



Invitation to Tender

To supply Town Rangers on behalf of We Are Weymouth for a pilot period between
June 2022 and January 2023

We Are Weymouth Limited

Pilgrim House
1 Hope Street
Weymouth
DT4 8TU

01305 779410
info@weareweymouth.co.uk

Introduction

1.1 This document

This document details the requirement of We Are Weymouth in respect of parties submitting proposals for the provision of Town Rangers for a pilot scheme, running between mid-June 2022 and January 2023.

1.2 General considerations

The successful service provider will be responsible for supplying and managing the Town Ranger service on behalf of We Are Weymouth. To achieve this, the service provider will need a comprehensive understanding of the requirements, responsibilities and associated responsibilities associated with the provision of business liaison, low-level crime and anti-social behaviour and public realm issues.

2 Tender instructions

2.1 Timetable

The timetable for the selection of a supplier and implementation of a service arrangement is as follows:

Event	Date
Distribution of Invitation to Tender	Fri 29 Apr 2022
Tender responses received by We Are Weymouth	Wed 12 May 2022
Shortlist and issuance of invitations	Thu 13 May 2022
Shortlist interviews	Fri 14 May 2022
Contract award date	Wed 25 May 2022
Contract start date	Mon 20 June 2022

2.2 Contacts

Zach Williams, Operations Assistant, will answer all supplier questions via email at zachwilliams@weareweymouth.co.uk

2.3 Submissions

Submissions should be sent by email to info@weareweymouth.co.uk with the subject line 'Ranger Tender Submission and must be received no later than **Wednesday 12 May 2022 at 12 noon.**

2.4 Tender format

In your response document include the question number that you are responding to prior to your response. Your proposal should follow the format shown below and, in the tables, provided as applicable.

2.4.1 Supplier information

- Supplier name
- Email address
- Main contact name
- Main contact email address
- Main contact telephone number

2.4.2 Summary of your proposal

- State the main reason why you should be chosen as the preferred supplier

- Provide an outline of how your organisation will manage the work and deliver the services

2.4.3 Information requirements

- Provide a concise response for every question
- Where applicable, describe how you will demonstrate fulfilment of the requirement

2.4.4 Requirement specification for the supply of services

- Provide a concise response for every question
- Where applicable, describe how you will demonstrate fulfilment of the requirement

2.4.5 Financial requirements

- Provide a concise response for every question
- Where applicable, describe how you will demonstrate fulfilment of the requirement

2.5 Selection of supplier criteria

The following criteria will be used for the evaluation of the response to this document:

- Specialist knowledge
- Experience of similar contracts
- Quality of staff and management expertise
- Staff performance and appraisal
- Cost
- Ability to provide services
- Administration, record keeping and reporting to client
- Ideas and innovations
- Quality Assurance and Accreditation and Health & Safety Standards
- Added value and innovations you can bring to the contracts

3 General

3.1 Company structure and performance

Please provide details of your company's structure, including:

- The number of staff currently employed in operational customer facing roles
- The number of administrative/support staff
- The number of management staff currently employed

Please provide details of your company's performance, including:

- Your current contract retention rate overall
- The number of contracts not renewed in the past 24 months
- The reasons given by the customer for non-renewal

3.2 References

Please provide the name and contact details of two persons/organisations for whom you've delivered a similar service.

3.3 Liability insurance

Provide full details of Public, Employers and Professional Liability Insurance cover currently held, to include insurance company/broker, expiry date of current policy and limits.

3.4 Quality

Provide responses to the following:

1. What quality standards does your organisation hold for which operational areas and how long have they been in place?
2. How do you ensure consistency throughout your staff/locations?
3. To which professional bodies are you members?
4. Describe your quality assurance programmes and enclose relevant documentation.

3.5 Service Levels

Please provide responses to the following:

3.6 Policies

Please provide a copy of your following policies:

1. Health and Safety
2. Staff Training
3. Staff Screening and Vetting Procedures
4. Staff Disciplinary Policy and Procedures

3.7 Employee Recruitment

Describe how you would advise We Are Weymouth concerning employment (legal requirements) and recruitment of appropriate staff to fulfil this contract.

3.8 Customer Care and Complaint Handling

Please provide details of how your customers are treated and your procedure for handling complaints.

