



Fermanagh & Omagh
District Council
Comhairle Ceantair
Fhear Manach agus na hÓmaí

EXPRESSION OF INTEREST (EoI)

MOUNTAIN BIKE TRAIL HEAD SERVICES AT GORTIN GLEN FOREST PARK

REFERENCE 2021 RFQ RP EoI 012

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SECTION 1: INTRODUCTION

Fermanagh and Omagh District Council has recently developed 13km of Blue and Red Grade Mountain Bike Trails at Gortin Glen Forest Park and wishes to invite submissions from competent providers to operate as the Official Trail Head Provider to offer bike hire (and sales of associated equipment) and to offer a bike uplift service.

Fermanagh and Omagh District Council, will support from DAERA, will have invested almost £2 million in upgrading facilities at Gortin Glen Forest Park, which now offers over 14km of walking trails over 5 way marked routes, over 13km of Mountain Bike Trails (designed by Phil Saxena), a destination play facility and a renovated café building (due to open by Easter 2021).

Visitor figures from January 2020 – September 2020 has recorded over 40,000 vehicles, which equates to approximately 80,000 people based on 2 people per car. The Mountain Bike Trails were opened at the end of October 2020, so it is difficult to obtain actual numbers using the trails. However, it is estimated that there has been 4,000 Mountain Bikers using the trails per month since October 2020.

SECTION 2: INSTRUCTIONS FOR THE SUBMISSIONS

CONTRACT DURATION

The contract will be for an initial period of 12 months with an option to renew, at the sole discretion of Council, for an additional 36 months. The agreement will be subject to an annual review which will consider quality of the services being provided.

INSTRUCTIONS

The Council Officer dealing with this Quotation Request is George Bradshaw
Email: george.bradshaw@fermanaghomagh.com

Completed Submissions can be returned as follows:

By Email (to the above email address), post or hand-delivered to
Tourism and Economic Development Section
c/o Strule House
16 High Street
Omagh

Closing Date: 12:00 Noon on Friday 26 March 2021

Expression of Interest: – Trail Head Service Operator

- Emailed responses should include the following wording: **Eol Submission – Trail Head Service Operator 2021 RFQ Eol 012**. Please note that emailed responses will not be opened until after the closing date/time.
- For return by post or hand-delivery envelopes must be addressed exactly as stated, **clearly indicating the Reference and the item(s) being quoted for**.
- Fermanagh and Omagh District Council Terms and Conditions are available to view at: <https://www.fermanaghomagh.com/procurement/t&c>, please read and tick the Terms and Conditions section in Appendix 1
- Quotations received after the closing date and time cannot be considered. Fermanagh and Omagh District Councils cannot accept any responsibility for delivery delays. Please allow sufficient time for submission of your quotation.
- The attached Form of Quotation must be completed and signed; failure to do this will render your submission invalid.
- Please ensure that you include all requested information, your document title should quote the RFQ title.
- Fermanagh and Omagh District Council reserves the right not to proceed with an order based on this request for quotation.

QUERIES

- All queries should be emailed to george.bradshaw@fermanaghomagh.com Suppliers should note that responses to all queries will be emailed to all those who have been invited to provide a quotation. Queries should be clearly labelled – **RFQ QUERY – Trail Head Services Eol** in the email subject field. Suppliers are advised to clarify any points of doubt or difficulty relating to the documentation before submitting their quotation.
- Telephone or oral enquires will **NOT** be accepted, all queries must be sent to the email to address above.
- Fermanagh and Omagh District Council will not enter into discussions on the requirements of this procurement process with individual respondents.
- Queries may be answered in batches rather than one at a time. Queries received after the deadline may not be acknowledged or addressed.
- In all circumstances, Fermanagh and Omagh District Council reserves the right to issue clarification responses to all enquirers at any stage when it believes, at its sole discretion, such clarifications are required.

SECTION 3: SCOPE OF REQUIREMENT

The successful applicant will be designated as the 'Official Trail Head Provider' for Gortin Glen Forest Park Mountain Bike Trails for an initial period of 12 months, with an option for an additional 36 months at the sole discretion of Council.

The agreement will be subject to an annual review which will consider the quality of the services being provided in terms of user satisfaction and complaint handling and complaint resolving.

