure they have the resources and stability to deliver the Services over the duration of the Contract. The Authority will conduct a lighter financial evaluation of the Supplier based initially on a credit report issued by an external business information service. Where this is not possible or where the initial outcome suggests the Supplier may not have the required financial resources or stability, the Authority will carry out a full assessment to examine the Supplier’s financial statements (and/or other evidence available) to ascertain its financial viability. Based on these assessments, the Authority may pass or fail a supplier, however, before failing a supplier the Authority will always give the Supplier the opportunity to respond to the Authority’s concerns. | Pass/Fail |
|  | **INSURANCE** | |
| 6.1 | Yes = Pass, No = Potential Fail\* | Pass/Fail |
|  | **RELEVANT EXPERIENCE AND CONTRACT EXAMPLES** | |
| 7.1 | The Authority will use the information from these questions including references received to verify that the Supplier has a proven track record of successfully delivering services similar in this contract. | Pass/Fail |
| 7.2 | The Authority will use the information from these questions received to verify that the Supplier has a proven track record of successfully delivering services similar to those required in this contract. | Pass/Fail |
|  | No = Pass, Yes = Potential Fail\* | Pass/Fail |
| **8** | **QUALITY ASSURANCE** | |
| 8.1 | Yes = Pass, No = Potential Fail\* | Pass/Fail |
|  | **EQUALITY** | |
| 9.1 | No = Pass, Yes = Potential Fail\* | Pass/Fail |
| 9.2 | No = Pass, Yes = Potential Fail\* | Pass/Fail |
|  | **ENVIRONMENTAL MANAGEMENT** | |
| 10.1 | No = Pass, Yes = Potential Fail\* | Pass/Fail |
|  | **HEALTH & SAFETY** | |
| 11.1 | Yes = Pass, No = Potential Fail\* | Pass/Fail |
| 11.2 | Yes = Pass, No = Potential Fail\* | Pass/Fail |
|  | **INFORMATION GOVERNANCE** | |
| 12 | Yes = Pass, No = Potential Fail\* | Pass/Fail |

### Stage 2: Evaluation of Quality Section

The quality questions will be scored using the marking scheme set out in the table below.

|  |  |
| --- | --- |
| **UNWEIGHTED SCORE** | **DESCRIPTION** |
| 0 | **poor or unsatisfactory** response giving rise to serious concerns about meeting the specification |
| 1 | **weak** response suggesting there are shortcomings of a less serious nature in meeting the specification |
| 2 | **adequate** response suggesting that the specification is likely to be met, albeit only just, or with minor shortcomings that will not be critical to delivery of the service |
| 3 | **good** response giving confidence that the specification will be satisfactorily met in all relevant respects |
| 4 | **very good** response giving a high level of confidence that the specification will be fully met and exceeded, offering added value and further improved outcomes |

Suppliers’ responses to questions will be evaluated by the Authority Evaluation Panel and a score given for each.

Any Quotation scoring 0 for any method statement will be considered to not meet the required minimum standard and will be rejected regardless of how well they score against the other method statements.

| **Question No.** | **Method Statement** | **Weighting** |
| --- | --- | --- |
| 1 | Relevant Experience | 20 |
| 2 | Methodology | 5 |
| 3 | Delivery of Tasks | 5 |
| 4 | Industry Knowledge | 20 |
| 5 | Quality of Staff | 5 |
| 6 | Quality and Project Management | 10 |
| 7 | Affordability | PASS/FAIL |
| 8 | Presentation skills (tested at interview) | 5 |

Total 70%

At the end of the evaluation process, a weighted score for each method statement will be calculated by applying the formula below.

|  |  |  |
| --- | --- | --- |
| Unweighted Score | x | Weighting (as per table above) |
| Maximum Unweighted Score (4) |

### Stage 3: Evaluation of Price

The method for ascertaining the lowest price is defined as follows:

The Quotation with the lowest genuine total price will receive the maximum price score of 30%. Any Quotation that has been rejected for not meeting the minimum thresholds will not be considered in the Price Evaluation. Prices of the other Quotations will be scored based on the following formula:

|  |  |  |
| --- | --- | --- |
| Lowest total price | x | Maximum Price Score % |
| Quotation’s total price |

If the price exceeds the Authority’s affordability threshold, which is stated in the Requirement, the Quotation will be treated as non-compliant and rejected.