4 Service Requirement Specification

4.1 Overview of Service Required

Within the current BID term, the BID wishes to pilot contracted Town Ranger service, for a period of 30 weeks. The pilot will consist of a full-time ranger for 21 weeks and enhanced with two part-time rangers to provide additional cover during the peak 9 week summer period.

Respondents should note that We Are Weymouth's service aims to compliment any other community safety services provided by Dorset Council and Dorset Police.

The Ranger service will provide assistance, support, advice, reports and other information to these and other services as appropriate.

The Ranger service will be based within the BID area and focus predominately on the priorities of the area and matters affecting the enjoyment of the area for the benefit of businesses, residents and visitors. The service will report to the BID's Operational Team and to the BID's Board of Directors.

The service requirements are set out in the following paragraphs.

4.2 Aims of Service

1. To provide assistance to BID levy-payers, helping reduce crime and anti-social behaviour, providing re-assurance and assistance in dealing with the fear and threat of crime and to help make the BID area a safer and more welcoming place to work, live and visit.
2. To maintain regular contact with BID levy-payers and assist in dealing with threats, poor behaviour and other matters that disrupt business activity, and liaise with levy-payers about all BID-related projects, initiatives and activities, promoting the work of the BID and opportunities for businesses. To act as the 'eyes and ears' of the BID in the town.
3. To ensure that the public realm is safe and clean by reporting issues to the right organisation/department, that visitors are made to feel welcome, assisted and directed as requested.

4.3 Achievement of Aims

The achievement of these aims will be made through the following approach:

1. Uniformed and tasked patrolling throughout the BID area, with a primary focus on the town centre
2. Interventions with persons committing or suspected of committing crime and anti-social behaviour, where safe and appropriate to do so
3. Recording and reporting all incidents, interventions and suspicious activities to:
 - a. The BID Operations Team
 - b. The BID's Business Crime Reduction Partnership
 - c. Dorset Council's CSAS Officers and ASB Teams
 - d. Dorset Police's Neighbourhood Policing Team and Business Crime Team
4. Being an easily identifiable, well turned out, polite, consistent and observant presence within the BID area
5. Making regular visits to BID levy-payers to check on matters and inform them about the projects and activities of the BID, and recording interactions on the BID's CRM system
6. To be accessible to BID levy-payers via phone, town-link radio and email to respond to queries and requests for assistance
7. Offering advice and assistance to businesses and others on ways of securing premises, dealing with crime and anti-social behaviour
8. To assist BID levy-payers in the reporting of crime and incidents and administer reports through the Business Crime Reduction Partnership's DISC system
9. Providing support to events run by the BID
10. Conducting inspections of public areas, recording and reporting issues such as fly tipping, flyposting, graffiti, and damage to assets
11. Conducting minor practical duties to assist in enhancing the public realm, such as the removal of small graffiti, flyposting, litter etc.
12. Helping promote Weymouth as an attractive place to live, work and visit
13. We Are Weymouth welcomes ideas to improve the Town Ranger service
14. Be prepared to give evidence in Court as required

4.4 Specification of Services Required

1. The provision of a service to deliver the service aims listed in 4.2.
2. The respondent must make provision for holiday cover, sickness, and time off for training for employees.
3. All staff must wear a highly visible We Are Weymouth branded uniform, to be agreed between the respondent and the BID, clearly showing the We Are Weymouth logo on both front and back.

4. The Rangers will be equipped with a body worn video device, to be provided by the supplier, to enable incidents to be recoded as deemed appropriate by the ranger.
5. The Rangers will be equipped with a smart phone, capable of receiving telephone calls, emails and having internet access, to be provided by the supplier, to enable the rangers to be in communication with the BID office, levy-payers and record and report incidents through the BID's CRM and DISC systems.
6. The Rangers will be equipped with pocket notebooks, to be provided by the supplier, to provide accurate note-taking as required.

4.5 Hours of Operation

7. The provision of a ranger service for 40 hours a week for 21 weeks (off-peak, single ranger), and the provision of a ranger service for 98 hours a week for 9 weeks (peak, one full-time and two part time rangers),

A suggested roster of the service can be found below. The service may be required to operate at flexible hours and days, including bank holidays, and may be reviewed at any time.