The following saleable services are required to be offered:

1. Mountain Bike / Bike Equipment Hire / Sales

The appointed official trail head provider will be the only provider authorised by the Council to take payment for such bike related equipment hire / sales within Gortin Glen Forest Park. As a minimum the official trail head provider will be required to provide:

- Mountain bikes of a suitable standard for Blue and Red Graded Mountain Bike Trails
- Cycling Helmets with a recognised CE Kitemark. The franchisee may also sell / hire bike related equipment including but not limited to; gloves, tubes, lubricants, pumps, helmets, clothing etc.

2. Bike Uplift Service

The franchisee will be the sole official uplift provider on site and therefore the only operator that can officially charge for/sell uplift services. The uplift collection point will be located at the furthestmost car park with two drop off points; 1 at the top of the Red Trail (The Mountain) and 1 at the top of the Blue Trail (Kelan's Chase). This will be a round trip of just over 8km and will require the opening and closing of two forest gates on each trip. As a minimum the franchisee will be required to provide:

- An online booking system for day passes and on site booking for single uplift (i.e. on the day)
- Uplift Passenger vehicle (up to 16 passengers) and bike trailer both driver and vehicle must meet all legal requirement in terms of licences, tax, PSV and insurance
- Passenger and bikes must be carried separately i.e. bikers may not be carried along with bike in a trailer

Location of Services

The official trail head operator will be able to operate within the vicinity of the main car park at an agreed designated site. Fermanagh and Omagh District Council will not be providing any temporary or permanent buildings from which to operate.

Minimum Requirements for opening times of trail head services at Gortin Glen Forest Park

- All Bank Holidays (except Christmas Day);
- Every Saturday and Sunday; and,
- A minimum of two from five working days (Monday – Friday) in July & August.






Minimum Daily Operating Times

- A minimum of 6 hours per day

Applicants must demonstrate they meet all **8 Minimum Requirements** for Trail Head Service Provision:

1. Mountain bikes of a suitable standard for Blue and Red Graded Mountain Bike Trail
2. Cycling Helmets with a recognised CE Kitemark
3. An outline of maintenance systems for bikes and bike related equipment
4. An outline of maintenance systems for vehicles and trailers that will be used for the uplift service
5. Public Liability Insurance with minimum £10m cover or a statement that appropriate insurance will be put in place if selected as the preferred service provider
6. Appropriate Vehicular Insurance and Vehicle Test Certification is or will be in place for the uplift service
7. A Health and Safety Plan
8. Appropriate Risk Assessments

Trail Grade Information

 Trail Grade - Green/Easy	 Trail Grade - Blue/Moderate	 Trail Grade - Red/Difficult	 Trail Grade - Black/Severe	 Trail Grade - Extreme
<p>SUITABLE FOR Beginner/novice cyclists. Basic Bike Skills required. Most bikes and hybrids.</p> <p>Some green routes can take trailers.</p> <p>TRAIL AND SURFACE TYPES Relatively flat and wide. The trail surface may be loose, uneven or muddy at times. May include short flowing singletrack style sections.</p> <p>GRADIENTS AND TECHNICAL TRAIL FEATURES (TTF'S) Climbs and descents are mostly shallow. No challenging features</p> <p>SUGGESTED FITNESS LEVEL Suitable for most people in good health.</p>	<p>SUITABLE FOR Intermediate cyclists/mountain bikers with basic off-road riding skills.</p> <p>Mountain bikes or hybrids.</p> <p>TRAIL AND SURFACE TYPES As "Green" plus specially constructed singletrack. Trail surface may include small obstacles of roots and rock.</p> <p>GRADIENTS AND TECHNICAL TRAIL FEATURES (TTF'S) Most gradients are moderate but may include short steep sections. Includes small TTF's</p> <p>SUGGESTED FITNESS LEVEL A good standard of fitness can help.</p>	<p>SUITABLE FOR Proficient mountain bikers with good off-road riding skills.</p> <p>Better quality off-road mountain bikes</p> <p>TRAIL AND SURFACE TYPES Steeper and tougher, mostly singletrack with technical sections. Expect varied surface types.</p> <p>GRADIENTS AND TECHNICAL TRAIL FEATURES (TTF'S) A wide range of climbs and descents of a challenging nature will be present. Expect boardwalks, berms, large rocks, medium steps, drop-offs, cambers and water crossings</p> <p>SUGGESTED FITNESS LEVEL Higher level of fitness and stamina.</p>	<p>SUITABLE FOR Expert mountain bike users, used to physically demanding routes.</p> <p>Quality off-road mountain bikes.</p> <p>TRAIL AND SURFACE TYPES As "Red" but with an expectation of greater challenges and continuous difficulty.</p> <p>GRADIENTS AND TECHNICAL TRAIL FEATURES (TTF'S) Expect large, committing and unavoidable TTF's. Sections will be challenging and variable. May also have "downhill" style sections.</p> <p>SUGGESTED FITNESS LEVEL Suitable for very active people used to prolonged effort.</p>	<p>SUITABLE FOR Riders aspiring to an elite level of technical ability, incorporates everything from full on downhill riding to big-air jumps.</p> <p>TRAIL AND SURFACE TYPES Severe constructed trails and / or natural features. All sections will be challenging. Includes extreme levels of exposure and or risk. Jumping ability obligatory.</p> <p>GRADIENTS AND TECHNICAL TRAIL FEATURES (TTF'S) Will include a range of small, medium and large TTF's, including downhill trails and mandatory jumps.</p> <p>SUGGESTED FITNESS LEVEL A good standard of fitness, but technical skills more important.</p>



