**Invitation to Tender**

**For**

**Provision of Event Security**

**and Stewarding Services**

**at Manchester Central**

**Convention Complex Limited**

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**Part 1:**

**Specification**

Background

Manchester Central is an award-winning venue in the heart of one of Europe's most vibrant cities. Its vaulted arches and station clock have made Manchester Central an iconic city feature for over 130 years. With the capacity to handle intimate corporate functions and large-scale conferences or exhibitions, our historic architecture and state-of-the-art facilities provide the perfect venue for some of the world’s leading events.

Our facilities include: the purpose-built 804-seat Exchange Auditorium; the 1800m² exhibition, conference or 1200-capacity dining space Exchange Hall; the 10,000m² column-free and divisible Central Hall and a range of smaller state-of-the-art conference and meeting rooms.

Our philosophy applies to all our facilities, teams and services. From venue traffic management to IT and AV support teams, from dedicated event managers to our kitchen brigade; Manchester Central is one of the most professional and versatile event spaces in the UK.

Manchester Central holds a diverse range of events, which demonstrates the versatile nature of the venue. Examples of events held at Manchester Central include Party Political Conferences, Elections, CIH Conference and Housing Exhibitions, Manchester Comic Con, Northwest Property Awards, Christmas Parties, CIPD, The National Wedding Show, International and National Association Conferences, and a wide range of small meetings.

Company Values

Manchester Central has five company values that are at the heart and soul of everything we do:

* **We’re passionate**

We display limitless and infectious enthusiasm

We deliver with quality and consistency

We find creative ways to deliver exceptional experiences

* **We work with pride and integrity**

We value our loyal and trusted relationships with our customers

We set high standards for ourselves and our work

We find solutions to problems

* **We’re forward thinking**

We’re industry icons

We’re innovative – we lead the way

Our work has a positive impact on our customers, our city, and our communities

* **We take care**

We’ve got you. We’re an expert, confident and safe pair of hands

We listen and we’re flexible in our approach to deliver excellence

We make the challenging feel simple

* **We deliver together**

We create a seamless experience together

We support each other

We work together to achieve excellence

We create lasting partnerships

Tender Overview

Manchester Central is currently looking for a Contractor to provide and manage workers for event services consisting of security and stewarding. The successful Contractor will be committed to the development of the security and stewarding function and will provide competent staff members who have received the relevant training applied to such roles.

**Please see Appendix 3 for full tender specification**.

The Contractor will ensure that personnel onsite at Manchester Central are NOT self-employed OR zero-hour employees. Flexible working arrangements via annualised hours or casual contracts for service arrangements are permissible.

Members of staff will be providing services to clients and delegates at Manchester Central, and therefore must be fully conversant, fitting in with Manchester Central’s values.

The Contract period will be for three (3) years with the option to extend for up to an additional two (2) years. It is intended for the contract to commence on 1st August 2024.

There will be an opportunity for a site visit to Manchester Central on Thursday 9th May 2024. The visit will take the form of a small briefing, followed by a walk-around of the venue in order to possibly observe an event and an opportunity for open questions.

Please email [procurement@manchestercentral.co.uk](mailto:procurement@manchestercentral.co.uk) with the names and contact details, including phone number, email address and job title, of those attendees wishing to join the site visit by 4pm on Tuesday 7th May 2024. A maximum of two personnel from each bidding organisation will be permitted to attend. Visits will begin at Manchester Central’s concierge.

Following the evaluation of sections D, E and F, Manchester Central will invite the top 3 bidders to make a formal presentation in support of their bid, the anticipated date for this is Monday 10th June 2024, please can you ensure your availability. Further information will be provided to bidders nearer the time.

**Event Timetable**

Once we have received a signed copy of Appendix A you will be sent Appendix 7 via email on ProContract.

The table in Appendix 7 details the number of events in the diary from April 2023 to March 2024.

Given the dynamic nature of the events industry, the Contractor will be expected to respond to staffing on an as and when needed basis which may come in peaks and troughs depending on each event.

A very small number of events may not require security and stewarding as the event organiser will organise these services separately to the venue.

**Service Provision**

**Management**

The Contractor shall offer Manchester Central internal and external clients a professional and effective level of management, with regard to the fulfilment of the service, including but not limited to the following key responsibilities:

* They will deliver exceptional customer service and expertise at the level expected by Manchester Central and clients, in conjunction with Manchester Centrals Head of Security and event management teams.
* The provision of such number and types of management and SIA licensed staff and trained stewards as may be necessary to operate the event at any appropriate time on days of events to reasonably meet event needs.
* The Contractor will be responsible for ensuring sufficient SIA licensed staff and stewards are available as outlined in the deployment schedule provided by Manchester Central.
* The Contractor shall ensure that staff are provided with sufficient assignment instructions and briefings to deliver the required service provision ahead of each event.
* Given the dynamic nature of the event industry, the Contractor will be expected to react and respond to service provision queries or operational demands at short notice.
* The Contractor will be responsible for providing all staff with name badges and formal identification, and sufficient levels of communications devices to successfully operate the event. (Radios will be provided by Manchester Central)
* The Contractor will be responsible for providing all staff with adequate uniform, design and style to be discussed.
* The Contractor will be responsible for providing all staff with sufficient safety / PPE (Personal Protective Equipment).
* Operational representatives, event security operatives and stewards must work alongside the Manchester Central event management team to ensure a cultural fit.

**Customer Service Standards**

Scheduling

* Enquiries shall be responded to (by the Contractor) in an appropriate timeframe.
* The Contractor is expected to work in conjunction with the event operations teams, offering sound advice and bringing any issues to the attention of the relevant Manager in a timely fashion.
* The Contractor’s main point of contact day to day will be the Head of Security. The Contractor’s operational representatives will be expected to meet with the relevant team member to discuss requirements for each event.

Deployment

* The events industry is dynamic and is busy throughout all months of the year, which will need to be considered within the tender bid.
* All staff must be able to carry out their allotted tasks competently and safely, but they must also be committed to the high standards of customer service, which underpins all of Manchester Central’s operational services.
* A deployment copy on an event-by-event basis must be provided to the Contract Manager and also uploaded onto the MCCC software Ungerboeck.
* All Contractors staff must wear the above-mentioned uniform with the Contractor’s logo clearly visible. All staff must carry their identity pass.

Service Level Agreement

* The SLA will detail precise response times in respect of all aspects of the service.
* The SLA will detail pre-event procedures, on site procedures, escalation, and post-event procedures.

Complaints Procedure

* The Contractor will provide incident and accident reports to Manchester Central in an agreed format on all customer service issues and complaints within 8 hours of occurrence.
* Where requested, the Contractor will provide Manchester Central with copies of correspondence relating to specific customer issues / complaints within 24 hours of request.
* Raise comments/complaints/feedback at tasking and upload all information onto Ungerboeck as part of event debrief.

