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Contract

Retail Concession

Historic Environment Scotland

F03: Contract award notice

Notice identifier: 2024/S 000-012633

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

Published 18 April 2024, 11:18am

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

Value excluding VAT: £300,000

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.2.11) 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: [2024/S 000-004578](#)

Section V. Award of contract

Contract No

HES/C/4079

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

18 April 2024

V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 2

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

Number of tenders received from tenderers from non-EU Member States: 2

Number of tenders received by electronic means: 2

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

V.2.3) Name and address of the contractor

The Knights Vault Ltd

102 West Bow

Edinburgh

EH1 2HH

Country

United Kingdom

NUTS code

- UKM - Scotland

The contractor is an SME

Yes

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

Total value of the contract/lot: £300,000

Section VI. Complementary information

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.

(SC Ref:764174)

VI.4) Procedures for review

VI.4.1) Review body

Edinburgh Sheriff Court and Justice of the Peace Court

Edinburgh

Country

United Kingdom