### Total Scores

The total scores obtained by each Supplier for Stage 2 (quality) & Stage 3 (price) will be added together to achieve the Supplier’s overall final score.

The Authority intends to shortlist the top 2 scoring Suppliers to validate preliminary scores through presentations/interviews. However the Authority reserves the right to vary this number, or not conduct interviews/presentations should it deem appropriate. The information received through presentations/interviews will be considered as clarifying the Quotation submitted by the Supplier and may result in sores being adjusted upwards or downwards by the Evaluation Panel.

The Quotation with the highest total score will be deemed to represent the Most Economically Advantageous Quotation and will be recommended for Contract award.

## Award Process

Successful and unsuccessful Suppliers will be notified in writing of the Authority’s decision to award the Contract.

The Quotation will form part of the Contract with the successful Supplier, which will become binding on both parties upon acceptance by the Authority, though a formal contract may be required by the Authority on request in the form set out in this RFQ.

The successful Supplier must not undertake work without first having received written notification that they have been awarded the Contract and are required to start work.

Unsuccessful Suppliers will receive feedback on strengths and weakness of their Quotation. For further feedback please contact the Procuring Officer named in the letter.

Following award of the Contract, failure by the Supplier to execute a formal Contract within a reasonable time limit specified by the Authority shall render the Contract voidable at the option of the Authority.

## Conditions of Participation

All information supplied is intended to help you prepare your Quotation and you must satisfy yourself of the accuracy of information and requirements. It is your responsibility to ensure that all information is included within your Quotation. Evaluation will be based upon the Quotation you submit in accordance with the instructions set out in the document. Failure to respond to questions or provide requested information may lead to your Quotation being rejected or scored unfavourably.

Whilst the information in the RfQ has been prepared in good faith, it does not intend to be comprehensive or to have been independently verified. The Authority does not accept any liability or responsibility for the accuracy, adequacy or completeness of any of the information or opinions contained within this RfQ or any information made available during the procurement process.

Any liability is hereby expressly excluded and no costs or expenses incurred for preparing or producing of the Quotation will be accepted by the Authority.

This RfQ does not constitute an offer and the Authority does not undertake to accept any Quotation.

All suppliers undertake to protect and keep confidential all data and information provided, and undertake to protect the data and information from unauthorised access and unauthorised use.

Suppliers shall not discuss the Quotation they intend to make other than with professional advisers or joint Suppliers who need to be consulted. Suppliers are not permitted to make any public announcement about this procurement without prior written approval of the Authority during the procurement process.

The Authority reserves the right to amend or adjust the procurement process or to terminate this procurement process at any stage and will give all interested parties as much notification as possible.

The Authority is committed to being open and transparent and meeting its legal responsibilities under the Freedom of Information Act 2000 and Environmental Information Regulations. Accordingly, all information submitted to the Authority may need to be disclosed in response to a request under the Act. The Authority may also decide to include certain information in the publication scheme which the Authority maintains under the Act.

If you consider that any of the information included in your Quotation is commercially sensitive, you should identify this and explain any harm that may result from disclosure, and the time period applicable to that sensitivity. You should be aware that, even if you indicate that information is commercially sensitive, the Authority might be required to disclose it under the Act if a request is received.

The information you provide in your response will be treated in confidence and in compliance with the Data Protection Act 1998. Your information will only be shared with those directly involved in the procurement and evaluation process. The Supplier shall not transfer the Personal Data outside the European Economic Area unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of Personal Data is in place.

When providing details of contracts in answering section 7 of the Questionnaire (Experience and Contract Examples), the Supplier agrees to waive any contractual or other confidentiality rights and obligations associated with these contracts.