Pricing

* The Contractor’s staffing rates will remain firm from the date of commencement of the Contract. Increased rates will be proposed to Manchester Central and only upon acceptance of higher rates by Manchester Central, the Contractor shall implement such rate changes. Staffing rates must be at least equal to those calculated by the Living Wage Foundation throughout the duration of the contract.
* Invoices should not be submitted for the revised rates until written acceptance of any rate increase has been received from the Financial Director at Manchester Central.

Invoicing

* On or after the last day of each month (but before the last day of the following Month) the Contractor will submit to Manchester Central a VAT invoice correctly rendered, together with all necessary substantiating documentation which is reasonably required by Manchester Central, in relation to the Services provided directly to Manchester Central in that Month.
* Manchester Central shall pay such invoices within 30 days from the end of the month of invoice subject to the invoice and all necessary substantiating documentation having been received by Manchester Central within 7 days after the end of the month of invoice.

Health & Safety (H&S) Ask HF to take a look.

* The Contractor and its affiliates, officers, directors, and employees will take all reasonable steps to observe all aspects of H&S and will comply with the provisions of Manchester Central’s H&S policy, emergency procedures, arrangements, and all current legislation.
* The Contractor must comply with all venue requirements and always adopt industry best practice, including but not limited to, SIA regulations and guidance, and the introduction of any new or relevant regulation or procedures.
* For the safety and wellbeing of the Contractor and/or Manchester Central’s own employees, the Contractor will take all reasonable steps to identify, quantify and limit any risks in the performance of their duties.
* The Contractor will ensure that all staff supplied to the venue have completed an induction and Construction Design and Management Regulations 2015 training at Manchester Central prior to working on site.
* The Contractor shall maintain an up to date and comprehensive training matrix for all staff members that are to be deployed at Manchester Central. The matrix will indicate details of any training, relevant qualifications, or evidence of competence in a particular role. The training matrix must be available to Manchester Central as and when requested.
* Staff must only be deployed on duties for which they are competent or hold the relevant license, training, or qualification if applicable.
* Please provide a job description or personal profile of the employee in your organisation responsible for managing H&S. Please outline specific skills, experience, qualifications, memberships of professional bodies in relation to H&S.

Contract Management

Contract partners will be required to have periodic Contract review meetings with the Director of Facilities Management, Contract Manager, Event Manager and Head of Security. The frequency of such Contract review meetings will be determined by Manchester Central and may vary from time to time. The meetings will discuss the performance of previous months’ events, the events coming up ahead and any positive / negative feedback with regards to staff members.

The service provider is to provide an agreed number of qualified and appropriately SIA licensed event security operatives and non-licensed event stewards, the number as outlined in the deployment schedule provided by MCCC. MCCC events require event security and stewarding at any time to cover 24 hours a day, over any 365 days a year, this being dependent on event requirements.

The service providers staff availability and time keeping will be monitored on an event-by-event basis. All staff members are to be available on site 30 minutes prior to times agreed to facilitate briefing at zero cost to MCCC.

The service provider is to provide the agreed level of event security and stewarding cover during events in conjunction with the on-site security staff to deter unauthorised entry, trespass, theft, vandalism, damage, loss through negligence, fire, flood, breaches of health and safety of the site.

The service provider shall always recognise the importance and impact of the stewarding service and will hire staff who are reliable, professional, and tactful in demeanour. At no time will the service provider allow a shortfall in the presentation of this provision service thus providing maximum reassurance to MCCC’s staff of its professionalism.

The service providers personnel will be required to be knowledgeable about MCCC and its location and should be able to provide a high standard of customer service and personal presentation.

The service providers personnel are required to contribute towards providing a welcoming, positive customer friendly site which enhances the customer experience.

**TUPE**

It is Manchester Central’s understanding that TUPE - Transfer of Undertakings (Protection of Employment) Regulations will apply to this Contract.

Operations Manager – Security and Stewarding

Deputy Operations Manager - Security and Stewarding

The total salary package of the Operations Manager is £34k.The salary package excludes any pension contributions. Final listing is subject to further negotiation however we do not anticipate any further costs.

The total salary package of the Deputy Operations Manager is £29k.The salary package excludes any pension contributions. Final listing is subject to further negotiation however we do not anticipate any further costs.

Other roles/members of staff may also be nominated for TUPE. This will be determined and discussed prior to and during the presentation stage of the tender with the 3 highest scoring suppliers.

Manchester Central anticipate discussing TUPE details in full once the tender has progressed to the preferred bidder stage.

**Part 2:**

**Tendering Information & Instructions**

Information to Tenderers

The Contract period will be for three (3) years with a Manchester Central only option to extend for up to an additional two (2) years. It is intended for the contract to commence on 1st August 2024.

Tenders 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 1.

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 Contractors agree that they will not during the contract period withdraw their offers contained in their tender.

Manchester Central reserves the right to clarify with tenderers once tender responses have been assessed. Unsuccessful tenderers will be informed accordingly, and the top 3 bids will continue to presentation stage.

No conditions submitted or referred to by the Contractor when tendering 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 the lowest or any tender. Tenderers are requested to note this position when submitting bids.

**Manchester Central Convention Complex Ltd reserve the right to enforce the option to bring the services In-house if tenders are deemed to be not suitable upon review during the evaluation stage.**

Requests for Information

To ensure transparency and fairness to all bidders, any inquiries regarding the Tender are to be submitted via ProContract 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 tenderer regarding the Tender, together with any answers given by Manchester Central may be provided to all tenderers who have registered their interest for the Tender. Details of the enquirer will not be disclosed.

|  |  |
| --- | --- |
| **Contact Details** | |
| Name: | Luke Sheldon |
| Portal: | https://procontract.due-north.com |
| 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.

Tender Evaluation Criteria

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

|  |  |
| --- | --- |
| **Criteria** | **Weighting** |
| Quality | 15% |
| Sustainability | 20% |
| Price | 35% |
| Presentation | 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. (15%).

There is an un-weighted quality threshold of (18%). 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

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 (35%) and tenderers will thereafter be ranked and scored in accordance with how much more expensive their prices are compared to the lowest price, e.g., if tenderer X is 50% more expensive than the lowest price it will be awarded 50% less price points than the lowest price tender. If 125% more expensive it will be awarded 125% less price score making this a minus score.

Site Visits

Tenderers will be required to attend a site visit on Thursday 9th May 2024 at 2pm (this date may be subject to change).

Presentation 30%

After the weighted scores for price, quality and sustainability have been accumulated, the top 3 responders will be invited to give a 30-minute presentation to the tender panel, followed by a Q&A, total run time of **no longer than one hour**. This is an opportunity to introduce the senior team that will be allocated to our account and to run through your company offer to enable to us to get the best understanding of the service and outputs we can expect.

