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Tender

Provision of Visitor Counting Solution

National Galleries of Scotland

F02: Contract notice

Notice identifier: 2026/S 000-006881

Procurement identifier (OCID): ocds-h6vhtk-060f1d

Published 27 January 2026, 8:43am

Section I: Contracting authority

I.1) Name and addresses

National Galleries of Scotland

National Galleries of Scotland, 73 Belford Road

Edinburgh

EH4 3DS

Contact

Aileen Madeira Rezende

Email

amadeirarezende@nationalgalleries.org

Telephone

+44 1316246374

Country

United Kingdom

NUTS code

UKM75 - Edinburgh, City of

Internet address(es)

Main address

<http://www.nationalgalleries.org>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA11042

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

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

<https://www.publiccontractsscotland.gov.uk>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.publiccontractsscotland.gov.uk>

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<https://www.publiccontractsscotland.gov.uk>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Recreation, culture and religion

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Provision of Visitor Counting Solution

Reference number

NGSVC-001

II.1.2) Main CPV code

- 48810000 - Information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

National Galleries Scotland (NGS) wish to award a contract for the Provision of Visitor Counting Solution to a single Supplier.

NGS require a modern Visitor Counting Solution to accurately track and analyse footfall across all gallery spaces. This solution will provide reliable data to support operational planning, improve visitor experience, and inform strategic decisions on staffing, exhibitions, and resource allocation. The system must be robust, easy to maintain and capable of integrating with existing IT infrastructure to ensure seamless reporting and long-term scalability.

Full details of the Contract Requirements and Specification are detailed under Section 2 of the Invitation to Tender (ITT).

There is no commitment to a minimum spend over the duration of the contract. Under this agreement, no minimum spend is guaranteed.

The Supplier must have a clear understanding of the contract requirements and the organisational needs of NGS.

It is a requirement that the Supplier as a minimum, hold or commit to obtain prior to the award of contract, a valid Cyber Essentials Basic Certification (or equivalent) in place throughout the duration of the contract.

The agreement will be non-exclusive i.e., NGS reserves the right, in certain circumstances, to procure out with the Contract Agreement, as and when required.

In the event of unsatisfactory performance by the successful Supplier and the termination of the contract by either party, NGS reserves the right to negotiate the continuance of the services with the second and third placed Suppliers.

II.1.5) Estimated total value

Value excluding VAT: £150,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 51612000 - Installation services of information-processing equipment
- 63513000 - Tourist information services
- 64216200 - Electronic information services
- 72222000 - Information systems or technology strategic review and planning services
- 72222300 - Information technology services
- 72267100 - Maintenance of information technology software
- 48800000 - Information systems and servers

II.2.3) Place of performance

NUTS codes

- UKM75 - Edinburgh, City of

II.2.4) Description of the procurement

The procurement will be conducted through the use of the Open (single stage) Procedure.

Bidders must complete and submit both an SPD and tender response.

Economic Operators may be excluded from this competition if they are in any of the situations referred to in Regulation 58 of the Public Contracts (Scotland) Regulations

2015.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

The contract duration will be for an initial 48-month period, with the option to extend on more than one occasion but not exceeding an additional 24 months; resulting in a possible maximum contract duration of 72 months. This is at the discretion of NGS.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

NGS reserves the right to issue a contract modification in terms of Regulation 72 of the Public Contracts (Scotland) Regulations 2015.

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

The estimate maximum contract value for the maximum contract duration of 72 months is

150,000 GBP (ex VAT).

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

Q4A.2a 'Authorisation of Particular Organisation Needed' and Q4A.2b'Membership of a Particular Organisation Needed' have been included in the SPD. Bidders must confirm whether this is applicable to them.

If applicable, each question will be scored on a Pass/Fail basis. If the Bidder is required by their country of establishment, to have authorisation and/or membership of a particular organisation that the Bidder has not attained, the response will be deemed a 'Fail'. Any Bidder scoring a 'Fail' mark will be disqualified from the competition.

III.1.2) Economic and financial standing

List and brief description of selection criteria

Q4B6 Other Economic or Financial Requirements

Minimum level(s) of standards possibly required

Q4B6 - All information is contained within the online SPD.

III.1.3) Technical and professional ability

List and brief description of selection criteria

Q4D.1 Quality Assurance (including Health & Safety Procedures) & Q4D.2 Environmental Management are included under selection criteria but will be scored on a Pass/Fail basis, as detailed below.

Minimum level(s) of standards possibly required

4D.1 Quality Assurance (including Health & Safety Procedures): all information in regard to minimum level(s) of standards required is contained within the online SPD.

This will be scored on a Pass/Fail basis. If the Bidder responds "No" the response will be deemed a "Fail". Any Bidder scoring a "Fail" mark will be disqualified from the

competition.

Q4D.2 Environmental Management: all information in regard to minimum level(s) of standards required is contained within the SPD.

This will be scored on a Pass/Fail basis. If the Bidder responds "No" the response will be deemed a "Fail". Any Bidder scoring a "Fail" mark will be disqualified from the competition.

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

As detailed in 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

9 March 2026

Local time

12:00pm

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

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 6 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

9 March 2026

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

National Galleries Scotland reserves the right to cancel the procurement at any time and not award a Contract. The expenditure, work or effort undertaken by Tenderers prior to the Award of Contract is accordingly a matter solely for the commercial judgement of Tenderers.

Late SPDs and tenders may not be considered by National Galleries Scotland.

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=821591.

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.

(SC Ref:821591)

Download the ESPD document here:

https://www.publiccontractsscotland.gov.uk/ESPD/ESPD_Download.aspx?id=821591

VI.4) Procedures for review

VI.4.1) Review body

Edinburgh Sheriff Court

Sheriff Court House, 27 Chambers Street

EDINBURGH

EH1 1LB

Email

enquiries@scotcourts.gov.uk

Telephone

+44 1312252525

Country

United Kingdom

Internet address

<https://www.scotcourts.gov.uk/the-courts/court-locations/edinburgh-sheriff-court-and-justice-of-the-peace-court>