Invitation to Tender

Hayley Parkinson
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To be Supplied to	Hayley Parkinson, Events Co-ordinator
Project	Provision Security Tender, Upper Hunter Show 2024 and ongoing
Revision	v2
Release Date	Wed, 10 Jan 2024
Issuer	Upper Hunter Show Incorporated
Supplier Response Date	Fri, 16 Feb 2024

Revision History

Revision	Date	Author	Notes

Approval

Name	Interest	Signatures
Hayley Parkinson	Events Co-Ordinator	Hayley Parkinson  Upper Hunter Show Incorporated Thu, 04 Jan 2024, 12:25 pm
Keith Googe	President	Keith Googe  President Tue, 09 Jan 2024, 10:54 am

Distribution

Name	Interest
Keith Googe	President
Nicola O'Driscoll	Treasurer
Colin Ince	Secretary
Hayley Parkinson	Events Co-Ordinator

Invitation to Tender

Invitation

You are invited to submit a tender to provide your contracting Services to the Upper Hunter Show: Security Provision.

By participating in this tender you are indicating your acceptance to be bound by the guidelines set out in this letter and attachments. We provide below the key details of the Security requirements, which you should take into account in your response. Please acknowledge via email safe receipt of this letter within two working days together with your confirmation of your intention to tender.

Please direct any questions regarding the process to the representatives named below. You should not contact other Upper Hunter Show Committee Member unless directed to do so. The Upper Hunter Show reserves the right to disqualify and reject proposals from suppliers who do not comply with these guidelines. All questions should be submitted in writing either by post or to the email address below.

Only communications made by your Bid Manager (or their deputy) to our named representatives will be taken into account during the pre-contract tender period.

As part of this tender process Upper Hunter Show makes no obligations in any way to:

(i) pay any vendor for any ITT response; or

(ii) award the contract with the lowest or any bidder; or

(iii) accept any ITT information received from vendors; or

(iv) include vendors responding to this ITT, in any future invitation; or

(v) any other commitment to vendors whatsoever.

I look forward to receiving your response.

Yours sincerely,

Signed



Hayley Parkinson, Thu, 04 Jan 2024, 1:33 pm

Introduction and Overview

Company Background

The Upper Hunter Show formally known as the Upper Hunter Pastoral and Agricultural Association was established in Muswellbrook in 1870, it was erected on the site now known as Olympic Park. The first show was held on the 16th and 17th March 1876.

The Upper Hunter Show has been operating since and hosting an annual show at the new location on Maitland Road since October 1955.

The 2024 Show will mark 133 years of the Upper Hunter Show.

Background to the Project

The Upper Hunter Show is currently reviewing the provision of Security services for our annual show in March.

Following this process, Upper Hunter Show may award a new contract in due course regarding Security services.

Timetable

General	Notes
Confirmation of Receipt of this Document	Will send email confirmation
Deadline for Submissions	16/02/2024
Selection of providers for interview	Presentation to Executive committee members
Contract Implementation Date	1/3/24
Email Copies of This document	If you would like a copy of this document, please email events@upperhuntershow.com.au
Questions	Questions arising from this document should be given to Hayley Parkinson
Full Contact Details	Hayley Parkinson Events Co-Ordinator Po Box 562 MUSWELLBROOK NSW 2333

Respondent Instructions

This section provides detailed instructions to be followed in responding to this ITT. Included are Response Guidelines and Upper Hunter Show Contact Information.

a. Response Guidelines

You will be required to submit a written proposal as a part of the response in the form set out. You should submit a hard copy written response and also an electronic copy of the document. Responses should be on A4 paper, with sequential page numbering. Your bid manager should sign all responses.

Please deliver the written Reponses and electronic copy to:

Hayley Parkinson

Events Co-Ordinator

Upper Hunter Show

Po Box 562

MUSWELLBROOK NSW 2333

events@upperhuntershow.com.au

Upper Hunter Show reserves the right to disregard any responses submitted after the timetable deadline.

You are expected to supply all required information, or clearly state the reason for being unable to do so.

Any assumptions used in preparing responses should be clearly stated. Any appropriate supporting documents e.g., maps, organisational charts, procedures etc. should be included.

Questions relating to clarification of the ITT will only be accepted in writing to the Upper Hunter Show representative. Likewise, all responses from Upper Hunter Show will be written and may also be made available to other vendors (subject to confidentiality). In the event that any answer materially affects the ITT specifications, an amendment to the original requirement will be escalated to all vendors. Upper Hunter Show Infrastructure will attempt to answer any question within 3 working days of receipt of that request; otherwise, it will respond within that timescale notifying you of the estimated time to obtain the information.