Further details will be issued on invitation of successful responses, with an anticipated date of 30th May 2024 for presentations to take place.

To allow preparation by the bidders please see below an outline of presentation content.

* Outline your mobilisation plan for this contract, including who is going to lead the mobilisation and team roles and responsibilities.
* Any risks you foresee associated with this contract.
* How does your structure benefit Manchester Central?
* How will you integrate your business with Manchester Central and learn our business?
* How will you ensure all team members are suitably trained?
* What added value you can bring to this contract.

Scoring Matrix

Manchester Central will use the following scoring system for evaluating responses:

|  |  |
| --- | --- |
| **Score** | **Scoring Principles** |
| 0 | **Rejected**   * No response provided * Evidence is unacceptable or non-existent * There is a failure to properly address any issues |
| 1 – 3 | **Poor**   * The evidence is deficient in certain areas where the lack of detail or relevant evidence requires the reviewer to make assumptions |
| 4 - 7 | **Satisfactory**   * The evidence is acceptable, but with some minor reservations |
| 8 - 10 | **Good**   * Evidence that the specification has been met comprehensively |

**Scoring Criteria**

|  |  |  |
| --- | --- | --- |
| **TENDER SECTIONS** | | **% Score** |
| **SECTION A** | | |
| A1 | **Identity of Applicant** | Pass / Fail |
| A2 | **General Information** | Pass / Fail |
| A3 | **Employment, Equality and Inclusion** | Pass / Fail |
| A4 | **Insurance** | Pass / Fail |
| A5 | **Business Continuity** | Pass / Fail |
| **SECTION B** | | |
| B | **Financial Information** | Pass / Fail |
| **SECTION C** | | |
| C | **Health and Safety** | Pass / Fail |
| **SECTION D** | | |
| D | **Quality** (each question will be allocated equal marks)  1.1 – Team Structure  1.2 – Recruitment and Vetting  1.3 – Resourcing Staff  1.4 – Skills and Competencies  1.5 – Nurturing and Developing Supervisors  1.6 – Best Possible Experience/Management Structure  1.7 – Similar Contract  1.8 – Added Value  1.9 – Strengths and Expertise from Wider Business  1.10 – Case Studies  1.11 – Staff Retention | **15%**  10%  11%  12%  8%  4%  11%  8%  8%  10%  10%  8% |
| **SECTION** | | |
| E | **Sustainability, Corporate and Social Responsibility**  (each question has been allocated its own individual weighting)  1.1 – Measurable environmental objectives  1.2 – Training and Information  1.3 – Location of workforce  1.4 – Community initiatives  1.5 – Employment opportunities | **20%**  10%  10%  20%  20%  20% |
| **SECTION F** | | |
| F | **Price**  (The lowest price tenderer will be awarded the maximum price score and tenderers will thereafter be ranked) | **35%** |
| **SECTION G** | | |
| G | Certificate of Bona Fide Tender | Pass / Fail |
| **SECTION H** | | |
| H | Subcontracting | Required for info |
| **SECTION I** | | |
| I | Terms and conditions | Required for info |

Timetable

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

|  |  |
| --- | --- |
| **Key Tasks** | **Date** |
| Site Visit | Thursday 09th May @ 11:00am |
| Final date for Tender Queries | Wednesday 15th May 2024 @ 16:00pm |
| Tender Return Date | Friday 17th May 2024 @ 12:00pm |
| Bidder Presentations | Monday 10th June 2024 |
| Award of Contract | Friday 14th June 2024 |
| Intended Commencement of Contract | 01st August 2024 |

Manchester Central reserves the right to amend the above timetable or extend any time period.

Completion and Return of Documents

Please note:

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 uploaded via <https://procontract.due-north.com>

no later than:

**Friday 17th May 2024 12.00pm**

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

3. **9 separate documents are to be returned for section A to I with clear and concise information only.**

4. If your Tender response is received late, it may not be accepted.

5. Tenders responses submitted by post, fax or other electronic means will not be accepted.

6. Failure to comply with the above may invalidate your tender response.

Pricing Instructions

1. The successful tenderer will be solely responsible for providing all necessary labour to satisfactorily and safely deliver the provision of the Contract in strict accordance with the Health and Safety at Work Act (1974) and any subsequent amendments thereto or recommendations of the Health and Safety Executive. In carrying out the delivery of the Contract the successful tenderer will exercise all the skill, care and diligence to be expected of a properly qualified and competent person experienced in the provision of a contract similar in nature to the Contract and in relation to projects of a similar size, scope and complexity to the Project.
2. Prices quoted must anticipate all costs in relation to the provision of the contract as NO additional costs will be accepted unless approved in writing by Manchester Central. Additional cost must be declared in the Tender documents for these to be considered.
3. Rates must be quoted in pounds sterling to a maximum of 2 decimal places and currency fluctuations will not form part of the Contract.

Sustainable Procurement

Manchester Central recognises it has a vital role in furthering sustainable development, through its procurement of buildings, goods, works and services. Procurement decisions have a major socio-economic and environmental implication, both locally and globally, now and for future generations.

Manchester Central will therefore strive to:

*People, Education and Awareness*

* Educate, train and encourage internal purchasers to review their consumption of goods and services, reduce usage and adopt more environmentally friendly products where possible.
* Communicate the sustainable procurement policy to all staff, suppliers, contractors and other relevant stakeholders.
* Encourage staff and partners to work with the business’ sustainability lead, to ensure all purchases made have been given sustainable consideration.

*Environmental Impact*

* Purchase goods and services which have a minimal impact on the environment.
* Consider our business processes in an attempt to consume and purchase less. This will be achieved by identifying and eradicating wasteful practices within our own operation.
* Investigate opportunities for the recycling and re-use of materials where appropriate. Where this is not possible, all waste will be diverted from landfill and disposed of in the most environmentally friendly way.
* Assess the environmental and corporate risks to the organisation with a commitment to continually improving sustainable performance related to the supply chain.

*Procurement Process*

* Promote best practice for sustainable procurement, ensuring both environmental and social factors are considered in the procurement process (what the product is made from; where it comes from; the option to use local suppliers; product durability; circular economy etc.).
* Ensure that where appropriate, suppliers’ sustainability credentials are considered in the supplier evaluation process and that sustainability criteria is used in the award of contracts.
* Sample audits of departmental purchases will be carried out to ensure sustainability is being considered in all purchases.
* All CAPEX purchases will need a sustainability sign-off before they are approved.

