



**Bradford Business Improvement District**

**Tender for BID Patrol Team**

**Tender Reference: BID01052024**

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**INVITATION TO QUOTE (GOODS & SERVICES)  
(ITQ)**

**Bidders Instructions**

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## 1. INSTRUCTIONS

It is essential to comply with the following instructions in the preparation and submission of your ITQ submission. Bradford BID reserves the right to reject an ITQ submission that does not fully comply with these instructions.

## 2. ITQ SUBMISSIONS

- Bidders may seek clarification about the ITQ process or regarding the contents of this quote by submitting a written request to the Chief Executive of Bradford BID Jonny Noble to [j.noble@bradfordbid.co.uk](mailto:j.noble@bradfordbid.co.uk)
- Bidders shall treat this documentation as private and confidential and restrict their circulation on a need to know basis.
- The ITQ must be returned electronically to [j.noble@bradfordbid.co.uk](mailto:j.noble@bradfordbid.co.uk) and will not be accepted by any other method.
- Bidders should retain a copy of their submission for their information.
- Any ITQ submitted will be deemed to remain open for acceptance for a minimum of sixty (60) days from the closing date. The BID may accept the ITQ at any time within this prescribed period. The BID shall, however, not be bound to accept the lowest or any ITQ.
- Bidders should complete the written response, the price proposals and associated forms. Payment terms are 30 days from date of invoice received subject to satisfactory contract performance. The currency in which all prices must be quoted is pounds sterling GBP.
- By participating in this Procurement exercise, a Bidder confirms its acceptance of the terms and conditions of this Procurement exercise as laid out in this ITQ. Any failure to comply may result in a Bidder's Tender being rejected.
- Delivery will be as per the specification within this documentation and the Bidder's proposal.
- Indicative timetable: this process is intended to follow the timetable below:

Tender Opens	<b>11<sup>th</sup> March 2024</b>
Deadline for Suppliers Clarification Questions	<b>18<sup>th</sup> March 2024</b>
Deadline for ITQ Response	<b>25<sup>th</sup> March 2024</b>
ITQ Evaluation & Shortlisting	<b>2<sup>nd</sup> April 2024</b>
Presentations	<b>17<sup>th</sup> April 2024</b>
Contract Awarded	<b>23<sup>rd</sup> April 2024</b>
Contract Start Date	<b>1<sup>st</sup> May 2024</b>

- The BID reserves the right to amend this timetable and the dates are provided for indicative purposes only.
- Clarification questions must be received by the BID no later than **noon on the 18<sup>th</sup> of March 2024**. Any clarification questions received after this date will not be answered.
- The ITQ must be completed in English and must be submitted no later than **noon on the 25<sup>th</sup> of March 2024**. Any ITQ received after this date and time will not be accepted.
- ITQ's must be completed in full and where necessary signed and dated. Partial ITQ's will not be accepted.
- ITQ's may not be modified after the submission deadline.
- The Bidder may not transfer or assign the contract, or any part thereof, without the prior written consent of the BID.
- The BID shall not be liable for any costs incurred in the production of the ITQ submission.
- The BID, at its discretion, may not award a contract and will not be responsible for any costs incurred by respondents in replying to this ITQ.

### 3. BACKGROUND

#### **Bradford District Economy:**

Bradford is the 5th largest metropolitan authority in England with a growing population of 542,100. 26.3% of the population are aged under 18 compared with 21.4% nationally making Bradford the youngest city in the UK. Bradford has a diverse population with ethnic minorities making up 36% of the total population. There are 160 languages spoken by children attending schools in the district.

Bradford is a big economy worth £11.6bn and is the tenth largest city economy in England. It is the third largest economy in the Yorkshire and Humber region after Leeds and Sheffield. Bradford's economy grew by 16% over the five years to 2019. Bradford District is home to over 16,000 businesses employing around 250,000 people across the UK with a combined turnover of over £30 billion.

The district has a number of large headquarters including the grocery giant Morrisons, Yorkshire Water, Hallmark Cards, Arris and Yorkshire Building Society. It has been identified as the best place in Britain to start a business, as ranked by Barclays Bank SME Growth Factors Index and we were listed as one of the top 20 cities for business growth by the Sunday Times in 2020. Sector strengths include advanced engineering, chemicals, automotive components and food manufacture, alongside financial services and digital technologies.

Bradford has 1,200 manufacturing businesses employing 24,000 people – 12 per cent of all employment compared to just 8% nationally and the 5th highest of any city in the UK after London, Birmingham, Derby and Leeds. The thriving digital sector already includes 800 businesses employing 3,500 people.

### **Bradford Business Improvement District:**

It's an exciting time for Bradford.

Having been awarded the 2025 UK City of Culture status and several high-profile city centre building projects coming online, including Bradford Live, Number One City Park, Darley Street Market, Transforming Cities and the upcoming City Village, there is a real sense of optimism, excitement and anticipation within the city and beyond.