Mountain biking is a potentially hazardous activity carrying a significant risk. It should only be undertaken with a full understanding of all inherent risks. These guidelines must always be used in conjunction with the exercise of your own experience, intuition and careful judgement.

Please also note:

- There is no restriction on the hire of bikes / bike related equipment within Gortin Glen Forest Park which are bought or hired from businesses located outside the Forest Park;
- The franchisee is **not** permitted to sell any food or beverages unless agreed in writing from the café franchisee;
- Two businesses can come together to make a joint submission, but Council will only accept one submission; and,
- The Council reserves the right to independently audit the usage of the Trail Head Services.
- Service users must be given an option to grant permission for their contact details to be shared with Council for independent audit purposes during the booking process

SECTION 4:
EVALUATION PROCESS

Suppliers are invited to submit a Franchise Proposal for the requirement outlined in this Expression of Interest document. All requested information must be provided along with your submission as failure to provide requested information may result in your submission failing the assessment process. Your response should clearly address each of the Assessment Criteria listed and clearly detail your ability to meet the Council's needs.

All responses should be completed in the spaces provided and, unless specifically requested, no additional information or literature should be provided. Evaluation of the Submissions will follow a two-stage process.

Stage 1

Declarations Pass/Fail

Terms & Conditions & Declarations are available to view at <https://www.fermanaghmagh.com/procurement/t&c>, please read these and complete Appendix 1 Declarations sheet.

Insurance Pass / Fail

The successful Supplier will be required to hold the following levels of insurance throughout the duration of the contract: Public Liability (£10 million) and Employer's Liability (£10 million).

In the event that your organisation does not have adequate insurance cover at the time of application, please confirm in writing that you are willing to put in place the required cover if your submission is successful. The successful contractor will be required to provide evidence of all required insurance cover, prior to confirmation of award of the contract. Please complete Appendix 3

Stage 2 AWARD CRITERIA

Assessment criteria and weightings will be as follows:

Franchise Offer (12 months) 30%

The maximum mark will be awarded to the bidder submitting the highest acceptable rental offer. Other bidders will then be awarded a pro rata percentage using the following formula:

$$\frac{\text{Available marks [xx\%]} \times \text{Highest acceptable rental offer}}{\text{Bidder's price}}$$

This score will be added to that obtained for Quality and the bidder with the highest overall score will be awarded the contract

Quality 70%

The Quality assessment will be determined in terms of:

Sub-criteria A (Minimum Requirements)	40%
Sub-criteria B (Infrastructure Proposals)	20%
Sub-criteria C (Added Value)	10%

Q1. Please clearly demonstrate how your proposal meets the all 8 minimum requirements for Trail Head Service provision as outlined in **Section 3 Scope of Requirement** of this document.