The Authority reserves the right to contact the named customer contacts provided in your references regarding the Contracts stated.. The Authority confirms that it will keep confidential and will not disclose to any third parties any information obtained from a named customer contact, other than to the Crown Commercial Service and/or contracting authorities defined by the Public Contracts Regulations 2015.

# **CONDITIONS OF CONTRACT**



# **SPECIFICATION**

**Scope**

The City and County Councils wish to commission an independent review which will evaluate the effectiveness of current tourism support arrangements whilst exploring and making recommendations on future governance, management and delivery options. The review will need to take into account the views of key stakeholders and consider how future arrangements can effectively assist with the delivery of priorities identified in the LLEP’s Tourism Sector Growth Plan. The review will also need to consider options for efficiency savings and explore alternative funding sources including income generation.

The findings of the review will incorporate the following information:

* A qualitative evaluation of existing provision and recommendations for improvements (it is anticipated that this will include an online survey to local tourism businesses and discussions with key stakeholders)
* Best practice from other comparable geographical areas and suggestions on how these could be replicated locally
* Recommendations for tourism support delivery priorities that are achievable within the requisite budget limitations and will help to deliver growth (to be explored and tested with stakeholders in a workshop environment)
* Recommendations for future funding models, including income generation and other external funding
* An appraisal and recommendations for future delivery models

**Deliverables**

We will require the following from the project:

1. An electronic survey to existing users of the destination management service
2. Face-face consultation with key stakeholders in the form on one-one interviews and at least one workshop
3. Interim findings presented to funders
4. A final report detailing the above requirements including executive summary, approach, findings, recommendations and conclusions – both printed and electronic versions.

**Skills and expertise**

As minimum written quotes will need to evidence:

* Experience of conducting effective business surveys
* Excellent consultation and facilitation skills
* Extensive expertise in the analysis and interpretation of information to provide a well-balanced, independent and accurate perspective
* Substantial knowledge of the tourism sector and destination management operations
* Report writing and presentation skills

The anticipated budget range for completion of the Requirement is £12,000 - £15,000.

**Leicester City Council**



**RFQ Documents for Completion**

**INDEPENDENT TOURISM SUPPORT REVIEW FOR LEICESTER AND LECIESTERSHIRE**

**Ref PAN 1122**

|  |
| --- |
| **PART TWO**   * Supplier Suitability Questionnaire * Quality Questions * Pricing Schedule * Declaration * Appendix 1 Question Response Template |

# **QUOTATION RESPONSE**

Please only return Part Two to the Authority as your submission.

