



1. General Principles

1.1 Introduction

This Specification sets out the details of the supply of our floral units and containers for 2017. It represents the minimum requirements of the Contractor in terms of outputs and performance. It is not intended to be restrictive in terms of innovation or flair. The ultimate aim is to ensure that the flower beds provide an attractive, vibrant and sustainable display for the enjoyment of everyone visiting and living in Camborne.

The specification covers:

- The key policy and other generic requirements;
- The statutory and mandatory compliance issues;
- The management and administrative arrangements;
- The precise maintenance requirements.

The Contractor shall note that the contract between Camborne Town Council and the Contractor will, in its final negotiated form, oblige the Contractor to provide services in accordance with this Specification, except where changes are mutually agreed.

1.2 Camborne Town Council – floral decorations

Camborne Town Council takes the quality of the environment very seriously and is committed to providing attractive floral displays in the town centre and Tuckingmill each summer. The aim is to provide a vibrant attractive display throughout the town for the duration of the summer months. The Council may enter the South West in Bloom and Cornwall in Bloom competitions; therefore, all flowers and displays must be of a high quality both creatively and in the vigour of the plants. All baskets and containers will need to be ready for display in Camborne town centre during the week commencing 12th June 2017.

All baskets and containers, with the exception of those marked with an *, have been obtained from Amberol and can be found in the Amberol catalogue.



Quality and Performance

Camborne Town Council is looking for a Contractor who is committed to quality and performance. Camborne Town Council will work closely with the Contractor to ensure that a quality ethos underpins the services provided.

The emphasis shall be placed on the Contractor implementing its own quality monitoring system so that the Contractor is monitoring its own performance and then reporting the outcomes to Camborne Town Council. The performance standards set out in this specification shall contribute to the overall measurement of performance by the Contractor.

1.3 Personnel attributes

The Contractor shall ensure that all staff delivering these services have the necessary qualifications, licences, permits, skills and experience to discharge their responsibilities effectively, safely and in conformance with law and Camborne Town Council policies and procedures.

The Contractor shall ensure that all staff receive the instruction, training and supervision necessary to properly carry out all work to legal standards. The Contractor shall ensure all staff conduct themselves in a polite and orderly fashion conducive to the general public.

1.4 Responsiveness and flexibility

This contract calls for a level of flexibility and responsiveness from the Contractor. Camborne Town Council expects that the Contractor's management and staff will be attentive and that resources will be found to maintain service standards during times of staff shortage.

Although this specification identifies the services and the standards required; Camborne Town Council views this as the base on which to build a partnership with a Contractor who will offer flexibility whilst working together to achieve the best quality outcomes that finances will allow.



2. Statutory and Mandatory Compliance

2.1 Relevant Law

The Contractor shall deliver all the services defined in this Specification in compliance with relevant law. Relevant law means any applicable law, statute, proclamation, bye-law, directive, decision, regulation, rule, order, notice, rule of court, or delegated or subordinate legislation and any applicable request or requirement.

2.2 Camborne Town Council Policies and Procedures

The Contractor shall deliver all services defined in this specification in compliance with Camborne Town Council's policies and procedures.



3. Service Requirements

Item No.	Service Item	Service Requirement	Description of Service Requirement	Performance Standards
3.1.2	Supply and planting of floral units and containers	Floral units and containers (see list at the end of this document for size and quantity) planted with a vibrant display of flowers.	<ul style="list-style-type: none"> ▪ Floral units and containers to be planted with a good colourful display of plants. ▪ Collection of empty containers and floral units for planting if further than two miles from Camborne town centre. ▪ Transportation of plants to Camborne for erection if more than two miles from Camborne town centre. ▪ Weeding, composting and planting of 4 static troughs located outside the Trevithick Surgery, Basset Road, Camborne. ▪ Quotation to include all water retaining compounds and compost required. 	<ul style="list-style-type: none"> ▪ Co-ordinated planting scheme to ensure an aesthetically pleasing overall effect. ▪ Healthy, vibrant plants, able to cope with the problems associated with the location and environment. ▪ Display lasts throughout the summer months (beginning of June to end of September 2017) using local / indigenous plants where possible. ▪ Balance of planting to strongly favour flowering display over foliage. ▪ Minimum use of trailing plants, in planters, to avoid ingress into footways. ▪ Good liaison with Camborne Town Council regarding the erection and placement of the units and containers.
3.1.3	Installation of Floral Display Units	Installation of all containers in correct locations as agreed with CTC	<ul style="list-style-type: none"> ▪ Programme of works to correctly install all floral units, baskets and planters. ▪ Strict adherence to appropriate H&S regulations during installation of all units. ▪ Liaison with CTC Amenities Officer to ensure watering of all units on completion 	<ul style="list-style-type: none"> ▪ Supply of method statements & risk assessments. ▪ Schedule of works ▪ Installation to take no more than 5 working days. ▪ Use of appropriate lifting

