



INVITATION TO TENDER FOR SECURITY SERVICES

BRENTFORD FOOTBALL CLUB

BRENTFORD NEW STADIUM, LIONEL ROAD

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Invitation to Tender – Part A: Instructions to Tenderers

1. General Requirements

Brentford FC Ltd ('BFC') is seeking an experienced contractor to supply security services for its new stadium.

The contract would be for a minimum of 3 years with an option after year 2 to extend for a further 2 years. It is expected that the contracts under which these services will be delivered will commence on the 1st August 2020 (date to be agreed). A simple contract will be drawn up based on the specification details provided in Part B.

Tenderers must comply with these instructions. They are designed to ensure that all tenders are treated equally and fairly. Failure to comply with these instructions and conditions may invalidate your tender.

The Tender documents are and shall be the property of BFC and will not be copied or reproduced in whole or in part, save as is necessary to enable you to complete the Tender and must be returned to BFC on demand.

2. Procurement Process and Tender Procedures

2.1 Tenderers' Responsibilities

Tenderers shall make themselves fully conversant with the requirements as set out in all tender documents before submitting their tender. No claims arising from neglect in this respect will be entertained by BFC.

All tenderers are required to read these instructions before submitting a tender as referred to below. BFC will assume that Tenderers are fully aware of the contents of these instructions and that unless queries are raised by Tenderers they are fully satisfied and have no queries upon them. BFC will not entertain any claims for compensation arising from the neglect or failure of any Tenderer to comply.

Information supplied to Tenderers by BFC is supplied for general guidance only. Tenderers must satisfy themselves by their own investigations about the accuracy of such information and no responsibility is accepted by BFC for any inaccurate information obtained or for any loss or damage of whatever kind and howsoever caused arising from the use of such information.

It is the responsibility of Tenderers to obtain for themselves at their own expense all information necessary for the preparation of their tender. All works of investigation and preparation of tenders shall be carried out at the Tenderers' cost.

The Invitation to Tender and any other information issued by BFC relating to the services shall be treated by you as confidential and shall not be disclosed in whole or in part to any third party without the prior consent of BFC other than for obtaining sureties, guarantees or quotations.

2.2 Basis of the Tender

All prices quoted in the tender and any supporting documents must be in pounds sterling and must be exclusive of VAT and must include the cost of planning and mobilisation, delivery and any additional related costs to the contract as specified by BFC.

Tenderers are required to keep tenders and prices valid for acceptance for a period of nine months from the closing date for receipt of tenders (based on current COVID-19 pandemic).

The Tenderer shall bear all costs expenses and liabilities incurred in connection with the preparation and submission of the Tender.

2.3 Arithmetic accuracy of the Tender

If BFC suspects that there has been an error in the pricing of the Tender, it reserves the right to seek such clarification as it considers necessary from the Tenderer only.

It is the responsibility of the supplier to check that all unit rates and other information entered in the cost templates are accurate. If any errors in the unit rates or in the totals are detected they will be corrected by extending each unit rate by the quantity to which it applies. Any item for which no unit rate is entered in the appropriate column will be treated as if it is free of charge.

2.4 The Tender

The Tender shall be submitted in accordance with these Instructions to Tenderers. BFC may reject any tender not complying in any particular matter and its decision in that regard shall be final.

All relevant forms for completion in Appendix A shall be signed and submitted with all other documents comprising the Tenderers Tender.

BFC reserves the right to amend any information or the Specification contained within the invitation to tender at any point prior to the award of contract. Such amendments will be notified to the contractor within a period of 5 days.

BFC reserves the right not to award a contract subsequent to this tender and may accept or reject the whole or any part of a tender. BFC does not bind itself to accept any tender and will not accept responsibility for any expense or loss which may be incurred by any potential supplier in the preparation of the tender.