## Supplier Suitability Questionnaire

Please ensure that all questions are completed in full and in the format requested. Failure to do so may result in your submission being disqualified. If the question does not apply to you, please state clearly ‘N/A’. Should you need to provide additional Appendices in response to the questions, please use the template at Appendix 1 to provide details and these should be numbered clearly and cross referenced.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **ORGANISATION DETAILS** | | | | | |
|  | Full name of the Supplier completing the RFQ | |  | | | |
|  | Registered company address | |  | | | |
|  | Registered company number | |  | | | |
|  | Name of immediate parent company | |  | | | |
|  | Name of ultimate parent company | |  | | | |
|  | Trading status | | select from drop down list | | | |
|  | If ‘other’ is selected, please specify | |  | | | |
|  | Please mark ‘X’ in the relevant box to indicate your trading status: Voluntary, Community and Social Enterprise (VCSE) | | | | | Yes  No |
|  | What size is your organisation? | | select from drop down list | | | |
|  | **CONTACT DETAILS** | | | | | |
|  | Name | |  | | | |
|  | Position in the organisation | |  | | | |
|  | Postal address | |  | | | |
|  | Telephone | |  | | | |
|  | E-mail | |  | | | |
|  | **NOT USED** | | | | | |
|  | **GROUNDS FOR EXCLUSION** | | | | | |
|  | Within the past five years, has your organisation (or any member of the proposed consortium, if applicable), Directors or partner or any other person who has powers of representation, decision or control been convicted of any of the following offences: | | | | | |
| a | conspiracy within the meaning of section 1 or 1A of the Criminal Law Act 1977 or article 9 or 9A of the Criminal Attempts and Conspiracy (Northern Ireland) Order 1983 where that conspiracy relates to participation in a criminal organisation as defined in Article 2 of Council Framework Decision 2008/841/JHA on the fight against organised crime; | | | | | Yes  No |
| b | corruption within the meaning of section 1(2) of the Public Bodies Corrupt Practices Act 1889 or section 1 of the Prevention of Corruption Act 1906; | | | | | Yes  No |
| c | the common law offence of bribery; | | | | | Yes  No |
| d | bribery within the meaning of sections 1, 2 or 6 of the Bribery Act 2010 or section 113 of the Representation of the People Act 1983; | | | | | Yes  No |
| e | any of the following offences, where the offence relates to fraud affecting the European Communities’ financial interests as defined by Article 1 of the Convention on the protection of the financial interests of the European Communities:   * + 1. the offence of cheating the Revenue;     2. the offence of conspiracy to defraud;     3. fraud or theft within the meaning of the Theft Act 1968, the Theft Act (Northern Ireland) 1969, the Theft Act 1978 or the Theft (Northern Ireland) Order 1978;     4. fraudulent trading within the meaning of section 458 of the Companies Act 1985, article 451 of the Companies (Northern Ireland) Order 1986 or section 993 of the Companies Act 2006;     5. fraudulent evasion within the meaning of section 170 of the Customs and Excise Management Act 1979 or section 72 of the Value Added Tax Act 1994;     6. an offence in connection with taxation in the European Union within the meaning of section 71 of the Criminal Justice Act 1993;     7. destroying, defacing or concealing of documents or procuring the execution of a valuable security within the meaning of section 20 of the Theft Act 1968 or section 19 of the Theft Act (Northern Ireland) 1969;     8. fraud within the meaning of section 2, 3 or 4 of the Fraud Act 2006; or     9. the possession of articles for use in frauds within the meaning of section 6 of the Fraud Act 2006, or the making, adapting, supplying or offering to supply articles for use in frauds within the meaning of section 7 of that Act; | | | | | Yes  No |
| f | any offence listed:   * + 1. in section 41 of the Counter Terrorism Act 2008 or     2. in Schedule 2 to that Act where the court has determined that there is a terrorist connection | | | | | Yes  No |
| g | any offence under sections 44 to 46 of the Serious Crime Act 2007 which relates to an offence covered by subparagraph (3.6) | | | | | Yes  No |
| h | money laundering within the meaning of sections 340(11) and 415 of the Proceeds of Crime Act 2002 | | | | | Yes  No |
| i | an offence in connection with the proceeds of criminal conduct within the meaning of section 93A, 93B or 93C of the Criminal Justice Act 1988 or article 45, 46 or 47 of the Proceeds of Crime (Northern Ireland) Order 1996 | | | | | Yes  No |
| j | an offence under section 4 of the Asylum and Immigration (Treatment of Claimants etc.) Act 2004 | | | | | Yes  No |
| k | an offence under section 59A of the Sexual Offences Act 2003 | | | | | Yes  No |
| l | an offence under section 71 of the Coroners and Justice Act 2009 | | | | | Yes  No |
| m | an offence in connection with the proceeds of drug trafficking within the meaning of section 49, 50 or 51 of the Drug Trafficking Act 1994 or | | | | | Yes  No |
| n | any other offence within the meaning of Article 57(1) of the Public Contracts Directive:   * 1. as defined by the law of any jurisdiction outside England and Wales and Northern Ireland or   2. created, after the day on which these Regulations were made, in the law of England and Wales or Northern Ireland. | | | | | Yes  No |
|  | Within the past three years, please indicate if any of the following situations have applied, or currently apply, to your organisation: | | | | | |
