

Document 2 - Specification

NWLDC

Procurement Name:

Coalville Christmas Lights – installation, maintenance, stock management and storage

Information Specific To This Procurement incl. et al

- General Information
- Timetable
- Contract Information
- (Output Based) Specification
- Relevant Policies
- Resourcing and Implementation

20 April 2022

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General Information

Procurement Procedure

NWLDC is inviting Tenders from suitably capable and qualified providers in response to its Temporary Resource requirements. All Tenderers that submit a Tender shall be assessed in accordance with the criteria contained in Document 1 and the information contained within it shall be used by NWLDC as the means to make a Contract award decision.

Procurement Timetable

NWLDC proposes the following timetable¹ for the award of the Contract(s):

Procurement Timetable	
Procurement Stage	Dates
ITT released	05 May 2022
ITT response deadline	NOON 03 June 2022
ITT assessment begins	06 June 2022
Final award	24 June 2022
Mobilisation/Implementation begins	04 July 2022
Go Live/Launch	TBA

Procurement Representatives

No person in NWLDC's employ or other agent, except as so authorised by the NWLDC Authorised Officer or Procurement Representative, has any authority to make any representation or explanation to Tenderers as to the meaning of the Contract or any other document or as to anything to be done or not to be done by Tenderers or as to these instructions or as to any other matter or thing so as to bind NWLDC.

Procurement Representative contact details:
Name - David Whyte Email Address - DAVID.WHYTE@nwleicestershire.gov.uk Phone: 07484 766291

Tenderer Briefing Event

NWLDC does not intend to hold a Tenderer Briefing Event.

Site Visits by Tenderers

Site visits by Tenderers will be held by prior arrangement only. Contact the Procurement Representative above for making arrangements.

Site Visits by NWLDC

NWLDC reserves the right to pay a site visit to the Tenderer's premises and/or exemplar site at which it performs the service required under the Contract.

Tenderers may, or may not, be contacted to be made aware that a site visit will take place. Any notification that is made will detail the date, time and details of those people that are anticipated to attend.

¹ NWLDC reserves the right to change the above timetable and Tenderers will be notified accordingly if there is a change.

Tenderers shall grant access to any premises requested to be visited by NWLDC within that allocated time period.

Site visits will be for the purpose of ensuring that Tenderers are appropriately skilled and experienced to deliver the service required under the Contract and that any claims made to that effect are accurate.

Demonstrations and Presentations

NWLDC reserves the right to invite Tenderers, to attend a presentation and/or demonstration at which stage it will be a requirement to reinforce your position by presenting your tender to the key stakeholders involved.

The invitation will detail the date, time and location and the required content of the demonstration/presentation, which will include any specific questions/topics to be covered and the marking system.

Presentations/demonstrations will be for the purpose of ensuring that shortlisted Tenderers have full comprehension of all that is required under this Contract and that all information submitted is accurate.

Contract Information

Terms and Conditions of Contract

DRAFT Terms and Conditions of Contract can be found in Doc 3 included within this pack.

Contract Period

The Contract is anticipated to be for five (5) years from Contract Start Date subject to on-going, satisfactory delivery/service performance. Performance and pricing will be benchmarked at 12 monthly intervals during the life of the contract.

Insurance

The successful Tenderer shall maintain Employers and Public Liability insurance cover with a reputable insurance company to the satisfaction of NWLDC and with minimum indemnity limits per occurrence of £10,000,000 (ten million pounds) and £5,000,000 (five million pounds) respectively.

In addition, at the request of NWLDC, the Contractor may be required to maintain Professional Indemnity cover with a minimum indemnity limit of £1,000,000 (one million pounds) per occurrence.

Proof of cover will be produced prior to the Commencement Date and at any time during the contract on demand by NWLDC including the policy and evidence of premium payment.

TUPE

Tenderers are advised that NWLDC considers that the Collective Redundancies and Transfer of Undertakings (Protection of Employment) (Amendment) Regulations 2014, DO NOT apply to this contract.

Specification - Output-Based Requirements

Background

NWLDC has responsibility for providing the Coalville Christmas Lights display within Coalville town centre. Coalville is the principle town of the district of North West Leicestershire, with a population of approximately 38,000.

The protection and safety of its facilities, staff and customers are of primary importance to NWLDC, who consider the quality and safety of their environment as a priority. NWLDC is very proud of its reputation in its market and is committed to maintaining and improving existing high standards.

With the aim of continually improving services, facilities and experiences, NWLDC has reviewed the way in which it manages and procures its Christmas lights contractor and is developing a new contract which will see the standards in its Christmas Lights provision maintained and improved; will support the delivery of NWLDC priorities; will realise savings and will ensure flexibility in future service delivery.

The purpose of the new contract will be:

- To provide a comprehensive package of the management, maintenance, storage and installation of our Christmas lights stock

Output-Based Requirements

In order to achieve the best possible service, utilising the knowledge and experience of specialist Tenderers as well as our in-house knowledge and expertise in delivering high quality Goods/Works/Services, we are tendering this opportunity on the basis of an output-based specification.

