

<b>Client name</b>	Real Ideas Organisation	<b>Project</b>	AV equipment
<b>Point of contact</b>	Lenna Bithell	<b>Author of brief</b>	Madeline Hall
<b>Deadline for response</b>	04.12.24	<b>Project completion</b>	Ongoing relationship

**About the client**

At Real Ideas we solve problems and create opportunity.

From supporting young people to find work and develop skills to helping start-ups and enterprises thrive, we work to solve problems and create positive and lasting social change.

Through our buildings and support we provide space to work and learn.

We are custodians of four buildings in Plymouth and Liskeard, they include Devonport Guildhall, Ocean Studios, Market Hall and Liskeard Library.

Our spaces provide:

- Flexible workspaces for members and staff across our campus of buildings
- Playful and creative spaces; including exhibition spaces, workshop and learning rooms, immersive technology facilities, and creative production capabilities
- Meeting and event spaces that are consistent in look and feel across our buildings – reliable equipment that is easy to access, clean, well provisioned, easy to book
- Food offer – a café that services our buildings with nutritious, sustainably sourced food, exceptional coffee and outstanding service

You can find out more on our website here - [www.realideas.org](http://www.realideas.org)

**Objective of the project**

When members and visitors enter a Real Ideas space, we want to create a sense of familiarity and welcome. Each space has an identity of its own with features that make it special; from artist studios and making spaces to creative and immersive technology, and from grand and architecturally significant to contemporary and innovative. It’s important to us that our spaces are fit for purpose, that they enable creativity and collaboration and include everything you’d expect from a building that’s operated by a multi-dimensional and adaptable social enterprise.

**We’re looking for a preferred supplier to work with us over the length of the contract to offer advice and support regarding our AV equipment needs when they arise, which may include:**

Providing advice and guidance for purchasing options linked to AV equipment including but not limited to:

- Public address and sound solutions for live events and announcements
- Digital screens for presentation, to share information, for collaboration and video broadcasting
- Streaming, recording and video equipment
- Obtaining quotes and procurement of AV equipment on behalf of Real Ideas
- Managing installation of AV equipment across campus
- Training Real Ideas’ staff in use of new equipment

- Supporting live and online events where required

**Major events**

Production and technical management of major live events, including but not limited to:

- Installation
- Staffing
- Kit hires
- Lighting

We're a positive, creative and innovative group of people at Real Ideas, so the look and feel of our buildings needs to reflect this. We really value inclusion so our equipment must also be accessible to a range of different users.

Key information needed for brief	
Buildings	<p>AV solutions for 4 buildings. Each has event spaces, meeting rooms, co-working, public access cafes and outdoor spaces:</p> <p>Plymouth</p> <ul style="list-style-type: none"> <li>- Devonport Guildhall</li> <li>- Ocean Studios</li> <li>- Market Hall</li> </ul> <p>Cornwall</p> <ul style="list-style-type: none"> <li>- Liskeard Library</li> </ul>
Programme and Activity	<p>We have a seasonal programme of experiences and activity across our campus. This includes workshops, conferences, exhibitions, speaker seminars, networking and social events, entertainment such as live music and immersive experiences.</p>
Partners and Members	<p>We have a growing community of partners and members who deliver content and activity in our spaces who need access to AV and digital equipment.</p> <p>Our Customer Experience Hosts will be able to help with operation on a day to day basis but we will need event support from time to time and help with operation and training.</p>

## Process and Selection criteria

This brief outlines an overarching ambition for AV and digital solutions across our campus and we're looking for expressions of interests from businesses that align with our values. We're interested to hear from companies with new ideas and a fresh approach to technology.

### We'd like your proposal to demonstrate experience and expertise that covers:

- Experience in providing advice and guidance for purchasing options linked to procurement of new equipment (we intend to lease as much as practicable)
- Ability to train Real Ideas staff and members
- Ability to install and operate new equipment on an ongoing basis alongside our IT provider
- Experience of working in heritage and listed buildings
- Experience of delivering live events and experiences, particularly large scale events

Your proposal should also include daily rates associated to the above list, public liability insurance level and other relevant credentials.

Please keep proposals to no more than 4 sides of A4 plus supporting documentation.