| a | your organisation has violated applicable obligations referred to in regulation 56(2) of the Public Contracts Regulations 2015 in the fields of environmental, social and labour law established by EU law, national law, collective agreements or by the international environmental, social and labour law provisions listed in Annex X to the Public Contracts Directive as amended from time to time; | | | | | Yes  No |
| b | your organisation is bankrupt or is the subject of insolvency or winding-up proceedings, where your assets are being administered by a liquidator or by the court, where it is in an arrangement with creditors, where its business activities are suspended or it is in any analogous situation arising from a similar procedure under the laws and regulations of any State; | | | | | Yes  No |
| c | your organisation is guilty of grave professional misconduct, which renders its integrity questionable; | | | | | Yes  No |
| d | your organisation has entered into agreements with other economic operators aimed at distorting competition; | | | | | Yes  No |
| e | your organisation has a conflict of interest within the meaning of regulation 24 of the Public Contract Regulations 2015 that cannot be effectively remedied by other, less intrusive, measures; | | | | | Yes  No |
| **Conflicts of interest**  In accordance with question 4.2 (e), the Authority may exclude the Supplier if there is a conflict of interest which cannot be effectively remedied. The concept of a conflict of interest includes any situation where relevant staff members have, directly or indirectly, a financial, economic or other personal interest which might be perceived to compromise their impartiality and independence in the context of the procurement procedure.  Is there any indication that a conflict of interest exists or may arise? | | | | | Yes  No |
| If yes detailing the conflict in a separate Appendix. This will permit the Authority to ensure the conflict is effectively remedied as well as any conflict has not been remedied even if this has been or can be effectively remedied. | | | | | |
| f | the prior involvement of your organisation in the preparation of the procurement procedure has resulted in a distortion of competition, as referred to in regulation 41, that cannot be remedied by other, less intrusive, measures; | | | | | Yes  No |
| g | your organisation has shown significant or persistent deficiencies in the performance of a substantive requirement under a prior public Contract, a prior Contract with a Contracting entity, or a prior concession Contract, which led to early termination of that prior Contract, damages or other comparable sanctions; | | | | | Yes  No |
| h | your organisation:  (i) has been guilty of serious misrepresentation in supplying the information required for the verification of the absence of grounds for exclusion or the fulfilment of the selection criteria; or  (ii) has withheld such information or is not able to submit supporting documents required under regulation 59 of the Public Contract Regulations 2015; or | | | | | Yes  No |
| i | your organisation has undertaken to:  (i) unduly influence the decision-making process of the Contracting Authority; or  (ii) obtain confidential information that may confer upon your organisation undue advantages in the procurement procedure; or | | | | | Yes  No |
| j | your organisation has negligently provided misleading information that may have a material influence on decisions concerning exclusion, selection or award. | | | | | Yes  No |
|  | Non-payment of Taxes  Has it been established by a judicial or administrative decision having final and binding effect in accordance with the legal provisions of any part of the United Kingdom or the legal provisions of the country in which your organisation is established (if outside the UK), that your organisation is in breach of obligations related to the payment of tax or social security contributions?  If you have answered Yes to this question, please use a separate Appendix to provide further details. Please also use this Appendix to confirm whether you have paid, or have entered into a binding arrangement with a view to paying, including, where applicable, any accrued interest and/or fines? | | | | | Yes  No |
| * 1. **6** | From 1 April 2013 onwards, have any of your company’s tax returns submitted on or after 1 October 2012; | | | | | |
| a. | Given rise to a criminal conviction for tax related offences which is unspent, or to a civil penalty for fraud or evasion; | | | | | Yes  No |
| b. | Been found to be incorrect as a result of:   * + 1. HMRC successfully challenging it under the General Anti-Abuse Rule (GAAR) or the “Halifax” abuse principle; or     2. a tax authority in a jurisdiction in which the legal entity is established successfully challenging it under any tax rules or legislation that have an effect equivalent or similar to the GAAR or the Halifax abuse principle; or     3. the failure of an avoidance scheme which the Supplier was involved in and which was, or should have been, notified under the Disclosure of Tax Avoidance Scheme (DOTAS) or any equivalent or similar regime in a jurisdiction in which the Supplier is established. | | | | | Yes  No |
|  | **FINANCIAL INFORMATION** | | | | | |
|  | Please provide one of the following (in descending order of preference) to demonstrate your economic / financial standing; please indicate your answer with an ‘X’ in the relevant box. | | | | | |
| A copy of the audited accounts for the most recent two years | | | | | Yes |
| A statement of the turnover, profit & loss account, current liabilities and assets, and cash flow for the most recent year of trading for this organisation | | | | | Yes |