This output-based requirement provides a description of the high-level elements and minimum expectations required by the Goods/Works/Services and is not intended to be a prescriptive set of instructions defining how the requirements are to be achieved, nor is it a description of the equipment, assets, infrastructure, facilities and other resources the Tenderers will need in order to deliver the requirement.

This output-based approach is designed to be minimal in defining both the delivery process and detailed outcomes and is intended to give Tenderers full choice and flexibility in how they propose to meet NWLDC's requirements. Tenderers are encouraged to be innovative and creative in relation to proposed service delivery methods - materials, equipment, manning, shifting etc.

General Principles and Standards

This section outlines the general overarching values, principles and standards that will apply to a contract awarded through this procurement and is provided in addition to the Specific Requirements outlined below. NWLDC customers and staff demand and expect high standards and the Tenderer who is successful in being awarded a contract will be required to provide exceptionally high quality services with passion, pride and professionalism. They will operate within a spirit of collaborative working, generating compliments from Goods/Service users and NWLDC generally and shall not be a source of complaints. As a result of this, the successful Tenderer is expected to:

- Promote and demonstrate support of the vision, values and priorities of NWLDC and the aims and objectives of all relevant strategies and programmes;
- Promote excellence in a positive customer care culture; be open and approachable to users of the service; proactively respond to incidents, enquiries and complaints and (where possible) resolve issues as they arise; and
- Be cognisant of, and compliant with, all relevant British (BS), European (EN), and International Standards (ISO) as well as Industry Specific guidance and directives governing the provision of Goods/Works/Services tendered for. NWLDC recognises that such Standards are continually revised, and at times

existing Standards may be superseded, in which case the most current Standard shall always be applicable.

Specific Requirements

Introduction to Specific Requirements

This Section describes the high-level elements and minimum expectations for each and all of the Requirements covered by this procurement. It is not intended to be prescriptive or exhaustive but rather to provide guidance on key areas of importance to NWLDC.

Tenderer's proposals must include and describe details of how they define service standards and propose to deliver the outcomes they describe for each Requirement.

To reiterate, this specification is not intended to be prescriptive, all-inclusive or exhaustive and does not provide examples for all Requirements - it is provided to highlight the flexibility afforded to Tenderers in terms of submitting proposals to NWLDC. The General Principles and Standards outlined above are applicable to all Requirements. A description of the individual components of each Requirement is provided to allow Tenderers to make judgments on how to approach their delivery solution. However, these are indicative only and Tenderers have a duty to satisfy themselves that the description contains all elements necessary to provide a complete solution and to clearly identify any additional elements in their proposal.

This contract covers some of the most visible and defining aspects of NWLDC and requires a very high quality and professional approach to achieve the quality results that are expected.

NWLDC owns its own Christmas lights stock and would look to utilise these. There is a comprehensive stock inventory which includes the condition and age of the produce. The stock consists of pole mount, wall mount and pea and festoon lights, the majority of pole mount stock is less than 12 months old, the pea lights and festoons vary in age.

All work will need to be undertaken in accordance with the Code of Practice for PLG06 Guidance on installation and maintenance of seasonal decorations and lighting column attachments. The electrical work should be undertaken by contractors registered, approved and insured to work on the Public Highway.

Installation sites:

- Memorial Square – comprising of pole mount decorations on lamp posts, wall mount decorations on Memorial Clock Tower (grade II listed building), pea lights on various trees (small and large), large real Christmas Tree (installed and supplied independently), Christmas tree pea lights (part of the installation)
- Ashby Road – comprising of pole mount decorations on lamp posts
- Belvoir Road / Jackson Street – comprising of pole mount decorations on lamp posts
- Marlborough Square - comprising of pole mount decorations on lamp posts, large real Christmas Tree (installed and supplied independently), Christmas tree pea lights (part of the installation)
- High Street – comprising of pea and festoon lights on numerous real trees
- Hotel Street - comprising of pole mount decorations on lamp posts

Inventory

- Pea and festoon lights are to be installed and removed annually from town centre trees
- The installation and removal of the Christmas tree lights should be coordinated with the installation and removal of the Christmas trees (trees supplied independently)
- All stock will be installed and removed annually and put into storage

Includes, but is not limited to:

- Replacing / repairing / reporting stock as it gets damaged / fails to operate (to include lamp post fixings)

- Contractor required to check that lights work, repair as required, install and maintain over the Christmas period, remove lights and put into storage
- Maintenance response time to be 24 hours from notice
- Testing of brackets, street wiring, timers prior to installation – carried out by appropriately qualified resource

Installation and timeframe

The contractor must allow sufficient elapsed time to hang all the lights before the defined 'switch on' day each year (detailed below). The contractor must be prepared to hang the lights in early mornings, late evenings and on Sundays in order to minimise disruption. This may necessitate working in poor weather and / or the dark.