*Engaging Suppliers and Working Collaboratively*

* Ensure that low value and FTS (Find a Tender – high value contracts) contract opportunities are made available via appropriate platforms.
* Address barriers to entry in order that Small and Medium Sized Enterprises (SMEs), local suppliers and the voluntary sector are encouraged to bid for Manchester Central’s business.
* Educate our suppliers regarding Manchester Central’s environmental and sustainability objectives.
* Encourage and persuade suppliers to adopt environmentally friendly processes and supply environmentally friendly goods/services.
* Work with key suppliers to make changes and thereby extend sustainability improvements throughout the supply chain.
* Suppliers with a high environmental impact i.e., tier 1 suppliers, will be audited on their sustainability credentials on a quarterly basis, ensuring they are conforming to targets and measurements, as specified in the bid documentation.

Equal Opportunities

1. Compliance with Statutory Obligations

The successful tender shall, and shall procure that all Sub-Contractors shall, adopt a policy to comply with Manchester Central’s statutory obligations under the Equal Pay Act 1970, Article 141 of the Treaty of Rome, Sex Discrimination Act 1975, Race Relations Act 1976, Disability Discrimination Act 1995, Employment (Age) Regulations 2006, Part Time Workers (Prevention of Less Favourable Treatment) Regulations 2002, Employment Equality (Sexual Orientation) Regulations 2003, Employment (Religion or Belief) Regulations 2003 or the Equality Act 2006 and shall comply with best professional practice in relation to equal opportunities and, accordingly, the successful tenderer will not, and shall take all reasonable steps to ensure that all its employees and agents (and all Contractor and all Sub-Contractors and all employees and agents of the sub-contractors and its employees and agents) do not, discriminate against any person because of their sex, sexual orientations, marital status, colour, race, religion or belief, age, nationality (including citizenship), national or ethnic origin, part-time status, fixed term status or on the grounds of their disability, in decisions to recruit, train, promote, discipline or dismiss employees.

1. Codes of Practice

The successful tenderer shall, and shall procure that its sub-contractors shall, observe the Equal Opportunities Commission’s Codes of Practice for employment and equal pay, the Commission for Racial Equality’s Codes of Practice for employment, the Disability Rights Commission’s Code of Practice for employment and any codes of practice relation to employment issues from time to time by the commission for Equality and Human Rights.

1. Adverse finding against a Tenderer

In the event of any finding of unlawful discrimination including, without limitation, sex, sexual orientation, part time, fixed term, racial, religious/belief, disability or age discrimination being made against the successful tenderer or any of its sub-contractors during the Contract Period by any court or employment tribunal, or of an adverse finding in any formal investigation (in the case of discrimination only) by the Equality and Human Rights Commission during the Contract Period, the successful tenderer shall inform Manchester Central of this finding and shall take appropriate steps to prevent repetition of the unlawful discrimination.

1. Provision of Information

The successful tenderer shall, on request by Manchester Central, provide the Manchester Central with details of any steps taken under condition 3.

1. Circulation of Equal Opportunities and Diversity Policy

The successful tenderer’s equal opportunities and diversity policies shall be set out in any instructions circulated to those members of the tenderer’s staff and sub-contractor’s staff concerned with recruitment, training and promotion, in relevant documentation available to its staff and others and in its recruitment advertisements and other relevant literature.

1. Provision of Further Information

The successful tenderer shall provide such information as Manchester Central may reasonably request for the purpose of assessing the tenderers compliance with the above conditions, including, if requested, examples of any instructions, recruitment advertisements or other literature, and details of monitoring applicants and employees.

**Part 3:**

**Documents to be Returned**

**(Sections A – I are to be completed and returned)**

Information and Instruction

The questions in this document are designed to enable Manchester Central to make an evaluation as to the suitability of your organisation for this contract.

**You are required to:**

Submit your response in the areas provided in the document – DO NOT submit on your own documentation. Failure to do this will result in losing marks if you do not respond as requested.

Reference all responses with the item numbers stated in the questionnaires. Failure to do this will result in loss of marks if a response cannot be easily identified.

Clearly mark all enclosures and supporting documents with the sections and questions to which they relate and submit all such enclosures and supporting documents at the end of each questionnaire in numeric order.

Please do not include general marketing or promotional material relating to your organisation in response to any of the questions unless specifically requested to do so. Marketing and promotional material will not improve your scores and will be discarded by Manchester Central.

**Your response must be provided as nine (9) separate documents, which include all the requested information in the following order:**

|  |  |
| --- | --- |
| Section A: | Identity of Applicant |
| Section B: | Financial Information |
| Section C: | Health and Safety |
| Section D: | Quality |
| Section E: | Sustainability, Corporate and Social Responsibility |
| Section F: | Price |
| Section G: | Certificate of Bona Fide Tender |
| Section H: | Subcontracting |
| Section I: | Terms and Conditions |

**PLEASE COMPLETE AND PROVIDE AS A SEPARATE DOCUMENT**

**TO SECTIONS B, C, D, E, F, G, H AND I**

**WITH COPIES OF CERTIFICATES AND SUPPORTING INFORMATION**

**Identity of Applicant Questionnaire**

**SECTION A**

|  |  |
| --- | --- |
| **Name of Organisation:** |  |
| **Date:** |  |

A1: Identity of Applicant

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

|  |  |  |
| --- | --- | --- |
| **To be completed by Sole Trader** | | |
| **Q1** | **Identity of Applicant** | Responses to be placed in space provided either next to or below the question |
| 1.1 | Please confirm that the aims / rules of  your organisation allows you to provide  the specified service | Yes / No  (Delete which is not applicable) |
| 1.2 | Full name |  |
| Full home postal address  (provide full details for the past 10 years) |  |
| 1.3 | Date business was established |  |
| 1.4 | Contact name for application |  |
| Telephone no |  |
| Email address |  |
| Main address for correspondence |  |
| 1.5 | If your business is provided through a local or district office, different from the address in 1.1, please give further details. |  |
| 1.6 | If you are involved in any other business of a similar nature, please give brief details | |
|  |  | |
| **Complete** | | |

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

|  |  |  |
| --- | --- | --- |
| **To be completed by Partnership** | | |
| **Q1** | **Identity of Applicant** | Responses to be placed in space provided either next to or below the question |
| 1.1 | Please confirm that the aims / rules of  your organisation allows you to provide  the specified service | Yes / No  (Delete which is not applicable) |
|  | **Please provide a copy of your Partnership Agreement within the Tender** | |
| 1.2 | Full name of organisation making the application |  |
| Full postal address of organisation making the application |  |
| 1.3 | Contact name for application: |  |
| Telephone no: |  |
| Email address: |  |
| Main address for correspondence |  |
| 1.4 | Please provide Names and Addresses for the past 10 years of each Partner | |
|  |  | |
| 1.5 | If your business is provided through a local or district office, different from the address in 1.1, please give further details. | |
|  |  | |
| 1.6 | If you or any partner is involved in any other business of a similar nature, please give brief details | |
|  |  | |
| **Complete** | | |

