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Tender

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

Historic Royal Palaces

F02: Contract notice

Notice identifier: 2024/S 000-016462

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

Published 24 May 2024, 2:05pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Historic Royal Palaces

HCP

Hampton

KT8 9AU

#### **Contact**

Honey Zaheer

#### **Email**

[Procurement@hrp.org.uk](mailto: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](http://www.hrp.org.uk)

**I.3) Communication**

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

<https://www.delta-esourcing.com/register/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.delta-esourcing.com/register/>

Tenders or requests to participate must be submitted to the above-mentioned address

**I.4) Type of the contracting authority**

Other type

Independent Charity

**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**

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 a Framework Agreement 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.1.5) Estimated total value**

Value excluding VAT: £300,000

#### **II.1.6) Information about lots**

This contract is divided into lots: Yes

Tenders may be submitted for all lots

### **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**

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

This framework agreement will be for a two year period with the option to extend for a further two years.

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **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: <https://www.delta-esourcing.com/respond/GP5TY524A9>

### **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

- UKJ - South East (England)

Main site or place of performance

SOUTH EAST (ENGLAND)

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

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

### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

This framework agreement will be for a two year period with the option to extend for a further two years.

### **II.2.10) Information about variants**

Variants will be accepted: No

### **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 only for HRP's existing Digital Visitor Guide.

### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

This framework agreement will be for a two year period with the option to extend for a further two years.

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **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

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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

Bidders must have relevant experience of creating content for mobile digital guides within the context of museums, galleries, or heritage sites. If you do not meet this criteria you will not be eligible to the appointment for the framework.

For Lot 1, Bidders must be able to provide translation services in the following languages:

Dutch, French, German, Italian, Japanese, Korean, Mandarin, Portuguese, Russian, Spanish, Ukrainian and British Sign Language and be able to offer Audio Described Tours.

Specialist services can be sub-contracted where necessary.



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## **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

Framework agreement with several operators

#### **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.2.2) Time limit for receipt of tenders or requests to participate**

Date

24 June 2024

Local time

12:00pm

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

English

#### **IV.2.7) Conditions for opening of tenders**

Date

24 June 2024

Local time

12:00pm

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.2) Information about electronic workflows**

Electronic invoicing will be accepted

Electronic payment will be used

### **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.

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-Hampton:-Library%2C-archives%2C-museums-and-other-cultural-services./GP5TY524A9>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/GP5TY524A9>

GO Reference: GO-2024524-PRO-26232461

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Historic Royal Palaces

Hampton Court Palace

East Molesey

KT8 9AU

Country

United Kingdom