Any Tenderer who:

- fixes or adjusts the amount of its Tender by or in accordance with any agreement or arrangement with any other party; or
- communicates to any party other than BFC or, as applicable, relevant other commercial body, the amount or approximate amount of its proposed Tender or information which would enable the amount or approximate amount to be calculated (except where such disclosure is made in confidence in order to obtain quotations necessary for the preparation of the Tender or insurance or any necessary security); or
- enters into any agreement or arrangement with any other party that such other party shall refrain from submitting a Tender; or
- enters into any agreement or arrangement with any other party as to the amount of any Tender submitted; or
- offers or agrees to pay or give or does pay or give any sum or sums of money, inducement or valuable consideration directly or indirectly to any party for doing or having done or causing or having caused to be done in relation to any other Tender or proposed Tender, any act or omission

may (without prejudice to any other civil remedies available to BFC and without prejudice to any criminal liability which such conduct by a Tenderer may attract) be disqualified from this procurement exercise.

2.5 Contact details

Any questions regarding these documents and the specific requirements of BFC should be made to James Staines (FM Consultant) who can be contacted by telephone on 07551 986 044 or by email on james.staines@mottmac.com.

Contact by any person acting in the name of the prospective contractor with any employee of BFC other than those mentioned in this ITT will be grounds for BFC to terminate the tender process for that supplier.

2.6 Tender Submission

All tenders must be returned to BFC as per the instructions below and arrive not later than close of business **(17.00pm) 22nd July 2020**.

Tenders must be returned electronically (due to COVID-19 restrictions). Tenders that arrive late shall not be considered.

Tenders that are to be submitted electronically and should be emailed to both alan.wash@brentfordfc.com and james.staines@mottmac.com It must be clearly marked in the subject line Tender for Security Services.

No extensions to the closing date for Tenders can be granted, however, BFC may at its discretion extend the closing date and time specified.

BFC will not accept any responsibility if any tender is unable to be submitted by the deadline unless it can be evidenced that there is a problem with BFC's IT system.

Qualified tenders or tenders bearing any unauthorised alteration or addition to the form of tender or any other tender documents may be rejected by BFC.

2.7 Tender Timetable

The following dates are applicable to this tender:

Activity	Estimated Dates
Tender documents available	6th July 2020
Clarification period starts	6th July 2020 until 17 th July 2020
Site visits to be arranged with Alan Walsh	To be advised but potentially week commencing 13 th July 2020
Online or group discussion on requirements	To be agreed if demand requires
Closing date for receipt of tenders	22th July 2020
Notification of successful/unsuccessful tenders	24th July 2020
Contract Commencement	1 st August 2020

This timetable is indicative only. BFC may amend at its discretion and COVID-19 considerations may impact on timings.

2.8 Visits to the Stadium

If Government restrictions allow and timings can be agreed, arrangements may be made for Tenderers to visit the stadium. The stadium visits will be advised if at all possible and will be conducted using appropriate PPE measures. Tenderers attendance will be limited to two persons. Subject to demand this may be arranged over a one-day period with time slots for the relevant Tenderers.

2.9 Evaluation of Tenders

Tenders will be evaluated using a method known as MEAT (most economically advantageous tender). BFC officials will undertake the evaluation process with the assistance of Mott McDonald LTD. BFC will consider both quality, experience and price in the evaluation of tenders. These are weighted to reflect relative importance and scored accordingly:

Criteria	Weighting
Price	70%
Quality & Experience	30%
Total	100%

No tender will be considered unless the potential supplier has submitted a full proposal including the completed forms in Part B within this tender document.

BFC will advise each Tenderer whether its tender has been successful.

Scoring Weighting – Price Element

Criteria	Weighting
Lowest Tender Price	100% of maximum (70%) = 70%
Next Lowest Tender Price	95% of maximum (70%) = 66.5%
Next Lowest Tender Price	90% of maximum (70%) = 63%

Scoring Weighting – Quality Element

Criteria	Weighting
Best Quality Tender	100 of maximum (30%) = 30%
Next Best Quality Tender	95% of maximum (30%) = 28.5%
Next Best Quality Tender	90% of maximum (30%) = 27%

Security Services Tender

Part B: Specification and Format of the Tender

1. Specification

1.1. Delivery of Security Services Specification

Tenderers shall provide fixed price rates in relation to the delivery of security services. Prices are to be fully inclusive of all costs to Brentford FC and are to be exclusive of VAT. The costs are to be broken down to include the following:

- Two security guards on site 24/ hours a day 7 days a week, 365 days a year;
- The standard hourly rate per guard;
- The bank holiday hourly rate per guard.

