**Request to Participate: Document 4**

**Selection Questionnaire – Project Specific Quality Questions**

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| **Contract Title:** | **Tropicana Operator** |
| **Reference Number:** | **NSC-0181-24** |
| **Portal Reference:** | **DN740601** |
| **Deadline:** | **Friday 4th October 2024 no later than 11:00hrs**  |

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1. **Instructions for Operators**
	1. Operators must ensure the questions in this document are answered as part of their Submission.
	2. Operators must complete these documents in the format given, please do not make any changes, as this allows for ease of evaluation.
	3. Operators are not permitted to embed documents, insert hyperlinks or attach any additional attachments (unless requested). The Council will not take any supplementary documents or references into account as part of the scoring.
	4. Operators must not assume that the Council will have any previous knowledge of their organisation. The Council will not take any prior knowledge or additional information into account.
	5. It is essential that Operators do not cross-reference their responses to any quality questions. It is important therefore that all information is provided under the appropriate heading and Operators duplicate any information in their responses where necessary to ensure each response is autonomous.
	6. Where a page count has been specified, please ensure that you keep within this set limit. You may expand this document to include extra pages, up to the maximum page limit per question.
	7. Please read Request to Participate Information and Instructions (Document 1) before proceeding.
	8. Your answers to the quality questions must be provided in **Word format** and the entire answer contained within the page limit, unless expressly requested in the question, for example where accounts have been requested.
	9. The use of diagrams, structure charts, flow charts, tables and numerical spreadsheets is acceptable, but these must be directly relevant to, and support your response, and are specific to your North Somerset proposal. Where possible, these should be embedded in your response, rather than provided as attachments.
	10. Where there is a maximum page count specified, please ensure that you do not exceed this. Where a response exceeds the page limit stated in the question, the additional pages will not be read and will be disregarded from the evaluation.
	11. Please note standard marketing brochures will not be acceptable for the purposes of this exercise.
	12. It is the Operator’s responsibility to ensure that the submission is provided in an easy to read and find format.
2. **Evaluation & Scoring**

Please refer to the Request to Participate Information and Instructions (Document 1) for the full details of the evaluation and scoring process.

1. **Your Submission**

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| **Operator Name** |  |

Please read all documents within the Request to Participate before completing your Submission.

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| **Q1** | **Venue Operations** |
| Please set out your experience and expertise in successfully managing culture, arts and / or multi-use entertainment venues, in particular challenging sites and locations which are new or reopened and demonstrating an ability to work collaboratively alongside other businesses and local authorities. Explain the relevance of this experience and how any lessons learnt would be applied to this opportunity.Examples should evidence experience of:* Managing venues of a similar scale and capacity to the type described.
* Managing venues in challenging locations e.g. levelling up areas, coastal locations etc.
* Managing venues with similar physical conditions, particularly demonstrating how the sites were maintained to a high standard.
* Working successfully with local councils, local businesses and community groups.
* The sustainability initiatives you have implemented, including carbon reduction, sustainable energy, waste management and active travel.
* How you have managed Zone X to minimise negative impacts on the surrounding area.
* Briefly describe the systems and processes used to operate an efficient, viable venue and how your organisation adheres to regulations and best practice.
* Outline your staffing and organisational structure, demonstrating the relevant expertise.

Page limit: Up to 5 sides of A4 in Arial 12 font size. Any visuals, plans and images to illustrate your answer must be included within the page limit. |

Question 1 is scored out of **5** and is weighted at **20%** of the total available score.

**Please answer Question 1 below:**

*Expand this document as necessary, up to the page limit for Question 1*

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| **Q2** | **Financial viability** |
| Please demonstrate your experience of operating financially viable entertainment venues, including venues which are new or have been closed, where the bidder revitalised the venue and / or established new and successful operations. Explain the relevance of this experience and how any lessons learnt would be applied to this opportunity.Examples should include:* Management accounts of the venues described to illustrate the improvement and viability.
* Statistics demonstrating increased visitor numbers and corresponding income.
* Narrative on how the venues were taken from a closed / standing start to successful operation.