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

|  |  |  |  |
| --- | --- | --- | --- |
|  | **To be completed by**  **Private Company, Public Company or Company Limited by Guarantee** | | |
| **Q1** | **Identity of Applicant** | Responses to be placed in space provided either next to or below the question | |
| 1.1 | Please confirm the aims / rules of your organisation allow you to provide the specified service | Yes / No  (Delete which is not applicable) | |
| a | Private Limited Company | Registration No: | |
| Date: | |
|  | **Please provide a copy of your Registration Certificate of Incorporation within the Tender** | | |
| b | Public Limited Company | Registration No: | |
| Date: | |
|  | **Please provide a copy of your Registration Certificate of Incorporation within the Tender** | | |
| c | Company Limited by Guarantee | Registration No: | |
| Date: | |
|  | **Please provide a copy of your Registration Certificate of Incorporation within the Tender** | | |
| 1.2 | Registered name |  | |
| Full registered postal address of organisation making the application |  | |
| 1.3 | Contact name for application |  | |
| Telephone no: |  | |
| Email address: |  | |
| Main address for correspondence |  | |
| 1.4 | If applicable, please give the local/regional office address from the registered address |  | |
| 1.5 | Please provide any previous names by which the company was known | | |
|  |  | | |
| 1.6 | Please provide brief details of the company's full range of business activities | | |
|  |  | | |
|  | **To be completed by any Parent Company** | |  |
| 1.7 | Full company name | |  |
| Full registered postal address of parent company | |  |
|  | To be completed by any ultimate holding company | |  |
| 1.8 | Full company name | |  |
| Full registered postal address of ultimate holding company | |  |
| **Complete** | | | |

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

|  |  |  |
| --- | --- | --- |
| **To be completed by a Franchisee** | | |
| **Q1** | **Identity of Applicant** | Responses to be placed in space provided either next to or below the question |
| 1.1 | Please confirm the aims / rules of your organisation allow you to provide the specified service | Yes / No  (Delete which is not applicable) |
| 1.2 | Please provide details of legal status |  |
| 1.3 | Full name |  |
| Full home postal address (provide full details for the past 10 years) |  |
| 1.4 | Contact name for application |  |
| Telephone no |  |
| Email address |  |
| 1.5 | Main address for correspondence |  |
| 1.6 | Please give full explanation of this status and the relationship with any other organisations: | |
|  |  | |
| **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 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** | | |

A3: Employment, Equality and Inclusion

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Q3** | **Employment, Equality and Inclusion** | Responses to be placed in space provided either next to or below the question | | |
| 3.1 | 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) |  |  | |
| 3.2 | 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: |  |  | |
| 3.3 | 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? |  |  | |
| 3.4 | 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** |  |  | |
|  | | | |

A4: Insurance

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

|  |  |  |
| --- | --- | --- |
| **Q4** | **Insurances - Please provide copy of your certificates for the following Insurances** | |
| 4.1 | Employers Liability Insurance. This should be a  minimum of £10 million in respect of any one claim. | **Please provide a copy within the Tender** |
| 4.2 | 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** |
| 4.3 | A minimum level of £40 million may be required for  Public Liability therefore please confirm your  organisation would be prepared provide this at no extra cost. | Yes / No  (Delete which is not applicable) |
| 4.4 | Professional Liability insurance. This should be a minimum of £5 million in respect of any one claim. | **Please provide a copy within the Tender** |

**A5: Business Continuity**

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

|  |  |  |
| --- | --- | --- |
| **Q5** | **Business Continuity – Please provide a copy** | |
| 5.1 | Business Continuity  The Civil Contingencies Act 2004 requires Local Authorities  to ensure, through their procurement contracts, that  all suppliers have Business Continuity Plans in place to  ensure that they can deliver their critical services and  products in the event of an emergency or business  continuity incident.  Business Continuity Management is a holistic process  that identifies potential threats to an organisation and  the impacts to business operations those threats, if  realised, might cause and which provides a framework  for building organisational resilience with the capability for  an effective response.  Please provide a copy of your proposed Continuity Plan for  **this** contract / framework. | **Please provide a copy within the Tender** |

**SECTION A**

**Declaration**

The undertaking should be signed by the applicant, a partner, or an authorised representative in their own name if on behalf of a company.

I/We apply to be considered to supply goods or services as described above to Manchester Central.

I/We certify the information supplied is accurate to the best of my/our knowledge and that I/we accept the conditions and undertakings requested in the questionnaire. I/We understand that false information could result in my/our exclusion from consideration for this or any other tender with Manchester Central.

Signed for and on behalf of the organisation:

|  |  |
| --- | --- |
| Signature: |  |
| Full Name (printed): |  |
| Designation: |  |
| Date: |  |
| Company: |  |
| Telephone: |  |
| Email: |  |

**Checklist**

|  |  |
| --- | --- |
| **Check list – Documents to be submitted** | Delete which is not applicable |
| Partnership Agreement | YES / NO |
| Private Limited Registration Certificate of Incorporation | YES / NO |
| Public Liability Registration Certificate of Incorporation | YES / NO |
| Company Limited by Guarantee Registration Certificate of Incorporation | YES / NO |
| Equality Policy signed and dated | YES / NO |
| Insurance Certificate for Employers Liability | YES / NO |
| Insurance Certificate for Public Liability | YES / NO |
| Copy of Insurance for Professional Indemnity | YES / NO |
| Business Continuity Plan | YES / NO |

**PLEASE COMPLETE AND PROVIDE AS A SEPARATE DOCUMENT**

**TO SECTIONS A, C, D, E, F, G, H AND I**

**WITH COPIES OF CERTIFICATES AND SUPPORTING INFORMATION**

**Financial Information**

**SECTION B**

|  |  |
| --- | --- |
| **Name of Organisation:** |  |
| **Date:** |  |

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. Please note Draft, Abbreviated and unsigned accounts will not be accepted.**  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 the name and address of your firm's bankers. Manchester Central may seek  a financial reference from them. |  |
| 1.4 | Please supply your VAT registration number  (if applicable). |  |
| 1.5 | 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** | | |

**SECTION B**

**Declaration**

The undertaking should be signed by the applicant, a partner, or an authorised representative in their own name if on behalf of a company.

I/We apply to be considered to supply goods or services as described above to Manchester Central.

I/We certify the information supplied is accurate to the best of my/our knowledge and that I/we accept the conditions and undertakings requested in the questionnaire. I/We understand that false information could result in my/our exclusion from consideration for this or any other tender with Manchester Central.