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Item No.	Service Item	Service Requirement	Description of Service Requirement	Performance Standards
			of installation.	equipment, staging and ladders. <ul style="list-style-type: none"> ▪ All units to contain plants of suitable maturity to cope with environmental factors.
3.1.4	Replacement plants	Replacement of plants damaged by vandalism, stolen, dead or ailing.	<ul style="list-style-type: none"> ▪ Prompt replacement of plants that are ailing, been vandalised or stolen 	<ul style="list-style-type: none"> ▪ Plants are replaced quickly on receipt of request. ▪ Any persistent problems quickly identified and communicated to the Council.
3.1.5	Dismantling of Display	Safe removal of all display units	<ul style="list-style-type: none"> ▪ Programme of works to correctly dismantle all floral units, baskets and planters. ▪ Strict adherence to appropriate H&S regulations during installation of all units. ▪ Proper disposal of organic material ▪ Return of all units, baskets and planters to CTC for storage 	<ul style="list-style-type: none"> ▪ Supply of method statements & risk assessments. ▪ Schedule of works ▪ Dismantling completed within 5 working days ▪ Disposal of all organic material in line with regulations ▪ Prompt return of cleaned units to CTC
3.1.6	Flexibility	Responsive attitude to needs of Camborne Town Council	<ul style="list-style-type: none"> ▪ Prompt communication with the Town Council in response to any issues. 	<ul style="list-style-type: none"> ▪ Positive, quick response to any problems.
3.1.7	Service Development	Positive attitude in the event of quality complaints	<ul style="list-style-type: none"> ▪ The Contractor shall investigate, validate and respond to complaints in an efficient and speedy manner, adopting an established, communicated complaints 	<ul style="list-style-type: none"> ▪ Complaints process in place and adopted. ▪ Positive, quick response to any problems.

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Item No.	Service Item	Service Requirement	Description of Service Requirement	Performance Standards
			process.	
3.1.8	Management Information	Provide management information for Camborne Town Council	<ul style="list-style-type: none"> ▪ The Contractor shall provide Camborne Town Council with management information. ▪ The Contractor shall operate an open book approach to management and financial information; ▪ As a minimum, the Contractor shall support monthly invoices with: <ul style="list-style-type: none"> ○ Details of all purchases including all discount arrangements (invoice, statement, over-riders) ○ Records of work sheets and information to support labour costs ○ Details of all other costs incurred ○ Ad hoc reports in support of service changes requested by the Contractor or Camborne Town Council. 	<ul style="list-style-type: none"> ▪ Open book information to be available when required by Camborne Town Council ▪ Monthly information in support of any invoices ▪ Ad hoc reports within timescale agreed with Camborne Town Council
3.1.9	Personnel Management	Management of staff	<ul style="list-style-type: none"> ▪ The Contractor shall manage all staff in accordance with best employment practice ▪ The Contractor shall be mindful of the Camborne Town Council personnel policies to ensure that approaches to personnel management are consistent 	<ul style="list-style-type: none"> ▪ Adoption of best practice personnel management

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Item No.	Service Item	Service Requirement	Description of Service Requirement	Performance Standards
3.1.10	Training	Provide training to all staff and participate in Camborne Town Council training	<ul style="list-style-type: none">▪ The Contractor shall ensure that staff are trained in accordance with the requirement of the job they are performing.▪ The Contractor shall ensure that any of Camborne Town Council's specific training requirements are incorporated into the Contractor's training.	<ul style="list-style-type: none">▪ Staff trained in accordance with the job they are undertaking▪ Co-operation with Camborne Town Council re training of their staff



Floral units and containers list

Barrier Basket (over the railings)	1290 x 380	3
Pole Mounted baskets	590 diameter	5
Cup and saucer baskets	540 diameter	25
Window boxes	1000 x 260	28
Window boxes*	610 x 210	13
Pole Mounted Half units	590 x 270	90
Wall Mounted Half Units	590 x 270	58
Wire hanging baskets*	360 diameter	2
Wire hanging baskets*	490 diameter	4
Three Tier Cascade Planters	800 x 1700	2
Metre Square Planters	1040 x 1040	14
Petal Planters	1250 x 250	4