Tender prices will for the security guards will remain fixed for the duration of the contract period, the only adjustment permitted thereafter will be to reflect any adjustment to the London Living Wage.

The contractor must make written application with evidence to BFC at least 4 weeks prior to the implementation of the commencement date regarding any proposed upwards or downwards adjustment to the rates. Application for upward adjustments will be capped to the London Living Wage increase only.

The successful tenderer will agree to meet the following security service specification.

Brentford New Stadium

The capacity of the new stadium is 17,250 which consists of approx. 3,000 hospitality guests, 2,600 Away supporters and up to 11,650 home general admission supporters.

Situated next to Kew Bridge station, less than a mile away from our current ground, Griffin Park, it is much more than just a stadium for professional football. It will also be home to a professional rugby team "London Irish RFC" and is at the heart of plans to regenerate the local area. The Stadium will be utilised for both Brentford FC match days and London Irish Rugby FC Match days from the start of September 2020. The stadium is designed to have the ability to be used on non-matchdays for business and small conference events, The stadium will be a busy hub, easily accessible from London, its west and south suburbs and the M4 corridor.

1.2 Security Service Requirements

We believe that the first impressions of our stadium is of paramount importance. We aim to provide our supporters, customers, players, stakeholders, neighbours and staff with a safe, clean, welcoming and professional environment. We want our customers to feel that they are in a world-class modern venue and our staff to enjoy a safe, healthy and comfortable workplace.

The security service for the new stadium is to include the following main requirements:

- Provide a security service to Brentford FC, covering 365 days per year and 24 hours a day;
- The successful Tenderer is required to provide additional Security Officers on an ad-hoc basis as requested by Brentford FC for any events held at the stadium;
- The successful tenderer will be required to maintain a pool of Security Officers who meet the recruitment criteria. These Officers should possess a current SIA door supervisor's licence and demonstrate advanced customer service skills;
- The Stadium is monitored for fire and intruder alarms, which report activations to the Security Control Room. There are also perimeter detection and CCTV systems monitored by the Security Control Room; and
- Undertake any other task and duties specified by the Stadium Operations team.

1.2.1 Role Specifics

The posts are not entirely static as the guards will also be required to carry out patrols of the site during all hours including the stadium site overnight. It is envisaged that there will be one guard in the security control room 24/7 and one guard on response duties or available for scheduled deliveries at the main West gate entrance.

The main tasks to be carried out are as follows:

- Management of access from the 24/7 Security control room which covers the following;
 - Access at West gate (main vehicle and delivery entrance for the site);
 - Access control at North East gate (to circulate around the building);
 - Access control at Outside Broadcast gate;
 - Receipt and logging of deliveries;
 - Response to emergency evacuations and incidents;
- Response to all activations, which must receive the appropriate response levels and investigation, including management of the situation, escalation for further support where appropriate and report all findings as required; This is to include:
 - Assess the situation and report to the Brentford FC Security Control Room;
 - Recommend any appropriate action;
 - Assist the emergency services if called;
 - Remain at location until the situation is resolved and the Stadium returned to a secure state; and
 - Provide a written report to Brentford FC on each incident and maintain a daily incident log for stadium;
- Locking and unlocking the main delivery entrance for the site as directed by the Safety & Security Officer;
- Patrols of the stadium;
- Silent hours external security patrols;
- Hold keys, securely, for the site;
- Assist in the delivery of a pre-match and post-match stadium process;

- Open up room spaces, layout barrier configuration and maintain safe access and egress for the approved contractors prior to hand over to the matchday safety team;
- Support the matchday safety team as a secondary security resource for the stadium;
- Receiving back the Stadium from the matchday safety team and ensuring that the building is secure under a phased lockdown;
- Issue passes as appropriate;
- Manned presence in the Security control room 24 hours a day. The requirement will be required on non-match days with enhanced needs during events;
- CCTV monitoring – Monitoring control positions are all based in the Security control room; and
- Intruder Alarms – Monitoring control positions are all based in the Security control room.