[40%] (maximum score 5 x weighting factor 8)

Response to be provided in **Appendix 4 (Maximum 2 pages in Arial font size 12)**

Q2. Please detail the proposal for the provision of infrastructure from which to operate the Trail Head Service at Gortin Glen Forest Park. Detail how these will be installed/operated to provide a quality visitor experience.

[20%] maximum score 5 x weighting factor 4)

Response to be provided in **Appendix 5 (Maximum 2 pages in Arial font size 12)**

Q3. Submissions should demonstrate how their provision of services will add value to Gortin Glen Forest Park Mountain Bike Trails and/or exceed the minimum requirements as set out above, for example, offering additional services and /or bespoke visitor experiences

[10%] maximum score 5 x weighting factor 2)

Response to be provided in **Appendix 6 (Maximum 2 pages in Arial font size 12)**

The quality criteria responses for **Question 1** will be evaluated against the following scoring indicators. Those submitting a quotation must achieve a minimum of 3 against the scoring indicators for each quality criteria; any submission which achieves less than a score of 3 against the scoring indicators will be considered unsatisfactory & will be excluded from the assessment process.

Assessment	Score	Indicators for Question 1 only
Excellent	5	Evidence that all 8 Minimum Requirements have been met with an excellent level of detail supporting the submission.
Good	4	Evidence that all 8 Minimum Requirements have been met with a good level of detail supporting the submission
Satisfactory	3	Evidence of all 8 Minimum Requirements have been met with a satisfactory level of supporting detail in the submission.
Limited	2	The submission provided is of Limited relevance and has not demonstrated all 8 Minimum Requirements. Several material omissions and / or weaknesses identified.
Poor	1	The submission provided is of poor relevance and has not demonstrated all 8 Minimum Requirements. Major Omissions and / or weaknesses identified.
Nil response/ Very Poor	0	No response or unacceptable information provided.

The quality criteria responses for **Questions 2 and 3** will be evaluated against the following scoring indicators. Those submitting a quotation must achieve a minimum of 3 against the scoring indicators for each quality criteria; any submission which achieves less than a score of 3 against the scoring indicators will be considered unsatisfactory & will be excluded from the assessment process.

Assessment	Score	Indicators for Question 2 & Question 3
Excellent	5	The submission provided is of excellent relevance and is fully supported by a comprehensive Level of detail No omissions and / or weaknesses identified
Good	4	The submission provided is of good relevance and is well supported by a good level of detail Only minor omissions and / or weaknesses identified
Satisfactory	3	The submission provided is of satisfactory relevance and is supported by an adequate level of detail Some omissions / and or weaknesses identified
Limited	2	The submission provided of limited relevance and partially detailed Several material omissions / and or weaknesses have been identified
Poor	1	The submission provided is of poor relevance and is inadequately detailed Major omissions / and or weaknesses have been identified
Nil response/ Very Poor	0	No response or unacceptable information provided.

The score achieved out of 5 will then be multiplied by the weighting factor detailed beside each quality criteria. The Quality score will be added to that obtained for Price. The bidder with the highest Rental Offer & Quality score will be awarded the contract.

In the event that 2 suppliers submit exactly the same price, each of the lowest submissions will be assigned a number and the successful number will be randomly selected.

Fermanagh and Omagh District Council Declarations
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The following declarations can be viewed at: <https://www.fermanaghomagh.com/procurement/t&c>

	(Please Tick) ✓
Terms and Conditions I/We have read the Terms and Conditions	<input type="checkbox"/>
Mandatory Exclusions I/We confirm that any convictions have been declared. Please detail if any convictions are to be declared: <div style="border: 1px solid black; height: 20px; width: 600px; margin-top: 5px;"></div>	<input type="checkbox"/>
Fair Employment and Treatment (Northern Ireland) Act 1998 I am/we are not unqualified for the purposes of Article 64 to 66 of the Fair Employment and Treatment (Northern Ireland) Act 1998. I/we undertake forthwith to inform Fermanagh and Omagh District Council should any notice stating that I am/we are unqualified be served upon me/us by the Equality Commission.	<input type="checkbox"/>
Certificate relating to Bona Fide Submission I / We have read and now understand the requirements of the submission system in relation to bona fide compliance as detailed in the above mentioned 'Certificate Relating To Bona Fide submission'.	<input type="checkbox"/>
Equality Declaration I/We Recognise Fermanagh and Omagh District Council's duty as stated above under Section 75 of the Northern Ireland Act 1998. We undertake not to act in any way that would contravene the Council's statutory obligations and are committed to promoting good relations and equality of opportunity in all our activities (including in the recruitment, promotion and training of all our staff.	<input type="checkbox"/>
Freedom of Information Act I/we have read and now understand the requirements in relation to freedom of information as detailed on the attached information sheet.	<input type="checkbox"/>
Safeguarding Declaration I/We acknowledge the importance of Safeguarding of children and adults at risk of harm if I am/We are successful in this procurement process.	<input type="checkbox"/>