Bradford BID is the organisation representing around 600 levy-paying businesses within the city centre. Since our inception in December 2018 our role has been to champion, support, motivate and engage our targeted audiences. This BID has been designed to create a vibrant and prosperous city centre that attracts increased footfall from both local people and visitors from elsewhere, so that all our businesses flourish and prosper.

The BID started a new five-year term on the 1<sup>st</sup> December 2023 following a successful ballot process, which saw business vote yes at 82% aggregate (in number and rateable value) for a new term. A clear area that we were made aware of during the consultation period prior to the ballot was that businesses felt safety and security, as well as cleanliness, to be their main areas of concern and opportunity for improvement. Therefore, we are now looking to contract in an experienced and recognised provider, to supply a BID Patrol Team, to start in Spring 2024.

## **4. SPECIFICATION**

### **PURPOSE**

#### Aim

To appoint a recognised and experienced provider to supply the BID Patrol Team to Bradford BID. This company must have a “can do” attitude at all times and also be willing to go the extra mile, ensuring that Bradford BID delivers the three objectives of:

#### **A Positive Environment; Better for Business; A Vibrant Experience.**

Their staff must be of the standard expected to represent Bradford BID and uphold the reputation of the BID at all times whilst delivering a quality service to Bradford BID member businesses and also the visitors and residents of Bradford city centre.

#### Objectives

The BID Patrol Team will uphold the values of Bradford BID and strive to make Bradford city centre a welcoming and vibrant city centre to visit, work or live in.

They will provide a visual on street presence and will engage with BID member businesses as well as members of the public in delivering their roles.

They will have a positive attitude in relation to Bradford city centre and be a brand ambassador for the place.

**Key service requirements:**

**BID Patrol Team:**

The Patrol Team will be the eyes and ears of the BID office, responsible for patrolling the BID demise area, providing a strong visual presence. Using our bespoke app BIDBase, they will routinely report in issues such as anti-social behaviour, begging, etc and also ensure the BID team are aware of any cleansing requirements in relation to BID member businesses.

They will report into the Local Authority on matters such as overflowing trade waste bins, illegal street trading, noise nuisance and peddlers etc.

They will report into the Homeless Outreach Team when they come across people who are sleeping rough.

They will work with businesses to reduce shop theft and be involved in campaigns to reduce shop theft. They will attend the City Centre Beat briefings on behalf of Bradford BID and will report back all intelligence to the Police and CCB. The Patrol Team will report back to the BID office on matters arising and will ensure all issues that are brought to them are relayed back to the office, ensuring the correct member of the team is aware to follow up.

They will routinely visit BID member businesses and become an ambassador for Bradford BID, building relationships with member businesses.

They will be expected to work alongside colleagues in West Yorkshire Police and Bradford Council on activities such as “days of action”, carrying out joint patrols and ensuring that they are working collaboratively and in a joined-up manner to maximise impact across a number of stakeholders and partners.

Measures and Key Performance Indicators (KPI)

They will be required to report back to the BID Office daily and the BID would expect a monthly client meeting with the contracted company. The Patrol Team will be provided with a mobile phone and hand-held tablet, and we will monitor their interactions and activities closely, to ensure we are seeing a return on investment to levy-paying businesses. They will also be visible on the WalkSafe app and utilise our reporting app “BIDBase”.

## **SCOPE**

To provide a robust and professional BID Patrol Team service to Bradford BID. This will include all HR elements, including recruitment, training, payroll and performance management of the employees, dealing with any issues that are brought to the attention of the company swiftly and appropriately.

To provide all staff uniform and PPE to suit the roles and as agreed by Bradford BID.

For the contracted representative to attend monthly client meetings, where performance, opportunities and issues arising can be discussed and, where relevant, resolved before any escalation is required.

BID Patrol Team to be SIA accredited and to display the badge at all times. They will be suitably trained in relevant specialist elements which are applicable to the role, such as safeguarding.

## **Out of Scope**

Bradford BID will provide City Centre Beat radios to the Patrol Team, which are linked to the CCTV control room.

## **KEY REQUIREMENTS**

### Services

- The bidder must have the capacity to deliver the service with a proven and successful track record of delivering similar contracts.
- The bidder must have capacity to provide comprehensive “out of hours” support for their staff as and when the BID Office is closed, ensuring a duty of care to their employees.

## **GOODS/SERVICE ACCESS AND DELIVERY ENVIRONMENT**

### Goods/Service Delivery location(s)

- The commission will start on 1<sup>st</sup> May 2024 and will be a three-year contract, subject to a successful annual review. The BID demise area is the boundary for patrol.

### Days/Hours of Operation

- We would anticipate that the Patrol Team will operate Monday to Friday from 10am to 6pm x 2 staff (80 hours). Due to the nature of the business, this will need to be a flexible rota and we will on occasions alter the hours of operation to fit the needs of the business including evenings, weekends and some Bank Holidays. Subject to funding, this provision may be increased but that is not guaranteed.