This list is not exhaustive and other tasks may be allocated as operationally required.

1.3. Staff Requirements

All security staff are to:

- Be appropriately dressed in their company uniform at all time and be clean, tidy and smart;
- Be able to demonstrate tact and an appreciation of the need to deliver a high level of customer service;
- Be literate and numerate to an acceptable standard. It is essential that they must possess good written and verbal communication skills; and
- Have a valid SIA door supervisor's licence.

Security Guards who do not meet these requirements will not be permitted on site.

The successful contractor must ensure that, in the event of sickness of guards, or absence for any other reason, a replacement will be assigned who meets all the above recruitment criteria.

1.4 Contract Management

In order to ensure that the contract operates in a successful and efficient way, as well as delivering all outcomes described in this specification to the correct standards, the contractor may be required to attend ad-hoc meetings at the request of BFC to monitor performance.

1.5 Invoicing

- Consolidated Invoices shall be produced on a monthly basis.
- The Contractor should provide monthly invoices at the end of each month. These invoices should include any additional ad-hoc work delivered during the previous month.
- BFC may require event specific separate invoices for football and rugby.

2. Format of the Tender

Appendix A

Tender Form 1 - The signed and completed Form of Tender – Pass/Fail Question

Tender Form 2 - Insurance Certification Form – Pass/Fail Question

Tender Form 3 - Details as to referees and Experience – Pass/Fail Question

Tender Form 4 – Evidence of Experience – Scored Question/Quality

Tender Form 5 – Approach to Service Delivery – Scored Question/Quality

Tender Form 6 - Completed Pricing Schedule/Tender Sum – Scored Question/Price

TENDER FORM 1

Name of Tenderer _____

Tendered price for the provision of Security services

To: Brentford FC Ltd

(hereinafter called "BFC")

Having examined the Invitation to Tender and its accompanying documents and being fully satisfied as to my/our abilities and experience in all aspects to satisfy the requirements of the Conditions of Contract and the draft Contract,

I/we _____

of _____

hereby offer, subject to the Conditions of Contract, to provide security services in accordance with Tender Forms 1 to 7 attached hereto pursuant to the Conditions of Contract and upon the Terms and Conditions of the draft Contract.

Unless and until the formal written Agreement referred to above is prepared and signed, the Tender together with your written acceptance thereof will form a binding Agreement between us.

Signed (1) _____ Status _____

and/or

(2) _____ Status _____

(For and on behalf of _____) Date

TENDER FORM 2

Name of Tenderer _____

Insurance Certification Form

Third Party Insurance covers to sum of not less than £5 million

I/We certify and declare that I/we have made arrangements with our Insurance Company to take out an Insurance Policy for public liability in the sum of £5m. I/We attach confirmatory note from the Insurance Company.

The following is the name and address of the Insurance Company (not broker) with whom the Insurances have been effected:

NAME

.....

ADDRESS

.....

.....

.....

PLEASE NOTE: Evidence must be included with this form to prove that such insurances as are required will be effected. Failure to do so will render this Tender invalid

TENDER FORM 3

Name of Tenderer _____

Referees

To Brentford FC Ltd

You may seek references from my/our following client referees that evidence our experience in a similar environment:

1. Client: _____

2. Client: _____

3. Client: _____

TENDER FORM 4

Name of Tenderer _____

Evidence of Experience in a Similar Environment

Please detail your experience of delivering similar services in a similar sector or environment. Please use one of the referees listed in Tender Form 3.

Please reply in no more than 700 words.

TENDER FORM 5

Name of Tenderer _____

Approach to Service Delivery

Please detail the approach you will take in making sure the expectations of Brentford FC are delivered on a day to day basis.

Please reply in no more than 1,000 words.

TENDER FORM 6

Name of Tenderer _____

Please detail your Tender price, along with an overview statement including key assumption and any exclusions.

Additional Attachments can be provided to detail the Tender Price.