This is a published notice on the Find a Tender service: <a href="https://www.find-tender.service.gov.uk/Notice/013979-2025">https://www.find-tender.service.gov.uk/Notice/013979-2025</a>

#### Contract

# **Historic Royal Palaces Digital Visitor Guide Content**

Historic Royal Palaces

F03: Contract award notice

Notice identifier: 2025/S 000-013979

Procurement identifier (OCID): ocds-h6vhtk-046a51

Published 9 April 2025, 2:05pm

# **Section I: Contracting authority**

# I.1) Name and addresses

Historic Royal Palaces

**Hampton Court Palace** 

Surrey

KT8 9AU

#### Contact

Rebecca OMeara

#### **Email**

Procurement@hrp.org.uk

#### **Telephone**

+44 3333206000

## **Country**

**United Kingdom** 

## Region code

UKJ - South East (England)

#### Internet address(es)

Main address

www.hrp.org.uk

# 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 Content

Reference number

HRP6568

#### 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

We will be running a tender process with the intention of establishing Framework Agreements for the provision of content for our existing Digital Visitors Guide (DVG).

The DVG provides audio and visual content on a mobile device in multiple languages, including British Sign Language. DVGs also offer specialist Audio Described tours (in English-only) for blind and partially sighted visitors.

#### II.1.6) Information about lots

This contract is divided into lots: Yes

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

Value excluding VAT: £300,000

## II.2) Description

#### II.2.1) Title

**General Content Production** 

Lot No

Lot: 1

#### II.2.2) Additional CPV code(s)

- 79530000 Translation services
- 79540000 Interpretation services
- 63514000 Tourist guide services
- 63513000 Tourist information services

#### II.2.3) Place of performance

**NUTS** codes

• UK - United Kingdom

Main site or place of performance

#### UNITED KINGDOM

#### II.2.4) Description of the procurement

Content production for HRP's existing Digital Visitor Guide in English and multiple languages. This is to include script writing, translation (where appropriate), and production.

Current languages offered across HRPs sites are: Dutch, French, German, Italian, Japanese, Korean, Mandarin, Portuguese, Russian, Spanish, Ukrainian and British Sign Language. Content production may also include Audio Described tours. Specialist services can be sub-contracted where necessary.

#### II.2.5) Award criteria

Quality criterion - Name: Technical Criteria / Weighting: 50

Quality criterion - Name: Social Value / Weighting: 10

Cost criterion - Name: Commercial Criteria / Weighting: 40

#### 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: <a href="https://www.delta-esourcing.com/respond/GP5TY524A9">https://www.delta-esourcing.com/respond/GP5TY524A9</a>

# II.2) Description

#### II.2.1) Title

Content Production: British Sign Language

Lot No

Lot: 2

#### II.2.2) Additional CPV code(s)

79530000 - Translation services

- 79540000 Interpretation services
- 63513000 Tourist information services
- 63514000 Tourist guide services

#### II.2.3) Place of performance

**NUTS** codes

• UK - United Kingdom

Main site or place of performance

#### UNITED KINGDOM

#### II.2.4) Description of the procurement

Production of British Sign Language tours for HRP's existing Digital Visitor Guide.

#### II.2.5) Award criteria

Quality criterion - Name: Technical Criteria / Weighting: 50

Quality criterion - Name: Social Value / Weighting: 10

Cost criterion - Name: Commercial Criteria / Weighting: 40

### 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) Description

#### II.2.1) Title

Content Production: Audio Described

Lot No

Lot: 3

#### II.2.2) Additional CPV code(s)

- 79530000 Translation services
- 79540000 Interpretation services
- 63513000 Tourist information services
- 63514000 Tourist guide services

#### II.2.3) Place of performance

**NUTS** codes

• UK - United Kingdom

Main site or place of performance

#### UNITED KINGDOM

#### II.2.4) Description of the procurement

Production of Audio Described tours for HRP's existing Digital Visitor Guide.

#### II.2.5) Award criteria

Quality criterion - Name: Technical Criteria / Weighting: 50

Quality criterion - Name: Social Value / Weighting: 10

Cost criterion - Name: Commercial Criteria / Weighting: 40

### 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.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

#### 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.2.1) Previous publication concerning this procedure

Notice number: 2024/S 000-016462

# IV.2.9) Information about termination of call for competition in the form of a prior information notice

The contracting authority will not award any further contracts based on the above prior information notice

# Section V. Award of contract

#### **Contract No**

7085

#### Lot No

12

#### **Title**

DVG Content Lot 1 and Lot 2 Content Production and BSL

A contract/lot is awarded: Yes

## V.2) Award of contract

#### V.2.1) Date of conclusion of the contract

7 March 2025

#### V.2.2) Information about tenders

Number of tenders received: 6

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

#### V.2.3) Name and address of the contractor

Advanced Thinking Systems Ltd (t/a ATS Heritage)

100 Nest Business Park, Martin Road, Havant

Hants

PO9 5TL

Country

**United Kingdom** 

**NUTS** code

• UK - United Kingdom

National registration number

02990563

The contractor is an SME

Yes

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

Initial estimated total value of the contract/lot: £270,000

Total value of the contract/lot: £270,000

# Section V. Award of contract

#### **Contract No**

7084

#### Lot No

3

#### **Title**

DVG Content Lot 3 Audio Description (AD)

A contract/lot is awarded: Yes

# V.2) Award of contract

#### V.2.1) Date of conclusion of the contract

27 February 2025

# V.2.2) Information about tenders

Number of tenders received: 5

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

# V.2.3) Name and address of the contractor

**Smartify CIC** 

12 Frobisher Road

London

**N8 0NS** 

Country

**United Kingdom** 

**NUTS** code

• UK - United Kingdom

National registration number

09903509

The contractor is an SME

Yes

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

Initial estimated total value of the contract/lot: £30,000

Total value of the contract/lot: £30,000

# Section V. Award of contract

#### **Contract No**

7086

#### Lot No

1

#### **Title**

**DVG Content Lot 1 Content Production** 

A contract/lot is awarded: Yes

# V.2) Award of contract

#### V.2.1) Date of conclusion of the contract

31 March 2025

# V.2.2) Information about tenders

Number of tenders received: 5

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

# V.2.3) Name and address of the contractor

Imagineear Ltd

The Blomfield Rooms, Fulham Palace, Bishop's Avenue

London

SW6 6EA

Country

**United Kingdom** 

NUTS code

• UK - United Kingdom

National registration number

06887633

The contractor is an SME

Yes

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

Initial estimated total value of the contract/lot: £240,000

Total value of the contract/lot: £240,000

# **Section VI. Complementary information**

# 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.

To view this notice, please click here:

https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=917205384 GO

Reference: GO-202549-PRO-30093143

# VI.4) Procedures for review

VI.4.1) Review body

Historic Royal Palaces

Hampton Court Palace

**East Molesey** 

KT8 9AU

Country

**United Kingdom**