| A statement of the cash flow forecast for the current year and a bank letter outlining the current cash and credit position | | | | | Yes |
| Alternative means of demonstrating financial status if none of the above are available (e.g. forecast of turnover for the current year and a statement of funding provided by the owners and/or the bank, charity accruals accounts or an alternative means of demonstrating financial status). | | | | | Yes |
|  | **INSURANCE** | | | | | |
|  | Please self-certify whether you already have, or can commit to obtain, prior to the commencement of the Contract, the levels of insurance cover indicated below:  Employer’s (Compulsory) Liability insurance: £5 million  Public Liability insurance: £2 million  Professional Indemnity insurance: £2 millio  It is a legal requirement that all companies hold Employer’s (Compulsory) Liability Insurance of £5 million as a minimum. Please note this requirement is not applicable to Sole Traders. | | | | | Yes  No |
|  | **EXPERIENCE AND CONTRACT EXAMPLES** | | | | | |
|  | Please provide details of up to three Contracts, in any combination from either the public or private sector, that are relevant to the Authority’s requirement. Contracts for supplies or services should have been performed during the past three years. Works Contracts may be from the past five years, and VCSEs may include samples of grant funded work.  The named customer contact provided should be prepared to provide written evidence to the Authority to confirm the accuracy of the information provided below.  Consortia bids should provide relevant examples of where the consortium has delivered similar requirements; if this is not possible (e.g. the consortium is newly formed or a Special Purpose Vehicle will be created for this contract) then three separate examples should be provided between the principal member(s) of the proposed consortium or Special Purpose Vehicle (three examples are not required from each member).  Where the Supplier is a Special Purpose Vehicle, or a managing agent not intending to be the main provider of the supplies or services, the information requested should be provided in respect of the principal intended provider(s) or Sub-contractor(s) who will deliver the supplies and services. | | | | | |
|  | Contract 1 | | Contract 2 | Contract 3 | |
| Customer organisation name |  | |  |  | |
| Customer contact name |  | |  |  | |
| Position in the organisation |  | |  |  | |
| Email address |  | |  |  | |
| Contract start date |  | |  |  | |
| Contract completion date |  | |  |  | |
| Estimated Contract value |  | |  |  | |
| In no more than 500 words, please provide a brief description of the Contract delivered including evidence as to your technical capability in this market. | | | | | |
| Contract 1 | | | | | |
| Contract 2 | | | | | |
| Contract 3 | | | | | |
| If you cannot provide at least one example, in no more than 500 words please provide an explanation for this, e.g. your organisation is a new start-up. | | | | | |
|  | | | | | |
| If you cannot provide at least one example, please provide evidence to demonstrate your organisation’s technical and professional ability. | | | | | |
|  | | | | | |
|  | **Past Performance** | | | | | |
| Within the last three years has your organisation ever had to pay financial penalties or contractual damages levied in respect of a failure to perform the terms of a contract? | | | | | Yes  No |
| Within the last three years has your organisation had a contract terminated (except by the expiry of the contract term)? | | | | | Yes  No |
| Has your organisation defaulted or failed on delivery of a contract within the last three years or not renewed due to failure to perform its terms? | | | | | Yes  No |
| If Yes to any of the above questions, please enclose details and use the template provided in Appendix 1 | | | | | |
|  | **QUALITY ASSURANCE** | | | | | |
|  | Please confirm your organisation applies documented quality management procedures. | | | | | Yes  No |
|  | **EQUALITY** | | | | | |
|  | For organisations working outside of the UK please refer to equivalent legislation in the country that you are located. | | | | | |
|  | In the last three years, has any finding of unlawful discrimination been made against your organisation by an Employment Tribunal, an Employment Appeal Tribunal or any other court (or in comparable proceedings in any jurisdiction other than the UK)? | | | | | Yes  No |
|  | In the last three years, has your organisation had a complaint upheld following an investigation by the Equality and Human Rights Commission or its predecessors (or a comparable body in any jurisdiction other than the UK), on grounds or alleged unlawful discrimination? | | | | | Yes  No |
|  | **ENVIRONMENTAL MANAGEMENT** | | | | | |
|  | Has your organisation been convicted of breaching environmental legislation, or had any notice served upon it, in the last three years by any environmental regulator or authority (including local authority)? | | | | | Yes  No |
|  | **HEALTH AND SAFETY** | | | | | |
|  | Please self-certify that your organisation has a Health and Safety Policy that complies with current legislative requirements. | | | | | Yes  No |
|  | Has your organisation or any of its Directors or Executive Officers been in receipt of enforcement/remedial orders in relation to the Health and Safety Executive (or equivalent body) in the last three years? | | | | | Yes  No |
|  | **INFORMATION GOVERNANCE** | | | | | |
|  | Does your organisation apply procedures for Information Governance? | | | | | Yes  No |

