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Tender

Retail Concession

Historic Environment Scotland

F02: Contract notice

Notice identifier: 2024/S 000-004578

Procurement identifier (OCID): ocds-h6vhtk-041c3c

Published 12 February 2024, 10:38am

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

Heritage, Tourism and the Built Environment

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Retail Concession

Reference number

HES/C/4079

II.1.2) Main CPV code

- 55900000 - Retail trade services

II.1.3) Type of contract

Services

II.1.4) Short description

Historic Environment Scotland have an opportunity for a concessionee to man and operate a small retail space within thier properties at Edinburgh and Stirling Castles.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 55900000 - Retail trade services

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

II.2.4) Description of the procurement

Historic Environment Scotland have an opportunity for a concessionee to man and operate a small retail

space within their properties at Edinburgh and Stirling castles. The agreement is personal to the concessionee and must not be assigned to

any other party.

HES require a product offer for these spaces that can be personalised, is

unique to the customer, and should be relevant to Scottish history, the property or Scotland.

The product is to be made available for customers to purchase out with our shops, but within the monument, integrating the purchase with the wider visitor experience. The product should not compete with any other item available for purchase within the properties, and the offer to be agreed with HES Retail prior to trading.

The addition of products can be considered during the contract period, but must be agreed with HES retail first.

Sales to be processed by the concessionee and an agreed commission figure paid to HES. Sales reports to be provided at the end of each month. Commission to be based on monthly turnover and to be paid within 28 days of invoice date. All sales reports to be made available for regular auditing.

The successful party will be required to man the concession space on all days that Edinburgh Castle is open, and the summer season only at Stirling Castle.

Any customer complaints about the product provided by the Concessionee must be dealt with in a professional and timely manner in keeping with the HES customer care guidelines. The Concessionee will provide a full money back guarantee to customers.

The Concessionee is required to ensure that where products are being delivered to a customer that they are guaranteed to be shipped to the customer to the correct address and where the customer does not receive the

product that they will be provided with a full refund.

HES recommends offering products which customers can take away on the day. Drop ship add-on sales will be considered but adequate reporting mechanisms should be in place.

II.2.5) Award criteria

Quality criterion - Name: Proposed approach to the requirement / Weighting: 25%

Quality criterion - Name: General Understanding of the requirement / Weighting: 25%

Quality criterion - Name: Relevant experience / Weighting: 10%

Quality criterion - Name: Environmental Policies / Weighting: 5%

Quality criterion - Name: Fair Work Practices / Weighting: 5%

Price - Weighting: 30%

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

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

After the initial 2 years, the contract will be up for renewal for a further 3 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

Public Liability Insurance 10 million GDP

Employers Liability Insurance 10 million GDP

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.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-034650](#)

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

Date

28 February 2024

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

28 February 2024

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: If all extensions are used then the contract will be up for renewal in 2029

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

Please note that tenderers must highlight any concerns with the terms and conditions or Licence to Occupy document when responding with your submission. Please note that HES will not sign up to suppliers' T&Cs 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=757954.

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:

The supplier is encouraged to think about what community benefits they could bring to the contract. Any suggestions welcome but could involve community engagement or work

placements.

(SC Ref:757954)

Download the ESPD document here:

https://www.publiccontractsscotland.gov.uk/ESPD/ESPD_Download.aspx?id=757954

VI.4) Procedures for review

VI.4.1) Review body

Edinburgh Sheriff Court and Justice of the Peace Court

Edinburgh

Country

United Kingdom