**Opportunity to Quote for the Provision of Suitably Qualified, Meet Greet and Stay Safe staff, to the Brecon Beacons National Park Authority**

**Background**

Due to the tremendous upswing of visitors to the Brecon Beacons National Park following the Covid 19 pandemic, the Brecon Beacons National Park Authority is looking to contract in an established provider of experienced outdoor based meet and greet staff who will be working at various locations around the National Park, but principally in the Ystradfellte/Pont Nedd Fechan area, Talybont Forest and Llyn y Fan areas.

It is recognised that the local outdoor activity providers’ scope for employment during the pandemic has been severely curtailed, and that there is a synergy between the skills of outdoor activity providers and the visitor management role of Wardens and other National Park staff who are currently under severe pressure due to visitor numbers. It is hoped that this commercial opportunity will be mutually beneficial.

**The Provider Organisation**

To submit a tender document please include evidence how your company meets the criteria set out below. It is acknowledged the time given to work on a bid is very limited, so accurate but **concise** applications are welcome. Please cover all the points below as these will assist the scoring system for bids.

Please include the table of “gateway questions” in your proposal:

1. **Gateway questions**

Suppliers must complete the boxes, please note by answering no then your application will not be considered further. Pass/Fail

|  |  |  |
| --- | --- | --- |
| Question | Answer (yes /no) | Score Pass/fail |
| Have you or are you a current member of SWOAPG in 2020-21, or 2019-20? |  |  |
| Do all the staff who you may use on this contract have a current first aid certificate, preferably REC First Aid? |  |  |
| Do all the staff who you may use have a good knowledge of the locality, and locations in and around the National Park? |  |  |
| Do you hold Public Liability Insurance to at least £5million? |  |  |
| Do all staff who you may use hold a current driving licence? |  |  |

1. The successful provider must be able to demonstrate a **track record** of providing well briefed, well-motivated outdoor based staff who are personable, active, fit, enjoy being in the outdoors, enjoy walking, with an enthusiasm for the natural environment of the National Park and able to communicate that enthusiasm to others.

In your application please demonstrate your track record for delivering courses or activities in the National Park, including if you have it recorded evidence of customer satisfaction levels, awards etc.

1. Please indicate if your organisation has gained “Geopark, Dark Skies etc. *ambassador status*” or other similar awards.
2. The successful provider will hold public liability insurance (PLI) to the value of £5 million covering their contract staff for the activities of a Meet Greet and Stay Safe officer. **Please give details of your PLI and confirm that it covers the activities specified in this document.**
3. The provider will provide an agreed number of staff each week at each location. Numbers of staff and locations will be agreed by exchange of emails at the start of the contract but may be subject to change, although numbers of staff supplied to each site is likely to be consistent from week to week, there must be an ability to increase or decrease numbers according to factors such as local lockdowns, upswings in visitors, NPA site staff being on annual leave etc. **In your application please supply evidence that your company has sufficient qualified staff resources to draw on to meet this requirement. It is probably that on weekend days 5 people will be required each day.**
4. Please give a clear per person cost in your bid for each Meet and Greet Stay Safe officer. Please also give a clear indication of any other costs or charges that you will make for the supply of staff to the NPA. Please indicate if VAT is included in the figures quoted.
5. Meet Greet and Stay Safe staff will be working under the supervision of NPA employees, and would be expected to have a mutually positive and cooperative working relationship, supporting each other during the daily round of duties. **Please give evidence of the “soft skills of your team”.**
6. Meet Greet and Stay Safe staff will be provided with some NPA branded kit and high viz jackets/vests. They will be expected to wear these items during their working day, and of course be of smart appearance. Meet Greet and Stay Safe staff must be compliant and familiar with health and safety requirements, and able to do simple dynamic risk assessments, **please provide evidence that this is the case.**
7. Meet and Greet staff will not be provided with vehicles, and will have to make their own way to the work site each day. Starting points will be dependant on the area being covered, for example Waterfalls area will be Cwm Porth Car Park or Craig Y Nos Country Park, Talybont Forest will be our main office in Brecon to collect a vehicle. Daily working hours would normally be 8 hours per day with a half hour lunch break. They may be a requirement for some early starts or late finishes by agreement or due to incidents. Start and finish times will vary according to task and location.
8. This contract will run from Mid-March, through to the end of September.
9. Payment to the Provider will be via a BACS payment, the payment interval will be by mutual agreement. Invoices should be sent to Finance@beacons-npa.gov.uk
10. The contract would suit an existing Outdoor Provider with a good track record for running adventurous activities in the countryside. **Please evidence this in your application- years in operation, etc.**
11. Providers must be members of SWOAPG 2020-21. Please confirm your membership of SWOAPG in your application. (Gateway question)
12. **The Staff** that you provide to the NPA will be expected to meet the **following essential** criteria:
    1. Hold a current first aid certificate, preferably REC First Aid. (Current Covid 19 regulations allow first aid certificates to be extended). Be calm and competent in the event of an incident requiring first aid to be administered or emergency services to be called.
    2. Able and confident to follow and advise others in current Covid 19 safety codes, such as social distancing, hand sanitising etc.
    3. Confident, outgoing and enjoy interacting with people in a positive and friendly manner, and able to advise on the Country Code, safety in the countryside and routes and paths in the area that they are working in.
    4. Have a good knowledge of the locality, and locations in and around the National Park, and be able to give clear travel directions to members of the public.
    5. Willing and physically capable of litter picking sites, including clearing remote sites such as Scwd Pannwr, Scwd Clyn Gwyn Isaf, and carrying the rubbish back to the red route for removal.
    6. Willing to work in the car parks to assisting with sorting traffic jams, and car parking with tact and patience. Advising visitors on alternative car parks in the area, and giving directions on how to find them.
13. **Desirable Criteria for staff:**
    1. Hold ML (summer), or HML, although other outdoor qualifications would also be acceptable SPA, etc., These qualifications usually demonstrate an ability to manage groups safely in the countryside, guide people of all ages and abilities and have good soft skills with members of the public.
14. Please provide confirmation as to how the staff that would be contracted meet the above essential and desirable criteria.

All submissions should be emailed to [MeetandGreet@beacons-npa.gov.uk](mailto:MeetandGreet@beacons-npa.gov.uk) by 12 March 2021. Any queries should be emailed to [Judith.harvey@beacons-nps.gov.uk](mailto:Judith.harvey@beacons-nps.gov.uk) and marked MEET AND GREET APPLICATION QUESTION