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Tender

Membership Recruitment & Promotion of Products

Historic Environment Scotland

F02: Contract notice

Notice identifier: 2023/S 000-000828

Procurement identifier (OCID): ocds-h6vhtk-03969c

Published 11 January 2023, 2:18pm

Section I: Contracting authority

I.1) Name and addresses

Historic Environment Scotland

Longmore House, Salisbury Place

Edinburgh

EH9 1SH

Email

procurement@hes.scot

Country

United Kingdom

NUTS code

UKM75 - Edinburgh, City of

Internet address(es)

Main address

<http://historicenvironment.scot>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00164

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

www.publiccontractsscotland.gov.uk

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

www.publiccontractsscotland.gov.uk

I.4) Type of the contracting authority

National or federal Agency/Office

I.5) Main activity

Other activity

Conservation, Tourism & Built Environment

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Membership Recruitment & Promotion of Products

Reference number

HES/C/4174

II.1.2) Main CPV code

- 98100000 - Membership organisation services

II.1.3) Type of contract

Services

II.1.4) Short description

Historic Environment Scotland is looking for a highly experienced and flexible team who can provide a service selling memberships, admissions products and where appropriate, encouraging donations. Outstanding communication skills will be expected, and it is vital that they can engage with our visitors in an appropriate way. The team will have a positive attitude and will be able to work alongside the HES operations team on site. There must also be a high level of motivation to achieve targets.

Stirling Castle is a key site for HES and the work will predominantly be based there. In peak season 2022 (April to October), Stirling Castle welcomed 354,819 visitors through its doors. 24% of which were Scots, 19% rest of the UK and 57% were from overseas. The successful team must be confident and skilled at selling in an international environment.

There may be a requirement for work at other sites throughout the season, this will depend on visitor numbers and any special events that are being held. The contract will cover our peak season which is April through to late October.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

Main site or place of performance

The main body of work will be in Stirling, however there will be a requirement for work at other sites throughout the season.

II.2.4) Description of the procurement

Historic Environment Scotland is looking for a highly experienced and flexible team who

can provide a service selling memberships, admissions products and where appropriate, encouraging donations. Outstanding communication skills will be expected, and it is vital that they can engage with our visitors in an appropriate way. The team will have a positive attitude and will be able to work alongside the HES operations team on site. There must also be a high level of motivation to achieve targets.

Stirling Castle is a key site for HES and the work will predominantly be based there. In peak season 2022 (April to October), Stirling Castle welcomed 354,819 visitors through its doors. 24% of which were Scots, 19% rest of the UK and 57% were from overseas. The successful team must be confident and skilled at selling in an international environment.

There may be a requirement for work at other sites throughout the season, this will depend on visitor numbers and any special events that are being held. The contract will cover our peak season which is April through to late October.

The supplier must adopt a flexible approach and be able to come up with creative and effective techniques for approaching the public. The supplier will need to be able to provide sufficient team members., HES anticipates that the staffing commitment will need to flex as anticipated numbers change throughout the season (extra locations/events, busy periods such weekends and school holidays). As a rough guide, HES anticipates 1 or 2 members of staff per day at Stirling Castle depending on the day of the week or time of year. If the supplier feels they can increase sales to a level to deliver ROI by having more staff, this should be highlighted in the tender response.

The supplier will be expected to meet HES's internal scoring standards for VSQA and Mystery visits. Details of this will be discussed with the successful supplier upon appointment.

There will be a requirement for the team to be on site for staff training before any selling days commence. Due to the team working on HES sites and having access to the till systems the following training courses will need to be completed, these will be provided by HES –

- Information Security Awareness (e-learning)
- Data Protection Essentials (e-learning)
- Introduction to Safeguarding (e-learning)
- Counter Terrorism Awareness (e-learning)
- PCI DSS (on site training by site management team)

We anticipate this to be at least one full day of on site training, and the dates will be

agreed with the successful supplier.

The supplier is responsible for all issues relating to management of their staff on site.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Start date

3 April 2023

End date

31 March 2025

This contract is subject to renewal

Yes

Description of renewals

After the initial 2 year contract period, there will be an option to extend the contract by a further 2 years which will be reviewed annually.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

List and brief description of selection criteria

HES use Scotbis, an independent provider of business credit reports, to assess the financial standing of tenderers. The overall aim of this assessment is to ensure, as far as possible, that any potential Supplier will not have financial difficulties that endanger their ability to perform the Contract. If financial information cannot be gained from that source Historic Environment Scotland will request that you provide full audited accounts for the last full financial year. If Suppliers cannot provide any of the assurances as detailed above, and it is determined by HES that your financial strength is not adequate, then your company may not pass the financial evaluation. If you can provide the assurances as detailed above, HES may explore these options with you before determining whether your company can be taken forward in this procurement exercise. Bank details may also be sought to support the above.

Minimum level(s) of standards possibly required

Employers (compulsory) Liability Insurance - GDP 5 million

Public Liability Insurance - GDP 5 million

III.2) Conditions related to the contract

III.2.3) Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

13 February 2023

Local time

12:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.7) Conditions for opening of tenders

Date

13 February 2023

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: After the initial 2 year contract period, there will be an option to extend by a further 2 year so any further notices would be published in 2027.

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

Tenderers must highlight any concerns with the terms and conditions when responding with your submission. Please note HES will not sign up to suppliers terms and conditions and will not negotiate at either point of award or post contract award.

NOTE: To register your interest in this notice and obtain any additional information please visit the Public Contracts Scotland Web Site at

https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=718030.

The buyer has indicated that it will accept electronic responses to this notice via the Postbox facility. A user guide is available at

https://www.publiccontractsscotland.gov.uk/sitehelp/help_guides.aspx.

Suppliers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems.

Community benefits are included in this requirement. For more information see:

<https://www.gov.scot/policies/public-sector-procurement/community-benefits-in-procurement/>

A summary of the expected community benefits has been provided as follows:

HES encourages bidders to think about any community benefit that they could bring to this contract. This could be in the form of apprentices or work placements.

(SC Ref:718030)

Download the ESPD document here:

https://www.publiccontractsscotland.gov.uk/ESPD/ESPD_Download.aspx?id=718030

VI.4) Procedures for review

VI.4.1) Review body

Edinburgh Sheriff Court and Justice of the Peace Court

27 Chambers Street

EH1 1LA

Country

United Kingdom