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Tender

Customer Service Training

The Trustees of the Natural History Museum

F02: Contract notice

Notice identifier: 2024/S 000-022413

Procurement identifier (OCID): ocds-h6vhtk-047ebb

Published 19 July 2024, 10:05am

Section I: Contracting authority

I.1) Name and addresses

The Trustees of the Natural History Museum

Cromwell Road

London

SW7 5BD

Contact

NHM Procurement

Email

nhmprocurement@nhm.ac.uk

Telephone

+44 2079425000

Country

United Kingdom

Region code

UKI - London

Internet address(es)

Main address

<https://www.nhm.ac.uk>

I.3) Communication

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

<https://www.delta-esourcing.com/tenders/UK-UK-London:-Staff-training-services./84PCTT6C3P>

Additional information can be obtained from the above-mentioned address

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

I.4) Type of the contracting authority

Other type

Non-departmental public body, sponsored by the Department for Digital, Culture, Media and Sport

I.5) Main activity

Recreation, culture and religion

Section II: Object**II.1) Scope of the procurement**

II.1.1) Title

Customer Service Training

II.1.2) Main CPV code

- 80511000 - Staff training services

II.1.3) Type of contract

Services

II.1.4) Short description

Customer Service Training

II.1.5) Estimated total value

Value excluding VAT: £120,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKI - London

Main site or place of performance

LONDON

II.2.4) Description of the procurement

Customer Service Training.

II.2.5) Award criteria

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

documents

II.2.6) Estimated value

Value excluding VAT: £120,000

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

The contract will have an initial firm period of two years, with an option to extend the Contract period for a further two years on a 1+1 basis.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

The contract will have an initial firm period of two years, with an option to extend the Contract period for a further two years on a 1+1 basis. The contract will include the right to be the provider to deliver the package to additional teams.

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

Date

30 August 2024

Local time

12:00pm

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

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 3 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

30 August 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-London:-Staff-training-services./84PCTT6C3P>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/84PCTT6C3P>

GO Reference: GO-2024718-PRO-26933880

VI.4) Procedures for review

VI.4.1) Review body

Trustees of the Natural History Museum

Cromwell Road

London

SW7 5BD

Country

United Kingdom