



Security and Stewarding Services 2024 - 2025 (2027): [Link to contract](#)

The details we require are:

1. What are the contractual performance KPI's for this contract? [KPIs attached](#)
2. Suppliers who applied for inclusion on each framework/contract and were successful & not successful at the PQQ & ITT stages
[Single stage ITT: Successful bidder – Capricorn Media Protection Ltd](#)
[We do not provide information on unsuccessful suppliers](#)
3. Actual spend on this contract/framework (and any sub lots), from the start of the contract to the current date
[Spend to date with this supplier contract is £66,750.95](#)
4. Start date & duration of framework/contract?
[20/05/2024 – 19/05/2025, which can be extended for a further period of up to 2 years](#)
5. Could you please provide a copy of the service/product specification given to all bidders for when this contract was last advertised?
[Specification attached](#)
6. Is there an extension clause in the framework(s)/contract(s) and, if so, the duration of the extension?
[Contract extension of up to 2 years \(extendable via two 12-month extension options\)](#)
7. Has a decision been made yet on whether the framework(s)/contract(s) are being either extended or renewed?
[We are currently assessing the contract extension. If KPIs are met a 12-month extension will be given.](#)
8. Who is the senior officer (outside of procurement) responsible for this contract?
[Georgina Roby](#)

KPI's

Contractor account manager available monthly to meet with Wigan Council's Events Manager.

Implementation of any agreed action points arising from review meetings.

The contractor notifies the Events Team of the staff rota at least 5 days before the event. This information is to include the role assigned to the officer and to what level they are trained to e.g. Role: Supervisor, Qualifications: SIA Licence, First Aid at Work. The rota is to include the start and finish times for all staff assigned to the event.

The Contractor is to produce bespoke crowd management plans for specified events

The contractor to provide RAMS for all events.

To report, maintain and update the incident log and report to Event Management immediately.

The complaints log is maintained, and all complaints are investigated and resolved within five working days. The contractor is to keep a record of all complaints received and the action taken.

Capricorn Media Protection Ltd meet the agreed service delivery standards as highlighted by Capricorn Media Protection Ltd policies submitted as part of the procurement exercise.

All sites/locations fully staffed at all times as stipulated in contractual arrangements and cover provided for breaks and absences.

Invoices are accurate and presented in a timely fashion.

Staff are smart, wearing uniform, and always have visible identification.

Staff are alert and fit for duty.

The staff arrive on time for duty and are briefed correctly.

Staff are friendly and approachable as the first point of contact for customers.

Effective assistance during an emergency situation.

Effective communications at the event.

Uphold the event rules and challenge inappropriate behaviour.

Visitors and vehicles are properly recorded, counted and searched (where applicable).

Staff are not smoking or vaping whilst on duty

The contract manager or approved replacement will be present at monthly Wigan Council SAG meetings relevant to their work

Larger events will be managed by team members with a level 4 qualification or above, unless agreed in writing by Wigan Council.

The Requirement

1 Introduction

To provide security and stewarding services at a variety of events organised predominantly by the Wigan Council Events Team by trained, vetted, and Security Industry Authority (SIA) licensed staff.

The contract is for the period from 20th May 2024 until 19th May 2025 with the potential of a contract extension of up to 2 years (extendable via two 12-month extension options) subject to reviews considering Contractor performance and the effectiveness and performance of the contract in meeting Wigan Council's Events Teams objectives for this service.

2 Events and Hours of Work

Below is an indicative list of the events taking place in 2024 which will require security and stewarding services, however, this list is subject to change. The Events Team aspires to deliver large scale events attracting up to 15,000 people in 2025 and 2026 which will also need to be covered as part of this contract, subject to the contract extension being awarded.

Event	Indicative Number of Staff Required / Indicative Staff Roles Required	Indicative Hours Required for each member of staff	Month
Continental Market and Run Festival	2 (2 x SIA)	12	March and September
Diggers Festival	5 (1 x Manager, 4 x SIA)	18	September
Wigan Beer Festival	2 (2 x SIA)	12	March
Flashes Festival of Nature	8 (1 Manager, 1 Supervisor, 6 SIA or Stewards)	12	
VIP Boxing	6 (1 x Manager, 5 x SIA)	12	May
Military Concert	4 (1 x Manager, 3 x SIA)	12	May & June
Armed Forces Day	10 (1 x Manager, 1 x Supervisor, 8 x SIA or Stewards)	12	June
Euros Fan Zones	5 (1 x Manager, 4 x SIA)	10	June

