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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](mailto: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](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

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## **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).

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## **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.

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## **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

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## **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](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](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](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](mailto: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>