

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/006787-2025>

Tender

Historic Royal Palaces Digital Visitor Guide Hardware and Services provision

Historic Royal Palaces

F02: Contract notice

Notice identifier: 2025/S 000-006787

Procurement identifier (OCID): ocds-h6vhtk-04e6b3

Published 21 February 2025, 2:05pm

Section I: Contracting authority

I.1) Name and addresses

Historic Royal Palaces

Apartment 62

East Molesey

KT8 9AU

Contact

Kelly Jefferys

Email

Kelly.Jefferys@hrp.org.uk

Telephone

+44 2031666076

Country

United Kingdom

Region code

UKJ - South East (England)

Internet address(es)

Main address

<https://www.hrp.org.uk>

I.3) Communication

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

<https://www.delta-esourcing.com/tenders/UK-UK-East-Molesey:-Library%2C-archives%2C-museums-and-other-cultural-services./8WV68Z84A8>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted to the above-mentioned address

I.4) Type of the contracting authority

Other type

Independent Charity

I.5) Main activity

Recreation, culture and religion

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Historic Royal Palaces Digital Visitor Guide Hardware and Services provision

II.1.2) Main CPV code

- 92500000 - Library, archives, museums and other cultural services

II.1.3) Type of contract

Services

II.1.4) Short description

HRP will be running a tender process with the intention of awarding a contract for the provision of Audio-Guide Hardware and Operational services for guided tours for our visitors. To support and deliver multimedia guide devices and associated hardware, across three of their sites. Included in the contract will be an agreement for IT Support and Maintenance provision for all sites. There is also a requirement for an operational managed service for staff resource at Tower of London only.

II.1.5) Estimated total value

Value excluding VAT: £1,200,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 32321200 - Audio-visual equipment
- 92521100 - Museum-exhibition services
- 92521000 - Museum services

- 92520000 - Museum services and preservation services of historical sites and buildings
- 63514000 - Tourist guide services

II.2.3) Place of performance

NUTS codes

- UKI - London
- UKI6 - Outer London – South

Main site or place of performance

LONDON, Outer London – South

II.2.4) Description of the procurement

Historic Royal Palaces (HRP) is a registered charity, responsible for the care, conservation, and presentation of HM Tower of London (TOL), Hampton Court Palace (HCP), Kensington Palace State Apartments, (KP) the Banqueting House at Whitehall (BH), Kew Palace (KEW) and Hillsborough Castle and Gardens, (HCG) the official residence of HM The King in Northern Ireland and residence of the Secretary of State for Northern Ireland.

HRP is an independent charity, receiving no government funding and derives its income principally from admissions, retail, licensing, commercial events, sponsorship and support from donors and members.

HRP is a charity for everyone. We are committed to preserving and sharing the stories of our six magnificent palaces and making them accessible to all. Through partnerships, innovation, and storytelling, we strive to break down barriers, inspire curiosity and stir the spirit in people of all ages and backgrounds

HRP will be running a tender process with the intention of awarding a contract for the provision of audio-guide Hardware and operational services for guided tours for visitors. To support and deliver multimedia guide devices and associated hardware, across three of their sites. Included in the contract will be an agreement for IT Support and Maintenance provision for all sites. There is also a requirement for an operational managed service for staff resource at Tower of London only. The contract requirement is outlined, as detailed below.

(a) provide Equipment and Software (excluding content app delivery) to all three 'HRP' sites;

(b) provide Maintenance and IT Support Services;

(c) provide Digital Visitor Guide Operating Services on-site (TOL)

These audio/multimedia guides should be developed and tested ready to be launched by November 2025. The contract will include the installation and ongoing maintenance, covers proactive and reactive maintenance of the hardware, including replacement where required. The new multimedia guide solution and operational services will be contracted for a period of five years. The full invitation to tender will be published on contracts finder on 1 April 2025.

It is the intention of HRP to offer a refreshed and modernised multimedia guide to all visitors to Hampton Court Palace, Kensington Palace and Tower of London, but for an additional fee at Tower of London only. The requirements include but are not limited to: Provision of 900 handsets at Kensington Palace, 500 Hampton Court and 1200 at Tower of London, peripherals including headsets, Charging racks and other solution hardware. A managed service for the day-to-day sales of the devices at Tower of London. A Maintenance and IT Support service agreement for all three sites.

HRP reserves the right to adjust the timescales for any reason necessary to ensure that a fair and equal process is followed.

HRP may at its sole discretion exercise this option.

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

Duration in months

60

This contract is subject to renewal

No

II.2.9) Information about the limits on the number of candidates to be invited

Envisaged minimum number: 3

Maximum number: 5

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

II.2.14) Additional information

To respond to this opportunity please click here: <https://www.delta-esourcing.com/respond/8WV68Z84A8>

Tenderers who express their interest will be issued with a selection questionnaire (SQ). Responses to the SQ will be evaluated against the criteria detailed in the SQ and suppliers who are successfully selected to continue through to the invitation to tender (ITT) phase will be issued with the ITT Pack.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Restricted procedure

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

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

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

Date

24 March 2025

Local time

12:00pm

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

English

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

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

The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement.

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-East-Molesey:-Library%2C-archives%2C-museums-and-other-cultural-services./8WV68Z84A8>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/8WV68Z84A8>

GO Reference: GO-2025221-PRO-29524282

VI.4) Procedures for review

VI.4.1) Review body

Historic Royal Palaces

Apartment 2

East Molesey

KT8 9AU

Country

United Kingdom