Signed for and on behalf of the organisation:

|  |  |
| --- | --- |
| Signature: |  |
| Full Name (printed): |  |
| Designation: |  |
| Date: |  |
| Company: |  |
| Telephone: |  |
| Email: |  |

**Checklist**

|  |  |
| --- | --- |
| **Check list – Documents to be submitted** | Delete which is not applicable |
| Copy of accounts or balance sheet and income statement (abbreviated accounts are not accepted). | YES / NO |

**PLEASE COMPLETE AND PROVIDE AS A SEPARATE DOCUMENT**

**TO SECTIONS A, B, D, E, F, G, H AND I**

**WITH COPIES OF CERTIFICATES AND SUPPORTING INFORMATION**

**Health & Safety**

**SECTION C**

|  |  |
| --- | --- |
| **Name of Organisation:** |  |
| **Date:** |  |

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 or consult with a qualified safety professional? | Yes / No  (Delete which is not applicable) | | |
|  | If YES, please name here and specify any relevant qualifications held: | | | |
| Name: | Qualifications: | | |
| 1.3 | Does your firm hold any Health & Safety accreditations? | If Yes, please detail below | | |
|  |  |  | | |
| 1.3 | **If you have 5 employees or more: 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).** | | | |
| If you have less than five employees or if your company policy does not detail any of the following, please enclose written details of the following. | | | |
| A | Procedures for reporting and recording of accidents and dangerous occurrences | Please attach a copy | | |
| B | First aid and welfare provisions | Please attach a copy | | |
| C | Provision of appropriate protective clothing and equipment (if required) | Please attach a copy | | |
| 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) | | |
| 1.5 | Has your firm, during the last three years been the subject of a formal investigation by the Health and Safety Executive, similar national body, or local authority charged with supervision of health and safety standards? | Yes / No  (Delete which is not applicable) | | |
|  | If yes, please provide details: | | | |
| 1.6 | **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.** | | | |
|  | Please confirm you have suitable and sufficient assessment of risk in place | Yes / No  (Delete which is not applicable) | | |
|  |  | | | |
| **ALL COMPANIES TO COMPLETE THE FOLLOWING INFORMATION** | | | | |
| 1.7 | How do you identify training needs and evaluate the effectiveness of training given? | | | |
|  |  | | | |
|  | **Please provide the following details:** | | | |
| 1.8 | No. of Accidents (last 3 years) | | | No. of Accidents (last 3 years) reportable to HSE |
| 1.9 | No. of Civil Claims by the Public (last 3 years) | | | No. of Civil Claims by the Public (last 3 years) reportable to HSE |
| 1.10 | Does your company conduct Occupational Health Surveillance? | | Yes / No  (Delete which is not applicable) | |
|  | If yes, please provide details: | | | |
| 1.11 | How do you monitor Health and Safety standards and the effectiveness of Health and Safety procedures on site? | | | |
|  |  | | | |

**SECTION C**

**Declaration**

The undertaking should be signed by the applicant, a partner, or an authorised representative in their own name if on behalf of a company.

I/We apply to be considered to supply goods or services as described above to Manchester Central.

I/We certify the information supplied is accurate to the best of my/our knowledge and that I/we accept the conditions and undertakings requested in the questionnaire. I/We understand that false information could result in my/our exclusion from consideration for this or any other tender with Manchester Central.

Signed for and on behalf of the organisation:

|  |  |
| --- | --- |
| Signature: |  |
| Full Name (printed): |  |
| Designation: |  |
| Date: |  |
| Company: |  |
| Telephone: |  |
| Email: |  |

**Checklist**

|  |  |
| --- | --- |
| **Check list – Documents to be submitted** | Delete which is not applicable |
| Example of Risk Assessment | YES / NO |
| Example of Safe System of Work | YES / NO |
| Example of Noise Assessment | YES / NO |
| Example of COSHH Assessment | YES / NO |
| Example of PPE Assessment | YES / NO |
| Example of Vibration Assessment | YES / NO |
| Example of Permit to Work | YES / NO |

**PLEASE COMPLETE AND PROVIDE AS A SEPARATE DOCUMENT**

**TO SECTIONS A, B, C, E, F, G, H AND I**

**WITH COPIES OF CERTIFICATES AND SUPPORTING INFORMATION**

**Quality Assurance**

**SECTION D**

|  |  |
| --- | --- |
| **Name of Organisation:** |  |
| **Date:** |  |

D: Quality

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

|  |  |  |
| --- | --- | --- |
| **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 or quality assurance certificate** | |
| 1.1 | Following on from the information provided in Appendix 3, please detail how the dedicated onsite and offsite team will be structured in order to support this contract. Where possible add names and positions to your team. | |
|  |  | |
| 1.2 | Provide details of your procedure for the recruitment, selection and vetting of staff. | |
|  |  | |
| 1.3 | Detail your processes for resourcing staff and how you ensure regular resourcing is available to draw upon. Please include your current resource level for Security and Stewarding in the Manchester postcode, final cut off times for ordering resource, time management of staff, and invoicing; including how you would support Manchester Central in the elimination of manual systems. | |
|  |  | |
| 1.4 | Please detail your arrangements for providing employees with the skills and competencies required to fulfil this contract (e.g. Customer Service, SIA, Counter Terrorism, ACT Training etc). | |
|  |  | |
| 1.5 | Please detail your approach for nurturing and development of supervisors? | |
|  |  | |
| 1.6 | At Manchester Central we are committed to providing the best possible experience to our Clients and Visitors. We insist upon high standards of customer care, appearance, politeness, approachability and going above and beyond at every opportunity.  Please outline and describe your management structure and show evidence on how you manage your team on a daily, weekly, monthly basis to ensure our Clients and Visitors get the best possible experience. | |
|  |  | |
| 1.7 | Please give an example of a similar contract to this tender, including length and scope of the contract and further detail how this demonstrates your competency to successfully provide Security and Stewarding to Manchester Central. | |
|  |  | |
| 1.8 | How would you add value and display innovation to improve customer experience standards and / or drive efficiency in the running of the security and stewarding services? Please provide evidence of added value or innovation implemented previously. | |
|  |  | |
| 1.9 | What strengths and expertise from the wider business can Manchester Central draw upon as and when necessary? | |
|  |  | |
| 1. 10 | Using the information in case studies A, B and C (Appendix 4,5 and 6) and taking into consideration the open periods please formulate three options for costings of a Security and Stewarding delivery plan for each Case Study. You will also need to take into consideration the risk, tenancy areas, delegate profile and number of delegates.   * Costing 1 should be a silver costing, providing the minimum required to operate the event safely. * Costing 2 should be a gold costing, providing enhanced customer service. * Costing 3 should be a platinum costing, providing potential for upsell to our clients.   All costings should have position locations, a brief outline of what that positions function will be and a brief deployment methodology. Please include details of all assumptions made.  Please use the provided table in Appendix 4,5 and 6 to complete the costings. | |
| 1.11 | What percentage of your staff has been retained over the last 12 and 36 months? and what other measures do you have in place to monitor staff retention? | |
|  |  | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **References** | | | | |
| 1.11 | Please submit 3 referees within similar companies/venues to Manchester Central with direct knowledge of your organisation and its services during the last 3 years who can confirm your company’s experience and record of service delivery relevant to the requirement. If you cannot provide three references, please explain why. | | | |
|  |  | Reference 1 | Reference 2 | Reference 3 |
|  | Customer Organisation (Name): |  |  |  |
|  | Customer Contact Name: |  |  |  |
|  | Phone Number: |  |  |  |
|  | Email: |  |  |  |
|  | Contract Award Date: |  |  |  |
|  | Contract Award Title: |  |  |  |
|  | Contract Value: |  |  |  |
|  | Has permission been obtained from these references for us to contact them? | | Yes / No  (Delete which is not applicable) | |
|  | If unable to provide 3 references, please explain why: | | | |
| **Complete** | | | | |

**SECTION D**

**Declaration**

The undertaking should be signed by the applicant, a partner, or an authorised representative in their own name if on behalf of a company.

