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Contract

Membership Recruitment & Promotion of Products

Historic Environment Scotland

F03: Contract award notice

Notice identifier: 2023/S 000-006451

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

Published 6 March 2023, 1:49pm

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://historicensevironment.scot>

Buyer's address

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

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.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £41,720

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.

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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

Quality criterion - Name: Relevant Experience / Weighting: 25

Quality criterion - Name: Method of delivery / Weighting: 30

Quality criterion - Name: Security accreditations / Weighting: 5

Quality criterion - Name: Environmental Impact / Weighting: 5

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

Price - Weighting: 30

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 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 000-000828](#)

Section V. Award of contract

Contract No

HES/C/4174

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

6 March 2023

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 1

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Complete Works (Boo Consultancy Ltd)

23c Lombard Rd, Wimbledon

LONDON

SW193TZ

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £41,720

Section VI. Complementary information

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.

(SC Ref:724777)

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