

Growth Platform

Hotel Occupancy Surveys 2020/21

Date of Tender: April 2020

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1. Introduction

1.1 Background and Summary of Requirements:

Growth Platform of 1 Mann Island, Liverpool, L3 1BP. Growth Platform now invites quotations a for Hotel Occupancy Survey 2020/21

Summary Description of task:

To provide Growth Platform with the daily and monthly occupancy and revenue information in the required destination areas for hotel accommodation.

Growth Platform is seeking applications from suitably qualified research specialists to provide a monthly hotel occupancy survey of Liverpool City Region hotels for the period - 1st April 2020 to 31st March 2021.

Monthly reports are required covering the following:

- Occupancy – Rooms sold.
- Average Daily Rate (ADR) – Room revenue
- Revenue per Available Room (RevPAR) – Room revenue
- Supply (Rooms Available) – The number of rooms available in the reporting period.
- Demand (Rooms Sold) – The number of rooms sold or rented (excludes complimentary rooms)
- Revenue (Room Revenue) – Total room revenue generated from the sale of rooms
- Hotel / Accommodation Classification – e.g. budget / economy to 5 star / luxury
- Ability to relate above data to specific events taking place within Liverpool City Region
- Customised Reports, including comparative set reports and sales on the books reports to be provided during this period no later than the 19th day of the subsequent month
- Destination reports to be provided to the Growth Platform by the 19th day of the subsequent month covering:
 - Liverpool City Region – all participants / constituent areas
 - Liverpool
 - Southport
 - Wirral
 - Please also provide separate / optional costs for reports for additional area reports
- All individual hotel information must remain confidential and anonymous. Aggregated destination level information may be used with permission of the Growth Platform.

- Growth Platform requires permission to use the aggregated destination results on the Growth Platform website.

1.2 Financial Arrangements

Payment terms for services covered by this invitation to tender will be specified on the appropriate invoices, which will be based on agreed deliverables. Invoicing arrangements will be agreed with the successful service provider, following the award of contract.

1.3 Further Information and Query Handling

Every effort has been made to ensure that this documentation contains all the necessary information to enable a quotation to be made. However, in the interests of equity, requests for additional information, clarification on the content of this document and all other queries of substance (other than in relation to purely factual or procedural matters) must be made in writing or by email. Any additional information elicited will be made available to all potential suppliers who have obtained a copy of this document via Growth Platform's website growthplatform.org

Any queries should be submitted by **email or in writing only** not later than **17.00 on Thursday 9th April 2020** addressed to:

Name: Laura Ockenden, Business Development & Research Manager

Address: 1 Mann Island, Liverpool L3 1BP

Telephone : 0151 237 3521

E-mail : laura.ockenden@growthplatform.org

1.4 Timetable

The timetable in relation to this quotation process is as follows:

Last Date for email enquiries about project – 17:00 on 09/04/20
 Responses to enquiries will be given by – 17:00 on 14/04/2020
 Latest date and time for receipt of Tenders – 12:00 on 20/04/20
 Interview/presentation if required - around the date of 24/04/2020
 Notification of Award of contract – No later than 17:00 on 30/04/20
 Contract Confirmed – 01/05/20

Dates of award of contract may change.

2. Specification of Requirements

2.1 Delivery Timescale

The contract will run from 1st April 2020 to 31st March 2021

2.2 Next steps

Please submit your proposal setting out:

- Your interpretation of the brief
- An explanation of your approach to the project- please note that your proposed methodology must provide specific detail on the number of participating hotels within each area, your minimum sample requirements and criteria and a description of your approach to ensuring that lists are accurate and up to date.
- Data gathering process and frequency

- Itemised costs
- Indicated timescales
- People to be involved in working on the project and contract management / account review process
- Evidence of your professional indemnity insurance

Please do not include any promotional or marketing materials with the proposal.

Format of Tender

Tenders must address all the requirements and be in the format requested below. Tenders not in this format will not be considered.

3.1 General Information

The following must be supplied:

3.1.1 Organisation identity including name, address, telephone number, e-mail address, fax number, company registration number, VAT registration number and website address (if applicable). Please also state if the organisation is a Small to Medium Enterprise (SME) as defined in Section 382 and 465 of the Companies Act 2006.

3.1.2 Details of an individual in the organisation who will be the single point of contact for this tender (Account Manager).

3.1.3 If the organisation is a subsidiary of another company or member of a group, details of any holding or parent company and the structure of the group

3.1.4 Name, address, telephone number and e-mail address of any third parties involved in the tender and delivery of outputs.

3.1.5 Confirmation of acceptance by the tenderer and any third parties of the conditions of tender described in Section 5 of the invitation to tender.

3.1.6 A list of all key personnel to be attached to the project and details of their previous relevant experience in implementing the type of project specified at 2.

3.1.7 Details of the organisation's customer base specifying numbers, size and business sector together with details of three relevant referees.

3.2 Proposals

3.2.1 A textual response on a point by point basis outlining how the requirements specified in section 2 will be met and demonstrating experience in the successful delivery of similar projects.

3.2.2 Tenderers are also invited to comment on any innovative aspects of their offer and to explain what sets their firm apart from others.

3.2.3 Tenderers should include their plans for managing and minimising risks and contingencies that may arise during the contract.

3.3 Warranties, Services

3.3.1 Tenderers must confirm that the level, extent and nature of the Services including any associated warranties described in Section 2 of this document will be fully met. Where this support would be provided by a third party, the name, address and telephone number of such party must be disclosed.

3.4 Pricing

[Important Note: Growth Platform does not award agreements based on lowest costs but cost will be an important element in the decision making progress]

All prices quoted must be fixed and firm and shall apply during the whole of the Contract period. All prices quoted shall be in pounds sterling, exclusive of Value Added Tax (VAT) and the schedule must include the following information.