## Quality – Method Statement Questions

The purpose of the Method Statement questions is to enable the Authority to evaluate your understanding of our requirements and the quality of your methodology for meeting them. Your submission should describe clearly and concisely how you would provide each of the main requirements laid out in the Specification.

**Outcomes**

As stated in the specification the findings of the review will incorporate the following information:

* A qualitative evaluation of existing provision and recommendations for improvements (it is anticipated that this will include an online survey to local tourism businesses and discussions with key stakeholders)
* Best practice from other comparable geographical areas and suggestions on how these could be replicated locally
* Recommendations for tourism support delivery priorities that are achievable within the requisite budget limitations and will help to deliver growth (to be explored and tested with stakeholders in a workshop environment)
* Recommendations for future funding models, including income generation and other external funding
* An appraisal and recommendations for future delivery models

QUESTION 1 – relevant experience

Give examples of previous relevant projects that you have worked on and explain how these will enable you to effectively deliver this project.

RESPONSE

**Deliverables**

The following deliverables are required:

1. An electronic survey to existing users of the destination management service
2. Face-face consultation with key stakeholders in the form on one-one interviews and at least one workshop
3. Interim findings presented to funders
4. A final report detailing the above requirements including executive summary, approach, findings, recommendations and conclusions – both printed and electronic versions.

QUESTION 2 Methodology

Clearly explain the methodology and methods you will use to effectively deliver this project. Your response must include information governance arrangements when dealing with sensitive data.

Give examples

RESPONSE

**Skills and expertise**

QUESTION 3 Delivery of Tasks

Please detail, using examples of other projects you have worked on, how you will deliver the following:

* Effective business surveys
* Consultation and facilitation
* Analysis and interpretation of information providing a well-balanced, independent and accurate perspective

RESPONSE

QUESTION 4 Industry Knowledge

Please demonstrate your substantial knowledge of the tourism sector and destination management operations

RESPONSE

QUESTION 5 Quality of Staff

Provide CVs and summaries of the relevant experience of the consultants involved, identify which elements of the projects they will be working on and the number of days that they will deliver.

Providing supporting documentation please demonstrate your report writing skills.

RESPONSE

QUESTION 6 Quality and Project Management

Please detail the project and quality management approaches that you will use to ensure the timely delivery of the requirements (include a project management Gantt chart). Key timelines are: Interim report to be submitted before 24th December 2015 and Final report to be submitted by 29th January 2016

RESPONSE

QUESTION 7 Affordability

The anticipated budget range for completion of the Requirement is £12,000 - £15,000.

Please confirm that your quote does not exceed the £15,000 budget threshold which is a PASS/FAIL requirement.

RESPONSE

QUESTION 8 Presentation Skills

You will be required to deliver a 10 minute, **verbal** presentation, illustrating your understanding of the requirement and how you will deliver it.