I/We apply to be considered to supply goods or services as described above to Manchester Central.

I/We certify the information supplied is accurate to the best of my/our knowledge and that I/we accept the conditions and undertakings requested in the questionnaire. I/We understand that false information could result in my/our exclusion from consideration for this or any other tender with Manchester Central.

Signed for and on behalf of the organisation:

|  |  |
| --- | --- |
| Signature: |  |
| Full Name (printed): |  |
| Designation: |  |
| Date: |  |
| Company: |  |
| Telephone: |  |
| Email: |  |

**Checklist**

|  |  |
| --- | --- |
| **Check list – Documents to be submitted** | Delete which is not applicable |
| Copy of Quality Assurance Certificate or Quality Policy signed and dated  Quality Assurance Supporting Documents | YES / NO  YES / NO |
|  |  |

**PLEASE COMPLETE AND PROVIDE AS A SEPARATE DOCUMENT**

**TO SECTIONS A, B, C, D, F, G, H AND I**

**WITH COPIES OF CERTIFICATES AND SUPPORTING INFORMATION**

**Sustainability, Corporate and**

**Social Responsibility**

**SECTION E**

|  |  |
| --- | --- |
| **Name of Organisation:** |  |
| **Date:** |  |

E: Sustainability, Corporate and Social Responsibility

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

|  |  |  |
| --- | --- | --- |
| **Q1** | **Sustainability, Corporate and Social Responsibility** | Responses to be placed in space provided either next to or below the question |
|  | **Please provide a copy of your company’s sustainability and/or environmental policy** | |
|  | Who in your organisation has responsibility for sustainable performance? | Name:  Position: |
| 1.1 | What top 3, current, measurable environmental objectives and targets have your organisation set, against which performance is measured? | |
|  |  | |
| 1.2 | Please demonstrate your arrangements for providing Members of Staff who will be engaged in this contract, with training and information on related sustainability and environmental issues. | |
|  |  | |
| 1.3 | Please tick what % of your workforce live within 15 miles of Manchester Central? | |
|  | |  |  | | --- | --- | | % |  | | 0-20 |  | | 21-40 |  | | 41-60 |  | | 61-80 |  | | 81-100 |  | | |
| 1.4 | Does the company support any community initiatives? Or is the company involved in any charitable work or projects? | |
|  |  | |
| 1.5 | What procedures do you have in place to support promotion of employment opportunities for local residents and all sections of communities, including lone parents, older candidates, disabled minority groups and those from socially disadvantaged areas? | |
|  |  | |
| **Complete** | | |

**SECTION E**

**Declaration**

The undertaking should be signed by the applicant, a partner, or an authorised representative in their own name if on behalf of a company.

I/We apply to be considered to supply goods or services as described above to Manchester Central.

I/We certify the information supplied is accurate to the best of my/our knowledge and that I/we accept the conditions and undertakings requested in the questionnaire. I/We understand that false information could result in my/our exclusion from consideration for this or any other tender with Manchester Central.

Signed for and on behalf of the organisation:

|  |  |
| --- | --- |
| Signature: |  |
| Full Name (printed): |  |
| Designation: |  |
| Date: |  |
| Company: |  |
| Telephone: |  |
| Email: |  |

**Checklist**

|  |  |
| --- | --- |
| **Check list – Documents to be submitted** | Delete which is not applicable |
| Sustainability Policy signed and dated | YES / NO |
| Environmental Policy signed and dated | YES / NO |

**PLEASE COMPLETE AND PROVIDE AS A SEPARATE DOCUMENT**

**TO SECTIONS A, B, C, D, E, G AND H**

**WITH COPIES OF CERTIFICATES AND SUPPORTING INFORMATION**

**Price**

**SECTION F**

|  |  |
| --- | --- |
| **Name of Organisation:** |  |
| **Date:** |  |

F: Pricing Schedule

**Hourly Staff**

Manchester Central is committed to paying **all** (regardless of age) Members of Staff at least the Real Living Wage. As of 1st April 2024, this amounts to £12.00 an hour. It is the duty of the Contractor to look for changes in the Real Living Wage from announcements by the Real Living Wage Foundation.

The Contractor will only bill for actual hours worked, subject to a minimum shift of 4 hours per booked shift. Any reduction in hours will be advised a minimum of two hours in advance of the curtailed shift; additional hours required may be requested at any time during the shift.

**Contract Management**

Any applicable members of staff who are employed on a full time exclusive basis to deliver the services as stipulated by Manchester Central in order to deliver the management of the contract will be subject to an annual salary review taking in to consideration market rate assessment and Manchester Central’s pay award to its own employees, all proposed increases to be agreed in advance between the Contractor and Manchester Central and if agreed will be implemented at the same time as any increase to the hourly paid staff.

**Please state in the price table below the rates which you would charge to Manchester Central.**

**Each chargeable rate must show the breakdown for each of the roles based on the Member of Staff being paid at least the Real Living Wage rates above and any on costs, which may include but are not limited to, workers’ holiday pay, national insurance, pension, contribution to head office costs, profit** **margin by completing and submitting a copy of Appendix 8**

**Price Table**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Job Role** | **Skill Level** | **Minimum Pay Rate to Staff** | **Chargeable Cost to MCCC** | **Role Weighting** |
| Steward | Standard Rate | £12.00 | £ | 34% |
| SIA Guard | Standard Rate | £13.75 | £ | 47% |
| Team Leader | Standard Rate | £14.25 | £ | 3% |
| Steward/Security Supervisor | Standard Rate | £15.25 | £ | 8% |
| Management Fee |  | Annual Cost | £ | 8% |

**SECTION F**

**Declaration**

The undertaking should be signed by the applicant, a partner, or an authorised representative in their own name if on behalf of a company.

I/We apply to be considered to supply goods or services as described above to Manchester Central.

I/We certify the information supplied is accurate to the best of my/our knowledge and that I/we accept the conditions and undertakings requested in the questionnaire. I/We understand that false information could result in my/our exclusion from consideration for this or any other tender with Manchester Central.