FORM OF QUOTATION**EXPRESSION OF INTEREST FOR: Trail Head Service Operator****RETURNABLE ON OR BEFORE 12 NOON Friday 26 March 2021****To: Fermanagh and Omagh District Council**

I / We confirm that I/We have read and understood all of the Declarations detailed in Appendix 1 and understand our obligations.

I/ We offer: to provide Trail Head Services for Gortin Glen Forest Park Mountain Bike Trails for Fermanagh and Omagh District Council as follows:

Details of Costs

Description	Price in STG
Bike Hire / Uplift Service Franchise Offer for one 12 month period	

NOTES

Rental offer quoted shall be in pounds Sterling (GBP) and be exclusive of VAT

Name: _____

Address: _____

Postcode: _____

Telephone: _____

Mobile: _____

***Email:** _____

***Please note that this email address may be used for correspondence with regard to this Request for Quotation.**

Contact Name (Print in Caps): _____

Position in organisation: _____

Signature: _____ **Date:** _____

Data Protection

In accordance with the Data Protection Act 2018, Fermanagh and Omagh District Council has a duty to protect any information we hold on you. The personal information you provide here will only be used for the purpose of procurement and payment and will not be shared with any third party unless law or regulation compels such a disclosure or in the processing of external funding applications and associated claims. For further guidance on how we hold your information please visit the Privacy section at www.fermanaghomagh.com/your-council/privacy-statement/

Fermanagh and Omagh District Council Insurance Information

Please confirm the level of Insurance cover currently in place.

Section One. Insurance.	
A. Public/Products Liability Insurance Minimum £10 million	Yes/No*
Limit of cover: Public Liability	£
Product Liability	£
Insurance company name	
Broker name and address	
Expiry date	
B. Employer Liability Insurance Minimum £10 million	Yes/No*
Limit of cover	
Insurance company name	
Broker name and address	
Expiry date	
C. Vehicle Insurance (for Bike Uplift Service)	Yes/No*
Limit of cover	
Insurance company name	
Broker name and address	
Expiry date	

Signed: Date:

Duly authorised to sign for and on behalf of:

.....
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****In the event that your firm does not have the required level of insurance cover at the time of application, please confirm in writing that you are willing to put in place the required cover if your submission is successful. Please note evidence of Insurance cover will be required at Award Stage.**

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Appendix 4 **Quality – Minimum Requirements** [30%]

Please clearly demonstrate how your proposal meets all 8 minimum requirements for Trail Head Service provision as outlined in Section 3 Scope of Requirement of this document

[40%] (maximum score 5 x weighting factor 8)

Please use this text box provide your response (max 2 A4 Arial font 12)

Appendix 5 **Quality – Proposed Trail Head Infrastructure** [20%]

Please detail the proposal for the provision of infrastructure from which to operate the Trail Head Service at Gortin Glen Forest Park. Detail how these will be installed/operated to provide a quality visitor experience.

[20%] (maximum score 5 x weighting factor 4)

Please use this text box provide your response (max 2 A4 Arial font 12)

Appendix 6 **Quality – Added Value** [20%]

Submissions should demonstrate how their provision of services will add value to Gortin Glen Forest Park Mountain Bike Trails and/or exceed the minimum requirements as set out above, for example, offering additional services and / or bespoke visitor experiences

[10%] (maximum score 5 x weighting factor 2)

Please use this text box provide your response (max 2 A4 Arial font 12)