Note that only bidders that could mathematically achieve the highest or second placed score, in the event that they were awarded full scores for their interview, will receive an invitation.

**Payment Profile Guidance**

You are required to provide a milestone based payment profile with your price schedule. Note that this must be based on 50% of the contract value being paid on full, satisfactory completion of the project. Leicester City Council’s contract procedure rules do not permit for payments to be made to contractors before work is carried out and as such we cannot pay any sum merely for initiation of contract.

## Pricing Schedule

Suppliers are reminded that price is 30% of the overall marks available. The notes below provide further guidance on how pricing should be submitted.

Supplier must provide their Prices on the basis that they are making an offer on the terms of the Contract (including the Specification) as supplied in this RFQ.

All prices submitted must be stated in pounds sterling and the submission totalled and exclusive of VAT.

If a Supplier’s response contains omissions in the schedule, the Authority reserves the right (at its discretion) to disqualify the entire bid or to seek further clarification regarding the omission. In practice, if there are significant omissions the Authority is likely to exercise its discretion to disqualify the entire bid.

Please complete the attached schedule making any amendments to cells necessary.



Declaration

**Re: Quotation for an Independent Tourism Support Review for Leicester and Leicestershire**

To: Leicester City Council

We certify that this is a bona fide Quotation, intended to be competitive and that we have not or will not (either personally or by anyone acting on our behalf):

* Fixed the amount of the Quotation (or the rate and prices quoted) by agreement with any person;
* Communicated to anyone other than the Authority the amount or approximate amount or terms of my/our proposed Quotation (other than in confidence in order to obtain Quotation, professional advice or insurance necessary for the preparation of the Quotation);
* Entered into any agreement or arrangement with any other person that he shall refrain from Bidding or as to the amount or terms of any Quotation to be submitted by him;
* Canvassed or solicited any member, officer or other employee of the Authority in connection with the award of this or any other Authority Contract or Quotation;
* Offered, given or agreed to give any inducement or reward in respect of this or any other Authority Contract or Quotation;

Having read carefully the RFQ:

* We offer to fulfil the Contract to meet the requirements of the RFQ in accordance with our Quotation and fully in accordance with the Contract;
* We agree that this Quotation shall constitute an irrecoverable, unconditional offer, which may not be withdrawn for a period of 90 days from this date;
* We understand that unless and until a formal Agreement is prepared and executed, this Quotation, together with your written acceptance thereof, shall constitute a binding Contract between us;
* We understand that the Authority is not bound to accept any Quotation it receives;
* We declare that to the best of our knowledge our Quotation response is true, complete and accurate in all respects, both as at the date communicated and as at the date of Quotation submission and understand that the Authority may reject our submission if we provide false/misleading information;
* We understand no representation or warranty, express or implied, is or will be given by the Authority or any of its agents or advisors with respect to information included in this RFQ.

The Quotation must be submitted by the organisation which it is proposed will enter into a formal Contract with the Authority if awarded the Contract. This Declaration must be signed:

* where the Supplier is a partnership, **by two** duly authorised partners;
* where the Supplier is a company, **by two directors** or by a director and the secretary of the company, such persons being duly authorised for that purpose.

|  |  |  |  |
| --- | --- | --- | --- |
| Signature: |  |  |  |
| Print Name: |  |  |  |
| Job Title/Designation: |  |  |  |
| Date: |  | | |
| For and on behalf of: | Insert full Legal Name of company or organisation with which Authority will Contract | | |
| Registered Number: | Enter registered company number (if applicable) | | |
| Registered Address: | Enter registered address of organisation | | |
|  |  | | |

## Appendix 1 Question Response Template

|  |
| --- |
| Template for Your Explanation Response |
| Quotation Section and Question Number |
| Explanation |

1. Scarborough Tourism Economic Impact Model (2014) [↑](#footnote-ref-1)
2. Tourism is one of eight priority sectors identified by the LLEP [↑](#footnote-ref-2)