Page limit: Up to 4 sides of A4 in Arial 12 font size (excluding accounts). Management accounts may be provided separately, in addition to the page count, but must be clearly referenced in your response and any documents labelled clearly. Management accounts may be provided in PDF format. |

Question 2 is scored out of **5** and is weighted at **40%** of the total available score.

**Please answer Question 2 below:**

*Expand this document as necessary, up to the page limit for Question 2*

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| **Q3** | **Programme** |
| Please demonstrate your experience in creating and successfully delivering inclusive and comprehensive venue-based programmes with a mix of activities and genres, including engagement with local culture and arts communities to attract visitors and residents throughout the year, which has resulted in raising the placemaking profile of the venue and destination and attracted a broad regular audience. Explain the relevance of this experience and how any lessons learnt would be applied to this opportunity.Examples should include:* Details of the programmes, attendance figures and income generated.
* How you engaged with the local creative, culture and arts community groups described and the resulting impact on the programme.
* How you have stimulated all-year-round attendance at the venues, particularly in locations that tend to attract seasonal custom.
* How the venue has generated positive PR and raised the placemaking profile of the venue destination.
* How the programme offered high-quality, diverse and exciting entertainment.

Page limit: Up to 3 sides of A4 in Arial 12 font size (excluding programmes). Programmes may be provided separately, in addition to the page count, but must be clearly referenced in your response and any documents labelled clearly. Programmes may be provided in PDF format. |

Question 3 is scored out of **5** and is weighted at **30%** of the total available score.

**Please answer Question 3 below:**

*Expand this document as necessary, up to the page limit for Question 3*

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| **Q4** | **Positive Wider Impacts** |
| Please demonstrate your experience of successfully delivering positive social value and economic impacts within the local community, including focus on sustainability, local employment, supply chains and the economy. Explain the relevance of this experience and how any lessons learnt would be applied to this opportunity.Examples should include:* How you have engaged with local businesses, the local council and other stakeholders to invigorate the local economy.
* How you have recruited locally, including developing staff teams and supply chains (this should include statistics). Note: North Somerset Council defines “local” as located within the local authority boundary.
* Include social value delivery plans e.g. number of apprentices taken on who have completed, work experience placements etc.

Page limit: Up to 3 sides of A4 in Arial 12 font size. |

Question 4 is scored out of **5** and is weighted at **10%** of the total available score.

**Please answer Question 4 below:**

*Expand this document as necessary, up to the page limit for Question 4*

1. **Declaration**

I, as the named person below, and duly authorised by the Operator stated below:

that to the best of my knowledge the answers submitted and information contained in this document are correct and accurate.

confirm that, upon request and without delay, I will provide the certificates and/or documentary evidence referred to in this document except where this documentation can be accessed by the contracting authority via a national database free of charge or the contracting authority already possesses the documentation.

understand that the information will be used in the selection process to assess the Operators suitability to participate further in this procurement.

understand that the council may reject this Submission in its entirety if there is a failure to answer all the relevant questions fully, or if false/misleading information or content is provided in any section.

aware of the consequences of serious misrepresentation.

confirm that the Submission has not been communicated to any other person or adjusted in accordance with any agreement or arrangement with any other person;

confirm that no person employed by your organisation has canvassed any member, employee, agent or contractor of the Council in connection with this Contract;

understand that under no circumstances shall the Council be liable in respect of any costs incurred by the Operator (whether directly or otherwise) in relation to the preparation of the Submission;

understand that until a formal Contract is prepared and executed, this Submission, together with the Council’s acceptance thereof in writing, shall not constitute a binding Contract between the parties.

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| **Signatory Name** |  |
| **Role in Organisation** |  |
| **Operator Name** |  |
| **Signature** |  |
| **Date** |  |

Your Submission will be rejected if this declaration is not signed and dated.

Should your organisation wish to bid for other opportunities with North Somerset Council, you should register your organisation on the [South West Procurement Portal](http://www.supplyingthesouthwest.org.uk).

Many thanks for your interest.