In making our decision we will also take into account a range of factors, including but not limited to:

- **Value for money** – as a social enterprise we have modest budgets, so what we get for our money and the value you will add to our work is important
- **Added value** - we operate a triple bottom line – People, Planet and Profit – so we look to anyone we work with to consider how they can contribute to that too and add value to our mission
- **Local procurement** - we like to spend our money locally if possible. Real Ideas operates across Bristol, Plymouth and into Cornwall, so we are keen to see proposals from suppliers based in Somerset, Devon and Cornwall
- **Social Value** - Real Ideas is committed to creating social value through its partnerships. Providers should demonstrate: Initiatives for employment pathways in the AV sector. Support for skills development through work placements, job shadowing, etc. Local community engagement and benefits. Flexibility to offer 'ad hoc' support for community projects.

### Timetable

- Deadline for initial proposals: Wednesday 4<sup>th</sup> December 2024
- Submissions assessed and invitations sent to stage two meeting for shortlisted applicants by 6<sup>th</sup> December 2024
- Stage two meeting for shortlisted applicants to take place week of 9<sup>th</sup> December 2024
- Final decision made by 16<sup>th</sup> December 2024
- Stand still period 17<sup>th</sup> – 27<sup>th</sup> December 2024
- Contract begins 6<sup>th</sup> January 2024

The stage two meetings will give us the opportunity to ask any questions we may have from your proposal. The content and quality of the meeting itself will not be scored but may enable the

reconsideration and re-evaluation of responses in the light of any additional information or clarifications given.

Suppliers who have been invited to a stage two meeting may only make staff available for the meeting who are directly involved in the project. Individuals not employed or contracted by the Supplier may not attend the workshop.

## Budget

To be confirmed - We're looking for first stage proposals.

## Enquiries and communication

Any questions regarding the interpretation or clarification of this document and associated specification should be made in writing to [lenna.bithell@realideas.org](mailto:lenna.bithell@realideas.org) by the 29<sup>th</sup> November 2024.

In the interests of fair and open competition Real Ideas will collate any and all questions and responses and issue them to all Suppliers and in submitting a question you therefore undertake that you accept this requirement. During the period following submission of tenders, Real Ideas reserves the right to seek clarifications of any or all aspects of any Tender received.

## Procedure for submission of tenders

Please submit all tenders to [lenna.bithell@realideas.org](mailto:lenna.bithell@realideas.org) with the name of the supplier clearly identified in the email subject

- The detail in each Supplier's Tender may be specified in any future contract, therefore Suppliers should ensure their Tender is authorised at an appropriate level which would enable it, should they be successful, to become the subject of a binding contract.
- Late submissions may not be accepted.
- Suppliers should only include those documents requested and only electronic forms of submission are required. Promotional materials or materials not explicitly requested in the tender process are not required.

## Evaluation criteria

Tenders for the Services will be evaluated on the basis of the criteria set out below. The Client has allocated a maximum score or "weighting" for each area as follows:

- Experience in providing advice and guidance for purchasing options linked to procurement of new equipment **20%**
- Ability to train Real Ideas staff and members **20%**
- Ability to install and operate new equipment on an ongoing basis alongside our IT provider **20%**
- Experience of working in heritage and listed buildings **10%**
- Experience of delivering live events and experiences, particularly large-scale events **20%**
- Total Contract Price **10%**

**Assessment of written responses**

Each area specified require written responses. The written responses are the Supplier’s opportunity to describe their companies’ strengths to deliver the requirements/outcomes for each item in those sections. The written responses will be scored using the assessment grading below:

Response Description	Score
Response meets the requirement in full and offers significant additional value-added services which exceed the requirement	20
Response meets the requirement in full and offers some additional value-added services which exceed the requirement	15
Response meets the requirement in full or meets the requirement with minor omissions, and offers value added services which are judged to be advantageous	13
Response meets almost all of the requirement. Any unmet requirements are minor	11
Response meets almost all of the requirement. Some unmet requirements are minor but some are significant	9
Response meets almost all of the requirement. The unmet requirements are significant	7
Response meets much (but not almost all) of the requirement. Significant areas are unmet	5
Response meets only a minor part of the requirement	2
No response given	0

Once each supplier’s weighted overall scores has been calculated, suppliers will be ranked in order and the top 3 scoring suppliers will be invited to the next stage.