## **CONTINUAL IMPROVEMENT/INNOVATION**

- As the project goes live, comprehensive monitoring of performance must be carried out and the ability to address any issues flexibly and timely is essential to ensure the project remains on track and delivering the needs of the business. This will require regular meetings between the successful bidder and the BID Chief Executive as well as a written monthly report back to the Board on the project. An innovative approach to problems/issues arising and the ability to think creatively is key.

## **CONTRACT MANAGEMENT**

- The Chief Executive of Bradford BID will be the lead and ongoing contact for the successful bidder and would foresee a full planning meeting with those successful very soon after award of the commission and regularly throughout the process.
- Ongoing and clear communications with the BID team, including the Chair and Operating Board is essential throughout the commission. This will highlight any risks arising as the process continues.
- Any deviation from the original commission **MUST** be agreed in advance by all parties to ensure no conflict of interest or reputational/financial risk to the BID Operating Board Members or the bidder.
- All press releases must be agreed with the Chief Executive and our PR Company Bevic Marketing Services Ltd.

## **DATA, INFORMATION SYSTEMS AND CONFIDENTIALITY**

- Any use of personal data etc must be maintained in accordance with current Data Protection legislation and full adherence to the transfer, ownership and storage of data is met in line with UK GDPR law.

## **ENGAGEMENT REQUIREMENTS**

The successful candidate will be expected to actively engage with the following key personnel in the city centre throughout the commission. This list is not exhaustive and will change from time to time.

- Chair and Deputies of Bradford BID
- BID Operating Board Members
- Bradford BID Chief Executive and Team
- Identified Stakeholders (including businesses)
- Other Contractors/Providers
- PR and Marketing Partner
- External service providers
- Local Authority
- West Yorkshire Police
- Homeless Outreach Team
- UK City of Culture 2005 Team



## 5. EVALUATION METHODOLOGY

- 5.1 The process for assessing the ITQ submissions will be based on three distinct stages as follows:
- **Completeness** - each ITQ submission will first be checked initially for compliance with all requirements of the ITQ instructions including submission of appropriate documentation. This will be assessed on a PASS/FAIL basis and only compliant ITQ submissions will progress to eligibility stage;
  - **Eligibility** – the BID will assess the suitability of Bidders based on their responses to the eligibility questions. The questions will be assessed on a PASS/FAIL basis and only successful Bidders meeting the eligibility requirements will progress to the Award stage;
- 5.2 Bidder's quality responses should give a clear indication of how the organisation will meet the requirements of the specification.
- 5.3 During any of these stages, the BID reserves the right to seek clarification in writing or by means of a clarification meeting from any or all of the Bidders, to assist it in its consideration of their submissions.
- 5.4 The BID may decide to interview Bidders or hold clarification meetings to assist its tendering process, and Bidders will be notified in due course.
- 5.5 On completion of the award stage the BID shall award the Contract to the organisation which submitted the most economically advantageous bid.
- 5.6 The evaluation team will score the response to each scored question using a mark from 0-5 against the standards shown in the table below with the **minimum score for progression being 3 – satisfactory**.

Score	Term	Explanation
0	Unacceptable	Failed to provide a response, or the response provided is wholly inconsistent with the specified Contract requirements and standards with respect to this criterion
1	Poor	The response has material weaknesses, issues or omissions, lacking detail, clarity and/or evidence with regard to many elements of the criterion, and associated specified Contract requirements and standards.
2	Fair	The response has some weaknesses, issues or omissions, lacking detail, clarity and/or evidence with regard to at least one element of the criterion, and associated specified Contract requirements and standards with respect to this criterion.
3	Satisfactory	The response addresses all elements of the criterion, and associated specified Contract requirements and standards; but is not fully detailed or fully backed up with clear evidence in some areas; some issues, weaknesses, or omissions in some areas.
4	Very Good	The response covers all elements and almost all of the other elements of the criterion, and associated specified Contract requirements and standards; and with relevant and detailed information, backed up with clear evidence; with a few minor issues, weaknesses, or omissions.
5	Outstanding	The Response covers all elements of the sub-criterion, and associated specified Contract requirements and standards; and with a high level of relevant and detailed information, backed up with clear evidence; and demonstrates a robust and coherent understanding of the BID's requirements; and with no issues, weaknesses or omissions.

## 6. PRICE

- 6.1** The **indicative** pricing of this ITQ is £80k to £100k **per annum** with an upper limit of £100k. Bids in excess of the specified upper limit shall be discounted from the financial evaluation. However, the BID will also consider the credibility of the price submitted for the services being procured and if the BID does not believe the pricing to be transparent, it may seek clarification from the bidder to understand the basis of the price submitted. If the clarification does not satisfy the concerns, the BID reserves the right to reject the proposal from further evaluation and the Tender will be discounted from the evaluation process