

Expressions of Interest

Provision of Inspection and Registration Services for Tourist Accommodation

The Isle of Man Government invites expressions of interest from suitably experienced and capable organisations to provide Inspection and Registration services for Homestay, Bed and Breakfast and Self-Catering Properties to the Department for Enterprise (the Department).

The Department is responsible for the policy of registrations and rating assessments for all tourist premises on the Isle of Man with full regard to the Tourist (General) Regulations 1991 (part), the Tourist (General) (Amendment) Regulations 2001/2002/2004/2005/2007, the Tourist (General) (Fees) (Amendment) Regulations 2002 or any new or amending secondary legislation.

Scope

Part 1: Homestay Scheme

The Contractor will manage and facilitate the Homestay scheme on behalf of the Department (in compliance with the provisions of the Tourist Act 1975 and subsequent regulations (the Services) to support the Department's target to maintain three thousand (3,000) quality bed spaces on the Homestay Scheme.

The Services will include (but not be limited to):

- Registration and inspection of Homestay Properties prior to acceptance on the Homestay register;
- Ensuring that all registered Homestay Properties comply with the criteria of the Homestay Scheme as detailed in the Homestay Information Pack.
- Carrying out inspections of all newly registered properties;
- Re-inspection of registered properties every three years;
- Active promotion to potential Homestay hosts;
- Provision and promotion of a comprehensive Homestay booking service for potential visitors to the TT and Manx Grand Prix;
- Administration of the associated payment of the annual registration and administration fee payable on registration of each Homestay Property;
- Provision of a booking facility;
- Provision of a Customer Services telephone line to manage bookings;
- Maintaining the Customer Relationship Management Database;
- Retaining sufficient financial failure insurance for customer payments.

Part 2: Permanent Self-Catering and Bed & Breakfast Properties (if required)

Bidders will provide proposals for the following services:

- Advisory & Inspection of Permanent Self-Catering and Bed & Breakfast properties wishing to enter the full time visitor accommodation register;
- Collection of the relevant paperwork required to register as full-time visitor accommodation;
- Provision of a Customer Services telephone line and email service to manage any enquiries;

- Assisting the customer with the registration process up until they are a registered and fully compliant property;
- Liaising with the Visit Isle of Man team and keeping them up to date on progress with registrations.

The Department may decide, at its absolute discretion, not to award a contract for Part 2.

In order to participate in this competitive exercise, your organisation must be registered on the Isle of Man Government's Procurement Portal. If you have not previously registered, please visit <https://in-tendhost.co.uk/iomg/asp/Home> and select 'Register' from the menu on the right side of the Home Page.

Once you have registered your organisation you should select this tender from the list of 'Current Tenders' and 'View Details' then click 'Express Interest' at the bottom of the page. Once you have clicked on 'Express an Interest' a 'Form of Acknowledgement' tab will appear. This tab will provide a copy of the 'Appeals Procedure' to be downloaded. In order to progress to the next stage of the process you will need to 'Opt-In' and complete the 'Form of Acknowledgment' questionnaire and click 'Submit Return' before the Expression of Interest deadline as detailed below.

Should you have any difficulty in using the website or registering your interest in this way, please e-mail procurement@gov.im

Expressions of interest must be submitted through the above Portal by **noon on FRIDAY 29 SEPTEMBER 2023.**