Wigan Comicon	4 (1 x Manager, 3 x SIA)	12	August
Wigan Pride	12 (1 x Manager, 2 x Supervisor, 9 SIA or Stewards)	18	August
Atherton Proms	4 (1 x Manager, 3 x SIA)	12	August
Firs Park Funday	4 (1 x Manager, 3 x SIA)	12	August
Pennington Park Proms	6 (1 x Manager, 5 x SIA or Stewards)	12	September
Wigan Proms	6 (1 x Manager, 5 x SIA or Stewards)	12	September
FrostFest	Varying from 10-16 x 2 event days (1 x Manager, 2 x Supervisors, 13 x SIA or Stewards)	12	November/December
Light Night	25 x 4 days (1 x Manager, 3 x Supervisors, 21 x SIA or Stewards)	12	November

The events list above is indicative and Wigan Council will not be bound under the contract to offer a minimum number of events or to hire the indicative number of staff and staff hours.

3 Events and Hours of Work

The following duties will be included in the contract. It is not an exhaustive list and should not be taken as being the contract in its entirety. To confirm event bookings, the events team will consult with the contract manager at the earliest stage to confirm the required level of cover, dates, timings, and location. Depending on the size and profile of the event, you might be expected to attend a site visit to discuss the arrangements.

- 3.01. Undertake Door Supervisor duties when required to do so. These duties will include acting as the first point of contact for visitors, to regulate and issue visitor passes, recording lost and found property, and assist with event activities.
- 3.02. Undertake safety stewarding duties on event days as required.
- 3.03. Provide a highly visible security patrol to maintain the integrity of the event site.

- 3.04. Provide a highly visible presence to assist with controlling the movement of vehicles on-site and to challenge individuals who are deemed not to have on-site vehicle authorisation.
- 3.05. Provide support to the event management team during any fire alarm activations and in the absence of the event management team, undertake fire evacuations of the event site, liaising with emergency services as necessary.
- 3.06. Maintain an accurate record of incidents or accidents that occur on site.
- 3.07. Communicate with the emergency services when deemed necessary.
- 3.08. Exchange all necessary information/intelligence with colleagues during a 'shift handover' to ensure continuity in the service provided.
- 3.09. To produce bespoke event crowd management plans and risk assessments when required.

4 Staffing/Resources

- 4.01. The contractor must ensure that there are sufficient managerial, technical and operational staffing resources to deliver the services required to the satisfaction of Wigan Council's Events Team.
- 4.02. The contractor must ensure a continuity of staffing resource in periods of staff absence to enable requirements for the staffing of events to be met during the period of the contract.
- 4.03. The contractor must ensure that a staff rota will be made available a minimum of 1 week in advance of an event.

5 Training

- 5.01. The contractor must ensure that all staff are accredited to relevant SIA training and examinations and hold the appropriate licenses.
- 5.02. The contractor must ensure that all staff are DBS checked.
- 5.03. Training qualifications/Induction paperwork will be made available to Wigan Council's Events Team prior to any staff starting their duties.
- 5.04. The contractor must attend a dedicated site meeting 1 month prior to an event to discuss the event requirements.

6 Review Meetings

- 6.01. The Contractor shall attend implementation and review meetings with Wigan Council's Events Team on a quarterly basis from the commencement of the contract to monitor and assess the level of performance standards of the Contract and review any issues arising as and when required by Wigan Council's Events Team. The meetings shall be attended by senior representatives of the Contractor at Wigan Council's premises and/or virtually using a platform such as Microsoft Teams or

Zoom to be determined at the discretion of Wigan Council. The contractor shall bear their costs associated with attending these meetings.

7 Performance Management

- 7.01. The services shall be to the satisfaction of Wigan Council's Events Team and shall conform in all aspects with any particulars specified in the Contract and in any subsequent variations.
- 7.02. The Contractor shall operate a clear written complaints escalation procedure and shall investigate and resolve any query within the timescales in that procedure (but in any event complaints are to be resolved within 5 working days).
- 7.03. The Contractor shall keep a written record of all complaints received and of the action taken in respect of such complaints and provide a summary to Wigan Council's Events team on a quarterly basis at no additional charge to the Wigan Council.

8 Submission of Invoices

- 8.01. Invoices are to be submitted in arrears with a breakdown and details of all services provided.