Off-Peak 21 Weeks	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total Hrs
Ranger 1	OFF	10:00 - 18:00	10:00 - 18:00	10:00 - 18:00	10:00 - 18:00	10:00 - 18:00	OFF	
		8	8	8	8	8		40
Weekly Total								40

Peak 9 Weeks	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total Hrs
Ranger 1	OFF	10:00 - 18:00	10:00 - 18:00	10:00 - 18:00	10:00 - 18:00	10:00 - 18:00	OFF	
		8	8	8	8	8		40
Ranger 2	10:00 - 18:00				12:00 - 20:00	12:00 - 20:00	10:00 - 19:00	
	8				8	8	9	33
Ranger 3					12:00 - 20:00	12:00 - 20:00	10:00 - 19:00	
					8	8	9	25
Weekly Total								98

4.6 Targets and Key Performance Indicators (KPI's)

Targets and Key Performance Indicators will be set by the BID in co-operation with the account manager.

5 Terms and Conditions

The following will apply to the Town Ranger scheme contract.

5.1 Contract performance and appraisal

The Operations Team and Board of Directors will continually review and assess the contract and will meet monthly with a management representative from the supplier. Criteria will include:

- Performance in terms of KPI's
- Dress and appearance of staff whilst carrying out duties
- Timekeeping
- Conduct and behaviour of staff when off duty in the BID area
- Visibility of service
- Speed of response to callouts, incidents and business visit requests
- Ease of communication between clients, supplier and the operative
- Disciplinary record
- Adherence to health and safety requirements of the scheme

The overall performance of the contract will be formally reviewed at the end of the pilot scheme by the BID's Operations Team and Board of Directors, and feedback will be sought from BID levy-payers.

5.2 Sanctions for poor performance, conduct and behaviour

Failure to meet satisfactory standards of performance, behaviour and dress as set out in this document will in the first instance be raised at a local level by the Operations Team with the staff member responsible for the conduct.

Failure to resolve the problem or improve performance to the client's satisfaction will involve the account manager.

Further failure will lead to a formal letter to the management of the supplier setting out the nature of the problem and a warning that failure to remedy within a set time frame will result in the withholding of part or all of any subsequent payment.

Failure thereafter will result in the termination of the contract within one month's notice.

5.3 Recruitment and Employment

We Are Weymouth is to be involved in the shortlisting and interviewing of all candidates for the posts and to be able to influence the choice of candidates.

The supplier will be responsible for employing the Town Rangers and providing strategic management for the project and will be responsible for compliance with all employment law.

6 Contract Management and Responsibilities

6.1 Management

The contact at We Are Weymouth will be:

Zach Williams, Operations Assistant zachwilliams@weareweymouth.co.uk 01305 779410

Contract management meetings will take place monthly with Chief Operations Officer, the BID Operations Team and the account manager.

The day-to-day tasking of the Town Rangers will be directed by the BID Operations Team.

The account manager will set up and maintain accurate record of all operations, activities, incidents, monitoring, engagement with the public, visits to businesses and other records as may from time to time be required to demonstrate and measure the effectiveness of the service. These will be available to the BID and will include:

- Weekly rosters
- Timesheets
- Attendance records
- Health and safety policy
- Health and safety incidents
- Contacts with visitors and businesses
- Statistical information relevant to the services provided
- Reports of crime, anti-social behaviour and public realm issues
- Pocket notebooks
- Use of the BID's CRM system and DISC system

6.2 Auditing and Invoicing

The contractor will ensure that site attendance and involvement of operatives is tracked throughout the day and that evidence of attendance at site can be produced as required at contract review meetings.

Invoices should be submitted each month on the 3rd Friday of every month to:

We Are Weymouth
Pilgrim House
1 Hope Street
Weymouth
DT4 8TU

info@weareweymouth.co.uk

6.3 Provision of accommodation, site facilities and storage

We Are Weymouth will be able to provide limited accommodation or its contracted service. Wardens will be based at the BID office and/or other locations within the BID area.

Facilities will be made available at the BID office for the charging of mobile devices, body-worn video and radio devices, and type-up reports and transfer data etc. as required.

Facilities will be made available for the storage of PPE and equipment at the BID office.

7 Financial proposal

Please provide a breakdown of your full costings using the spreadsheet 'Analysis of Sales Prices'.

The total price will be calculated automatically and will form your whole price for the service.

Please also complete the 'Form of Tender' document. The price on this document should match the total price shown on the Analysis of Sales Prices.