3.4.1 Please note that tenders exceeding £4,000 (excluding VAT) will not be considered for this project.

3.4.2 All costs should be fully itemised and include appropriate daily rates for individuals working on the project. These will be the maximum rates to be charged for any additional work, including change control, which arises during the initial contract. GROWTH PLATFORM reserves the right to seek to negotiate lower rates for any such additional work.

3.4.2 Tenderers to state the period for which their tenders remain unchanged from the date of submission.

3.4.4 An indication of the applicable rate of VAT in respect of each of the services being proposed.

3.4.5 Details of any other or ancillary costs, taxes or duties which may be incurred. Any licensing costs associated with any part of the proposal should be clearly identified. Proposals should clearly indicate any discounts to which GROWTH PLATFORM would be entitled, including public sector discounts, early payment discounts, forward contract discounts and any other discounts. Upgrade, support and version release costs should be clearly identified.

3.5 Contract

A contract will be provided to the tenderer whose proposal is deemed to be the most economically advantageous subject to agreement on conditions of that contract. Please note the following:

3.5.1 Any terms and conditions in the proposed contract do not imply acceptance by GROWTH PLATFORM of the Tenderer's Services until the contract is signed by an authorised officer of GROWTH PLATFORM.

3.5.2 All works carried out shall be governed by the Laws of England and subject to the exclusive jurisdiction of the Courts of England.

3.5.3 GROWTH PLATFORM may cancel the tender process at any time prior to a contract being entered into.

3.6 Other Information

Tenderers should provide details of their proposed transition arrangements, if applicable.
Tenderers should provide any other information which may be relevant to this proposal.

4. Examination and Evaluation of Tenders

4.1 Award Criteria

The opportunity to contract will be awarded to the **most economically advantageous tender** of those meeting the specifications set out in Section 2, and not otherwise validly excluded, on the basis of the following award criteria *scored from 100 marks weighted as indicated*;

Quality/Technical Merit	30
Delivery Timescales	30
Value for money	40

Scoring Methodology

4 Excellent	Proposal meets and in some places, exceeds the required standard
3 Good	Proposal meets required standard
2 Acceptable	Proposal meets the required standard in most respects, but is lacking or inconsistent in others
1 Poor	Proposal falls short of expected standard
0 Unacceptable	Completely or significantly fails to meet required standard or does not provide the relevant answer

4.2 Clarification

During the evaluation period clarification may be sought in writing from tenderers. Responses to requests for clarification may not materially change any of the elements of the tenders submitted. No unsolicited communications from tenderers will be entertained during the evaluation period. A number of the most competitive tenderers may be invited to make presentations on their proposals for the purpose of elaboration, clarification and/or aiding mutual understanding. Invited tenderers should be in a position to make such a presentation around 24/4/20. Any proposed subcontractors may be required to participate in the presentation.

General Conditions of Tender

Tenders should be prepared in English and are subject to the following:

5.1 This Invitation to Tender shall form part of the contract documents.

5.2 GROWTH PLATFORM will use its reasonable endeavours to hold confidential any information provided by tenderers subject to their obligation under law, including the Freedom of Information Act (FOIA). Tenderers should indicate when tendering what parts of their tenders are commercially sensitive and which they consider should be kept confidential should an FOIA request be received. GROWTH PLATFORM may not consult with tenderers about any such sensitive information before making a decision on any FOIA request received. Similarly, GROWTH PLATFORM requires that all information provided pursuant to this invitation to tender will be treated in strict confidence by tenderers.

5.3 Information supplied by tenderers will be treated as contractually binding. However, GROWTH PLATFORM reserves the right to seek clarification or verification of any such information.

5.4 Any conflicts of interest involving a tenderer must be fully disclosed to GROWTH PLATFORM particularly where there is a conflict of interest in relation to any recommendations or proposals put forward by the tenderer.

5.5 In the event of a group of respondents jointly submitting an acceptable offer, the contract will be awarded by GROWTH PLATFORM to one contractor who acts as the agreed prime contractor. The prime contractor is responsible for the delivery of all services provided for under the terms of the contract and shall assume all the duties, responsibilities and costs associated with the position of prime contractor.

5.6.1 The successful tenderer shall be responsible for the delivery of all services provided for within the contract on the basis of a fixed price agreement set at the beginning of the contract. Prices quoted in the tender cannot be increased during the currency of the tender. Similarly, the Tenderer cannot alter the terms and conditions.

5.7.2 GROWTH PLATFORM retains the right to withhold payment where a contractor has failed to meet his/her contractual obligations in relation to the delivery of services to an acceptable level of quality.

5.8 GROWTH PLATFORM will not be liable in respect of any costs incurred by tenderers in the preparation of tenders or any associated work effort.

5.9 Responses to this Invitation to Tender will be evaluated in their own right. No recognition will be given to information previously submitted.

5.10 GROWTH PLATFORM is not bound to accept the lowest price, or any tender submitted.

5.11 GROWTH PLATFORM shall grant a non-exclusive temporary licence to use its name and logo for the purpose of the tender only.

5.12 Tenders must be completed in accordance with the format specified in **Section 3**. Tenders which are incomplete will not be evaluated.

5.13 An electronic version of the tender should be sent to laura.ockenden@growthplatform.org no later than **12.00 on Monday 20th April 2020**

Tenders delivered after this time will not be accepted.

5.14 Acceptance by GROWTH PLATFORM of the tenderer's application does not indicate acceptance by GROWTH PLATFORM of an agreement for the tenderer to supply the services to GROWTH PLATFORM.