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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](mailto: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](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

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## **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

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## 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

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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-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