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Contract

Concession Contract for the Provision of Catering Services at the Scottish National Portrait Gallery

National Galleries of Scotland

F25: Concession award notice

Notice identifier: 2025/S 000-013173

Procurement identifier (OCID): ocids-h6vhtk-03d469

Published 4 April 2025, 3:29pm

Section I: Contracting authority/entity

I.1) Name and addresses

National Galleries of Scotland

National Galleries of Scotland, 73 Belford Road

Edinburgh

EH4 3DS

Email

smorgan@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.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

Concession Contract for the Provision of Catering Services at the Scottish National Portrait Gallery

Reference number

723 507

II.1.2) Main CPV code

- 55520000 - Catering services

II.1.3) Type of contract

Services

II.1.4) Short description

National Galleries Scotland (NGS) intend to procure a sole Service Provider for the Provision of Catering Services at the Scottish National Portrait Gallery (SNPG).

The Concession Contract includes the provision of daytime catering services to the public as well as private function/event catering. Therefore, NGS require the Service Provider to market and sell the sites as a function venue to corporate and private clients, offering their services for events both during the day and evening.

A further key requirement for the successful delivery of services will be on-site Contract Management as Caterers will be expected to work alongside the NGS brand, remaining consistent with NGS' brand values.

The café is a valuable asset to NGS and should be considered as a destination in its own right. The reputation in regards to quality, value and customer service enhances the overall gallery attraction and visitor experience and therefore, Service Providers should be considerate of the NGS' Audience and Exhibition Programmes.

Overview of Requirements:

- Expertise in the planning, deployment and co-ordination of catering management;
- Expertise in Supply Chain Management and Quality Assurance Methodology for food

and drink products;

- The provision of star accredited catering services;
- Reputable customer service;
- Quality branding and marketing materials;
- Commitment to fairly and ethically traded goods, preferably from locally sourced suppliers; and
- An understanding of security requirements and procedures.

A DRAFT contract has been uploaded to the portal for further information.

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

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 Service Provider 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 Service Providers.

II.1.6) Information about lots

This concession is divided into lots: No

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

Value excluding VAT: £7,828,253

II.2) Description

II.2.2) Additional CPV code(s)

- 55520000 - Catering services

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 Restricted procedure. The SPD (Scotland) will be used as a downsizing tool in this procedure.

It is NGS' intention to shortlist to a maximum of 5 Service Providers but NGS reserves the right to invite in excess of this number of Service Providers in the event of a tie.

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.

The objective criteria for shortlisting candidates is detailed under section III of this Contract Notice.

A DRAFT Contract Agreement, DRAFT Service Level Agreement and DRAFT Stage 2 Quality Questionnaire have been uploaded to the portal. This is for INFORMATION ONLY as to the requirements of the contract and tender process and may be subject to change. Bidders should satisfy themselves that they can fulfil the contract requirements prior to completing the SPD.

It is a requirement that the Service Provider 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.

Note that it is the opinion of NGS that TUPE may apply to the award of the Contract. Further TUPE information will be provided during Stage 2 of the tender competition.

II.2.5) Award criteria

Concession is awarded on the basis of the criteria described below:

- Criterion: Quality - Site Visit & Mystery Customer Assessment (Weighting x5%)
- Criterion: Quality - Day Catering Delivery (Weighting x 40%)
- Criterion: Quality - Events & Venue Hire Delivery (Weighting x 10%)
- Criterion: Quality - Branding, Marketing & Communications (Weighting x 10%)
- Criterion: Quality - Contract Management (Weighting x 15%)
- Criterion: Quality - Sustainability & Environmental Management (Weighting x 10%)
- Criterion: Quality - Fair Working Practices (Weighting x 5%)
- Criterion: Quality - Community Benefits (Weighting x 5%)

- Criterion: Price - Commission Rate (Weighting x 10%)
- Criterion: Price - Guaranteed Minimum Annual Commission (Weighting x 25%)
- Criterion: Price - Commission Forecast (Weighting x 20%)
- Criterion: Price - Capital Spend (Weighting x 20%)
- Criterion: Price - Marketing Spend (Weighting x 20%)
- Criterion: Price - Internal Events Pricing (Weighting x 3%)
- Criterion: Price - Staff Discount (Weighting x 2%)

II.2.7) Duration of the concession

Duration in months

60

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 contract provides the option to extend the contract by a variable period not exceeding 24 months.

All Stage 2 Tenderers will be invited to provide a tender presentation. Full details will be provided in the Invitation to Tender (ITT) document.

Section IV. Procedure

IV.1) Description

IV.1.1) Form of procedure

Award procedure with prior publication of a concession notice

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-016169](#)

Section V. Award of concession

A concession/lot is awarded: Yes

V.2) Award of concession

V.2.1) Date of concession award decision

28 August 2024

V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 0

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 concession has been awarded to a group of economic operators: No

V.2.3) Name and address of the concessionaire

Sodexo Ltd

One Southampton Row

LONDON

WC1B 5HA

Telephone

+44 7586644240

Country

United Kingdom

NUTS code

- UK - United Kingdom

The concessionaire is an SME

No

V.2.4) Information on value of concession and main financing terms (excluding VAT)

Total value of the concession/lot: £7,828,253

Section VI. Complementary information

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 Bidders prior to the Award of Contract is accordingly a matter solely for the commercial judgement of Bidders.

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

NGS reserve the right to award a public contract following the negotiated procedure without prior publication in terms of Regulation 33(8) of the Public Contracts (Scotland) Regulations 2015. Further information is included in the Invitation to Tender (ITT) document.

NGS reserves the right to issue a contract modification in terms of Regulation 46 of the Concession Contracts (Scotland) Regulations 2016.

(SC Ref:795438)

VI.4) Procedures for review

VI.4.1) Review body

Edinburgh Sheriff Court

Sheriff Court House, 27 Chambers Street

EDINBURGH

EH1 1LB

Country

United Kingdom

Internet address

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