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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): ocds-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

Telephone

+44 3333206000

Country

United Kingdom

Region code

UKJ - South East (England)

Internet address(es)

Main address

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

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-sourcing.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

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.

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

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