Upper Hunter Show reserves the right to modify the provisions of this ITT at any time prior to the scheduled date for written responses. Additional scope and requirements can be added. Notification of such changes will be provided to all vendors.

Should you wish to propose a deviation from the specification please ensure that you clearly identify and highlight where appropriate in your response.

By submitting a response, you are committing to an understanding that you understand the requirement and have sufficiently addressed all aspects of the tender and information contained within the data room and that you have checked all stated details, such as prices, to be correct and as intended.

All information supplied by Upper Hunter Show in this tender to date, and any further information supplied during the tender process is subject to the confidentiality agreement you have signed.

Tender Assessments

a. Evaluation Criteria and Process

An evaluation criteria has been prepared by Upper Hunter Show for the evaluation of every Submission. Within each stage an initial evaluation will consider whether or not every instruction and requirement contained within the ITT has been fulfilled.

The evaluation criteria will be based upon some or all of the following aspects of the Bidders' proposals in (not in order of significance) :

b. Commercial

1. Competitive price
2. Price clarity
3. Management information provisions
4. Contractual compliance

c. Service Capability

1. Service delivery experience
2. Service delivery models (including business continuity)
3. Quality
4. Compliance with Service Levels
5. Culture and ability to work with the committe at the Upper Hunter Show
6. Ability to adapt to changing business requirements
7. Continuous improvement plans

d. Long term roadmap proposals

1. Innovation and added value
2. Strategic fit

e. Financial

1. Please include your company's registration number and registered address in your response

f. Level of Compliance with ITT

1. Understanding of all parts of the ITT
2. Proposals / bids provided are in accordance with the Instructions
3. Adherence to the timescales to send back responses

You are reminded that throughout the process Upper Hunter Show will continually assess all contact with the bidders organisations including compliance to the process, presentations and on-site representatives.Upper Hunter Show reserves the right at its sole discretion to disqualify without further consideration any submission that does not satisfy this basic requirement

g. Briefings for Unsuccessful Participants

The Upper Hunter Show intends to inform all unsuccessful bidders via email.

Service Level Agreement Metrics

Key components of the SLA will include:

- A set of key requirements around timeliness and accuracy of the major service elements;
- A number and frequency of management reports;
- Key performance indicators (KPIs) which accurately measure adherence to the SLA;
- A service credit process which serves to encourage performance in line with the service standards
- The service level requirements are not targets; they are minimum requirements that should always be achieved.
- Consider the consequences of non-performance to the SLA – are service credits appropriate?
- Consider how the SLA will be managed.

Upper Hunter Show Inc.

ABN: 42 248 723 760

Secretary
PO Box 562
Muswellbrook NSW 2333

Email: events@upperhuntershow.com.au
Showground Phone: 02 6541 2014
www.upperhuntershow.com.au

SECURITY TENDER 2024 UPPER HUNTER SHOW

Applicants must:

- Be able to provide quality security guards – with appropriate tickets and qualifications.
- Provide RSA Marshall's
- Be available during the year for various events held at the showground.
- Manager/ supervisor must be on site for the Show.
- Be able to collect monies from patrons at gates (this is preferable if possible)
- Be able to deal with arising incidents in a timely and professional manner and be able to work with the local Police and Fire departments.
- Be able to perform routine and random checks of designated areas.
- Must provide references and previous work history.
- Successful applicant will be subjected to a credit check and an NSW police check.
- Companies must hold their own indemnity insurance.
- Be available for day/night and overnight shifts.
- Current NSW crowd control
- Current NSW RSA Certificates (where applicable)

Requirements for the show (these are non-negotiable)

- Be available from 5pm on Thursday 14th March 2024 until 8am Sunday 16th March 2024
- Up to 320-man hours with a peak of 12 security personnel at any one time
- 4 gates to be covered – one from 6 am both days and one from 5am each day, with the 3rd gate from 7 am Friday 15th March and 8:30am Saturday 16th March and the 4th (public entry point) from 10:00 am both days.
- There is to be a minimum of 2 personnel on each gate at any one time.
- All 3 gates and turnstiles are to be "operational" to incoming attendees until 9 pm on both days.
- NO vehicular access through Gate 3 (adjacent to the John Hunter Motel on Maitland Street)

Yours faithfully
Hayley Parkinson

Events Co-Ordinator
Upper Hunter Show Inc.
www.upperhuntershow.com.au