



## Hexham BID

### Contract opportunity Town Rangers project

#### 1. Overview

Hexham Business Improvement District (BID) is business led and business funded, and works in Hexham to invest collectively in new projects and services that businesses have prioritised. We are led by a team of 11 voluntary Directors and a BID Manager, and started operating in October 2016.

One of the BID's projects is Town Appearance. The BID aims to improve overall trading conditions for our businesses, by enhancing the appearance of the town, making it cleaner, tidier and more attractive. To do that we need a key delivery partner(s) to undertake cleaning work.

This work is available as a contract for a business. The BID's procurement policy emphasises that we will seek to re-invest in the town wherever possible, and that we will encourage interest from local companies. The BID will provide regular information and support to contractors. We welcome informal enquiries - please contact [helen@hexhambid.co.uk](mailto:helen@hexhambid.co.uk) or 01434 607962. You can find also more information at [www.hexhambid.co.uk](http://www.hexhambid.co.uk) including a copy of our business plan, map of the BID area, list of streets, and Baseline Services Agreements.

#### 2. Contract

**Time commitment:** Frequency, days and times of service by arrangement with successful contractor. An initial 1-year contract is offered, with a review towards the end of the period with the option to renew further at that point. The BID period is October 2016- April 2021.

**Payment:** monthly, by BACS transfer following invoice.

**Location:** Hexham, Northumberland. A list of streets we wish to cover is on our website: <http://hexhambid.co.uk/town-rangers-2/>

**Reporting to:** Hexham BID Manager

#### 3. Service specification

The Bid intends to make a measurable difference in all its work. For this project, the intended 'outcomes' (the difference that will be made) are

- To improve the appearance of the town
- To improve the perception of the town

Hexham is a great place, and could be made even better. Improved cleanliness will not only complement other improvements the BID intends to make, but will enhance activities and events already taking place in the town, such as its many festivals. We want to pay close attention to the areas that people notice, at the times needed. For example, we would like extra resource before and after key festivals and events in the town's calendar and a more scheduled approach to the industrial and business areas.

We would like to find a suitable contractor to help us deliver this change.

Specific activities (service outputs) include:

- High profile litter picking in known hotspots and at key times on a routine basis, with seasonal variation of activity
- Occasional steam cleaning of pavements/hotspots
- Cleaning and maintaining interpretative boards around the town
- Identification and recording of other maintenance issues for reporting to relevant bodies

The BID would provide branded hi-vis clothing or other PPE/equipment by negotiation with the successful contractor.

#### **4. Exclusions**

The BID does not exist to replace or duplicate maintenance or cleaning activities carried out by public sector organisations, namely the Hexham Town Council and Northumberland County Council. Therefore, we refer interested parties to the Baseline Services Agreements on our website to clarify what activities the BID will NOT commission.

#### **5. Communications**

Any contracts signed will emphasise the need for clarity in contractor's communications about which activities are BID funded, and therefore additional. We would also like to undertake general publicity work with the successful contractor.

#### **6. Key contract performance indicators**

The contract will be monitored periodically, and contractors should be ready to provide evidence as follows:

- A schedule of works performed on time and to budget
- Contribution to at least 6 key communications (media releases, emails, meetings and a full report to go in part-year review) to all businesses per year
- Participation in a review of the project after 1 year
- Details of any issues or problems with delivery the contractor has experienced as soon as they arise.

## 7. Application process

Please send a proposal addressing how you meet the specification for the work, by 30<sup>th</sup> October 2017 at 12 noon, to [helen@hexhambid.co.uk](mailto:helen@hexhambid.co.uk) Please include all the information requested below, or explain why it is unavailable. Informal enquiries and discussions are welcome, by email or on 01434 607 962.

We may ask shortlisted organisations to a discussion, likely to be on Friday 3<sup>rd</sup> November.

Please include in your proposal:

- Details of your approach to delivering the contract, including staffing levels, training, premises, equipment and storage available
- Your price for delivering the service and how this has been calculated
- Your availability
- Your organisation's legal status, company registration etc
- Names and addresses of Directors
- Names and business address of contract manager(s)
- Confirmation of appropriate insurances
- Relevant organisational policies and procedures
- Risk assessment procedures
- Evidence of a track record of delivery similar services
- Any references from previous customers you may have
- Membership of any relevant professional bodies or quality marques.