Signed for and on behalf of the organisation:

|  |  |
| --- | --- |
| Signature: |  |
| Full Name (printed): |  |
| Designation: |  |
| Date: |  |
| Company: |  |
| Telephone: |  |
| Email: |  |

**Checklist**

|  |  |
| --- | --- |
| **Check list – Documents to be submitted** | Delete which is not applicable |
| A copy of Appendix 8: Price Breakdown | YES / NO |
|  |  |

**PLEASE COMPLETE AND PROVIDE AS A SEPARATE DOCUMENT**

**TO SECTIONS A, B, C, D, E AND F**

**WITH COPIES OF CERTIFICATES AND SUPPORTING INFORMATION**

**Certificate of Bona Fide Tender**

**SECTION G**

|  |  |
| --- | --- |
| **Name of Organisation:** |  |
| **Date:** |  |

**Declaration**

**Please read and sign the declaration below:**

I/We apply to be considered to provide Security and Stewarding Services to Manchester Central.

I/We certify that the information supplied is accurate to the best of my/our knowledge and that I/We accept the conditions and undertakings requested in the tender. I/We understand that false information could result in my/our exclusion from consideration for this or any other contract with Manchester Central.

I/We also understand that it is a criminal offence, punishable by imprisonment, to give or offer any gift or consideration whatsoever as an inducement or reward to any servant of a public body and that any such action will empower Manchester Central to cancel any contract currently in force and will result in my/our exclusion from consideration for this or any other contract with Manchester Central.

I/We confirm that:

1. I/We have not communicated and will not communicate to any person, under agreement or arrangement, the amount of this tender/quotation.
2. The amount of this tender/quotation has not been adjusted under any agreement or arrangement with any person.

**Signed for and on behalf of the organisation**

|  |  |
| --- | --- |
| **Signed:** |  |
| **Full Name (Printed):** |  |
| **Designation:** |  |
| **Company Name:** |  |
| **Company Address:** |  |
| **Telephone:** |  |
| **Email:** |  |
| **Date:** |  |

Anti-Collusion Certificate

The essence of the public procurement process is that Manchester Central shall receive *bona fide* competitive tenders from all Bidders. In recognition of this principle we hereby certify that this is a *bona fide* Bid, intended to be competitive, and that we have not fixed or adjusted the amount of the Bid or the rates or prices quoted by or under or in accordance with any agreement or arrangement with any other Bidder (other than a member of our own consortium). We have not and insofar as we are aware neither has any Bidder Party (as defined in the Invitation to Negotiate):

Entered into any agreement with any other person with the aim of preventing Bids being made or as to the fixing or adjusting of the amount of any Bid or the conditions on which any Bid is made;

or

Informed any other person, other than the person calling for this Bid, of the amount or the approximate amount of the Bid, except where the disclosure, in confidence, of the amount of the Bid was necessary to obtain quotations necessary for the preparation of the Bid for insurance, for performance bonds and/or Contract guarantee bonds or for professional advice required for the preparation of the Bid;

or

Caused or induced any person to enter into such an agreement as is mentioned in Paragraph (1) and (2) above or to inform us of the amount or the approximate amount of any rival Bid for the Contract; or Committed any offence under the Prevention of Corruption Acts 1889 to 1916 nor under Section 117 of the Local Government Act 1972;

or

Offered or agreed to pay or give any sum of money, inducement or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to any other Bid or proposed Bid for the Works any act or omission;

or

Canvassed any other persons referred to in Paragraph (1) above in connection with the Contract;

or

Contacted any officer of Manchester Central about any aspect of the Contract including (but without limitation) for the purposes of discussing the possible transfer to the employment of the Bidder of such officer for the purpose of the Contract or for soliciting information in connection with the Contract.

We also undertake that we shall not procure the doing of any of the acts mentioned in Paragraphs (1) to (7) above before the hour and date specified for the return of the Bid nor (in the event of the Bid being accepted) shall we do so while the resulting Contract continues in force between us (or our successors in title) and Manchester Central.

In this certificate

The word "person" includes any person, body or association, corporate or incorporate and "agreement" includes any arrangement whether formal or informal and whether legally binding or not.

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

To: The Chief Executive Manchester Central

**Prices quoted are FIRM**

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

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.

|  |  |
| --- | --- |
| **Price Clause** | **Please Sign in Box Below** |
| Deployment rate firm price(s) for full period of Contract, unless there is specifically a change in the Manchester Living Wage.  Following such an increase, where the Contractor can demonstrate there is an increase in a particular roles rate of pay, the base cost uplift (inclusive of National Insurance and pension but excluding profit) will be accepted as a price increase for hours undertaken by that role.  Contract management annual price review is to be agreed by both parties subject to market rates and Manchester Central’s own employee pay award. |  |
| 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. |  |

Staffing rates will remain firm from the date of commencement of the Contract. Increased rates will be proposed to Manchester Central and only upon acceptance of higher rates by Manchester Central, the Contractor shall implement such rate changes.

Invoices should not be submitted for the revised price until written acceptance of your price increase from the Director of Finance and Corporate services at Manchester Central has been received.

**PLEASE COMPLETE AND PROVIDE AS A SEPARATE DOCUMENT**

**TO SECTIONS A, B, C, D, E, F, G AND I**

**WITH COPIES OF CERTIFICATES AND SUPPORTING INFORMATION**

**Subcontracting**

**SECTION H**

|  |  |
| --- | --- |
| **Name of Organisation:** |  |
| **Date:** |  |

H: Subcontracting

|  |  |
| --- | --- |
| **YES** | **NO** |
|  |  |

Is it the intention of your company to subcontract?

**\*(please tick what your response is)**

If your answer to the above is yes please state which company you will be subcontracting to, the percentage and description of work you intend to subcontract:

Company:

Address:

Postcode:

Telephone Number:

Percentage of work to be subcontracted %

Description of work to be subcontracted:

Please note any company requesting to subcontract work must obtain written permission from the Procurement Officer.

Any company found to be subcontracting who has failed to declare this at tender stage may incur the following action:

1. The contract being cancelled

2. All other contracts won by your company may be reassessed

**Please complete a new form for each subcontractor you will be using. This includes other consultants if they are to be used.**

**PLEASE COMPLETE AND PROVIDE AS A SEPARATE DOCUMENT**

**TO SECTIONS A, B, C, D, E, F, G, AND H**

**WITH COPIES OF CERTIFICATES AND SUPPORTING INFORMATION**

**Terms and Conditions**

**SECTION I**

|  |  |
| --- | --- |
| **Name of Organisation:** |  |
| **Date:** |  |

I: Terms and Conditions

Should you wish to make an amendment or objection to a clause within the Terms and Conditions of this contract, please make note of them using the table below.

|  |  |  |
| --- | --- | --- |
| **Page** | **Clause Number** | **Comment** |
|  |  |  |
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