The contractor should plan to minimise disruption to pedestrians, traffic and retailers during this exercise. Whilst some noise is unavoidable, noise levels in the early hours or on Sundays should be restricted to less than 95 decibels.

The contractor will also need to have a complete knowledge of timers associated with each point, and will be responsible for ensuring that any manual timers are set for the correct time for the 'switch on' and then returned to their 'usual ' time setting after the switch on event. The timers are a mixture of Theben TR608 top and Hager EG071. The contractor is to supply sufficient relevant technical resource to support this activity to ensure the effective switch on.

- Installation of pole mount decorations (various locations) and wall mount decorations (Memorial Clock Tower) and pea lights (Memorial Square trees) must not commence before Armistice Day or Remembrance Sunday (whichever is the latter date, shown in bold below), dates as follows:

Year	Armistice Day	Remembrance Sunday
2022	Friday 11 November	Sunday 13 November
2023	Saturday 11 November	Sunday 12 November
2024	Monday 11 November	Sunday 10 November
2025	Tuesday 11 November	Sunday 9 November
2026	Wednesday 11 November	Sunday 8 November

- Pea lights and festoons in other locations can commence before this time (provided that they are not obviously visible)
- Christmas Trees – these will be installed by the Christmas tree suppliers and removed by our Parks and Open Spaces team, future dates as follows:

Year	Christmas tree installation	Christmas tree removal
2022	by w/e 18 November	by w/e 20 January 2023
2023	by w/e 17 November	By w/e 19 January 2024
2024	by w/e 15 November	By w/e 24 January 2025
2025	By w/e 21 November	By w/e 23 January 2026
2026	By w/e 20 November	By w/e 22 January 2027

- Christmas Lights switch-on (provisional dates)

Year	Christmas Lights switch-on
2022	Saturday 26 November
2023	Saturday 25 November
2024	Saturday 23 November
2025	Saturday 29 November
2026	Saturday 28 November

NOTE: NWLDC will continue to maintain the electrical infrastructure.

NWLDC responsibilities – final specification to be agreed as part of Bidders' tender response

NWLDC shall assist the Contractor in achieving the objectives of this contract by providing the following:

- Preparation – NWLDC shall ensure that all installation areas have been inspected and are available and accessible for readiness for the installation of Christmas Lights to proceed, e.g. buildings, trees and lamp posts are accessible and access is not impeded by road / building works or temporary structures (the installation schedule will be adjusted accordingly)

NWLDC reserves the right to amend the content of this Requirement as required.

Contractor responsibilities - final specification to be agreed as part of Bidders' tender response

The Contractor shall provide services for the agreed installation sites and for the agreed schedule. The Contractor shall provide high quality, consistent and appropriately trained staff having regard to NWLDC requirements and all current legislation pertaining to the services performed - e.g. electrical installation/PAT.

The Contractor shall provide:

- Storage – to arrange appropriate storage of the lights in accordance with the manufacturer's instructions to ensure they are not damaged during the storage period. The place of storage should be secure and fire alarmed
- Transportation – suitable vehicles must be used for the transportation of the Christmas lights between the stores and the town centre to minimise the possibility of damage
- Plant and equipment – to ensure access to appropriate plant and equipment for the installation (in particular the installation of lights at Memorial Square Clock Tower – height 20.72 metres (68ft) in height)
- Prior to commencing installation of Christmas Lights - a site inspection should be undertaken
- Contractor to assist with Christmas 'switch on' event - immediate attention given to any issues found at time
- Confirm its management and reporting regime with NWLDC Manager or site representative
- Confirm agreement of the standards and schedule with NWLDC Manager or site representative
- Provide all management information at the prescribed intervals with NWLDC Manager or site representative.
- Design and procurement of additional Christmas lights – during the course of the contract should funding be made available for the purchase of additional lights the council will consult with the contractor who will be required to assist with the process of acquiring new lights and design proposals (the council reserves the right to seek alternative proposals and quotations).

Implementation Plan

The Tenderer will provide a thoroughly considered and plausible plan of the specifics they recommend delivering from NWLDC's Requirements, above. The plan will be mindful of the implementation period and the contract period and be scaled to suit what can sensibly be delivered in that period and will provide the associated costs of this. **The plan will demonstrate how the Tenderer intends to continually appraise their service delivery to offer NWLDC best value across the life of the contract. An implementation plan is to be included as part of Document 4a Forms and Response - Quality.**

Resourcing

NWLDC is seeking a Tender for a fully implemented and working solution in line with the above. NWLDC recognises that there will be different solutions, approaches and management models to achieve this and as such NWLDC is expecting Tenderers to propose appropriate numbers and skilled resource as deemed necessary to fulfil the requirements above.

Enc.

Appendix - Document 2a - Inventory FINAL

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